

# Overcoming the business growth hurdle



Your business has got past that difficult starting point and is growing. You should be celebrating! Right? However, you start to find out that what worked a year ago is no longer driving the results you want.

Suddenly, you start to come across issues with product sales slowing, poor customer service, inefficiencies and staff turnover.

You start asking yourself, what has changed? Why is this happening? How do I fix this?

## What do most businesses do?

Recognising you now need to do something, you start to think about how to fix the issues yourself or finding a consultant who can offer you a magic cure to fix these issues. This is where things can get messy quickly as you end up deploying a solution that has minimal benefit and still have not fully understood what is causing the problem.

## What is really impacting your business?

The issues you are experiencing are the effects of your business strategy/plan not working the way it was intended. What you see is tangible and the issue is reflected in your business results. You see key measures such as profit not being met, or "People Impacts" such as your people's ability to work together effectively, resulting in poor customer service

## What is the cause of the problem?

Causes are intangible impacts on your business. Typically, most people tend to see the causes coming from outside the organisation. Some of the more evident causes come from;

- Competitors that are delivering a better offering
- Customers that are demanding more for less
- Economic factors that are slowing demand for your offerings
- Technology that is driving disruption bringing innovation and shifting demand in your market.
- Regulators that are imposing controls that stifle growth in your market.

Many good business owners keep a wary eye on these outside causes and constantly navigate their business through changes in the environment that they and their competitors must operate in.

## What causes are typically overlooked?

There is however another intangible cause that comes from within the business and is quite often overlooked as to its impact. These are structural and are the key internal systems and processes that significantly influences the way a business operates and how well people work within the business. This includes:

- Mission and Vision that shapes the way things are done in the business
- People Practices influencing how people are valued and motivates them to perform
- Leadership which determines how well people are managed and work together across the business.

## What is the right approach to solving your problem?

Taking a diagnostic approach to problem solving instead of applying a predefined solution is a critical decision for your business. It can be the difference between getting back on the right path or sinking further into the mire.

## What do Connesso offer?

At Connesso we have developed a HR Business Audit to examine your business holistically. We work with you investigating your key internal systems and processes that influences how your business operates and assess how well people work within the business. Our diagnostic approach gets to the root causes of your issues by focusing on the cause of the problem rather than trying to deal with the effects of the problem.

We provide a detailed report on the outcomes and recommended approaches to build sustainable people solutions that are aligned to your business strategy.

### HR BUSINESS AUDIT

We conduct an audit of the current state of people policy, process and systems, identify people compliance risks, assess employee engagement, review business structure and roles, pinpoint key aspects that require attention.

### POLICY REVIEW

We can assess and update your current policies and processes. We update, replace or create policies, processes and systems that are aligned to your business strategy, ensuring business plan/strategy needs and compliance needs are met.

### STAFF ENGAGEMENT SURVEYS

We conduct online/face to face surveys to measure current staff engagement, leadership effectiveness and identify improvement actions to people processes.

### MANAGER SURVEYS

We conduct online/face to face manager surveys to obtain feedback on manager effectiveness against key capability areas and behaviours, development plan.

### PERFORMANCE COACHING

We facilitate a Profiling tool for a nominated individual to identify strengths and areas for focus, conduct a debrief of reported findings, facilitate coaching sessions to identify opportunities for further development.

### TEAM BUILDING

We develop great experiences for teams. We highlight the hidden opportunities they have to work better together by developing a common understanding and how to work to each others strengths.

### RECRUITMENT AND ONBOARDING

We can help you recruit the right people for your business, onboard your people effectively.

### COURSE FACILITATION AND DEVELOPMENT

We have a long history of providing training in people, processes and systems. We can facilitate existing training programs as well as develop custom training programs to meet your needs.

### CONSULTING SERVICES

We can provide a range of services such as general HR advice, project management, program development, investigations, workplace inspections, needs analysis, custom survey design, HR systems assurance, role design and organisational design.

## How can we help you?



We at Connesso bring a fresh perspective and over 25 years of expertise on how to get the best out of your people and help your business succeed using our proven people strategies.

We partner with you to help you understand the root cause of issues impacting people effectiveness and culture, then work with you to build sustainable people solutions aligned to your business strategy giving you back control over your business.

## Want to know more?

You can take our short [assessment](#) to help pinpoint how we can help you, or contact [Richard Brincat](#) at Connesso today to find out how we can help you realise the true potential of your people and your business.

### We can answer your people questions

- ◆ How do I recruit the right person?
- ◆ How do I retain my best people?
- ◆ How do I keep my people engaged?
- ◆ What is the best way to manage the performance of my people?
- ◆ How can I improve teamwork?
- ◆ What is the best way to develop my people?
- ◆ What roles do I need to have in my business as we move forward?

### Our available services

- ◆ HR Business Audit
- ◆ Policy Review
- ◆ Staff Engagement Surveys
- ◆ Manager Surveys
- ◆ Performance Coaching
- ◆ Team Building
- ◆ Recruitment and On-boarding
- ◆ Course Facilitation and Development
- ◆ Consulting Services

### Contact us

We can help you start your journey towards harnessing the power of your greatest asset, your people!

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**Connesso**  
Linking People To Their Potential