

Employer of Choice

Capability and Capacity
Workforce Plan

Removing your stress
from Business

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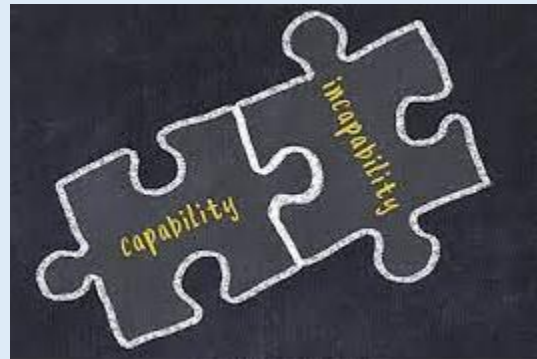
The challenge of finding and keeping quality staff

One of the biggest challenges that organisations face is finding and retaining good staff. This can be especially difficult in today's competitive job market, where skilled workers are in high demand.

In this ***Capability and Capacity Workforce Plan***, we will explore strategies for building the capability and capacity of your workforce, with a focus on attracting and retaining top talent.

We will cover:

- Your Capability and Capacity Checklist
- Training and Development Plan
- The value of Job Design and Job Description
- The Value of Delegation



Step 1

Step 2



Step 3

Step 4



Step 1

People Capability and Capacity Checklist

1 Identify your current skills and capabilities

- List all the technical and managerial skills of each employee. Include any formal and informal skills, knowledge and education, regardless of the relevance to the Position.

2 Determine what skills are needed in the business

- Start with an Organisational Chart.
- Identify the functional activity of each Position to successfully deliver the best and most effective outcome.

3 Develop a training and development plan to bridge the skills gap

- List all the skills required and consolidate them under basic, advanced, and expert.
- Develop an on-the-job training program using your existing assets.
- Source subject matter experts or training programs to augment your needs.

4 Implement a mentoring succession plan

- Build internal capacity by nominating certain employees to take on the role of mentor.
- Include “How to Mentor” in the training and development plans.

5 Implement cross training accountability

- Have each Supervisor and Manager train at least two of their staff to a level of competency to replicate the Supervisor or Manager.
- Include this outcome in the KPI of each Supervisor and Manager.

Step 2

Training and Development Plan

1 Closing the Skills Gap Plan

- Document the business outcome expected from the training.
- Identify if the skills are technical or managerial.
- Prioritise the list based on the operational needs in the Plan.

2 Design a framework for the training

- Determine what is the best delivery framework. OJT, workshop or online.
- Research how the training will be delivered and by whom. The choices are Internal or external resources.

3 Create a budget for the training and development

- Determine what a realistic ROI is for the training and development.
 - Are you looking for an immediate outcome to deal with an urgent deficiency?
 - Is the need more strategic?
 - Is it a skill that needs to be developed or could it be outsourced?

4 Create a measurement feedback loop

- Create a training evaluation form for staff to provide feedback on the structure, relevance, and quality of the training.
- Recognise and acknowledge the skills improvement in a regular performance conversation.

5 Review the ROI based on the expected outcomes

- Regularly review the application of the knowledge gained as a measure of improvement.
- Create a pre-training performance baseline and measure the impact of knowledge gained on the expected outcome.

Step 3

Job Design and Job Description

Job Design

The principles of Job Design are to determine the specific tasks, responsibilities, and outcomes that make up a particular Position within the business.

- How does the Position impact the business purpose?
- How does the Position contribute to the goals and objectives of the business?
- What are the Basic, Advanced or Expert skills the Position needs to be effective?
- What are the physical and psychological demands of the Position?
- What are the progression steps in the hierarchy of Positions? *Too big a gap between Positions creates succession planning issues*

Job Description (Position Description)

A well-designed Job Description is a powerful management tool to create meaning and purpose for each individual.

A JD includes the following.

- Job Title; Reporting To; Number of Direct reports; Total Staff included in the Hierarchy below the Position?
- Purpose of the Position.
- Accountabilities and Responsibilities *
- Compensation and Benefits.
- Specific Work Environment constraints or challenges

Minimum and preferable

- Skills, Knowledge, and Experience.
- Education.
- Certificates and Regulatory Requirements.

Tasks should not be included in a JD.

* Refer to the Blog on the difference between Accountability and Responsibility on the [Inspiring Business Website](#)

Step 4

The Value of Delegating

Delegating tasks is a key aspect of running a small business, as it allows business owners to focus on the most value-generating, while other tasks are handled by team members.

This has a huge impact on increasing productivity and efficiency within the business, and it contributes to the development of individual expertise and functions efficiently.

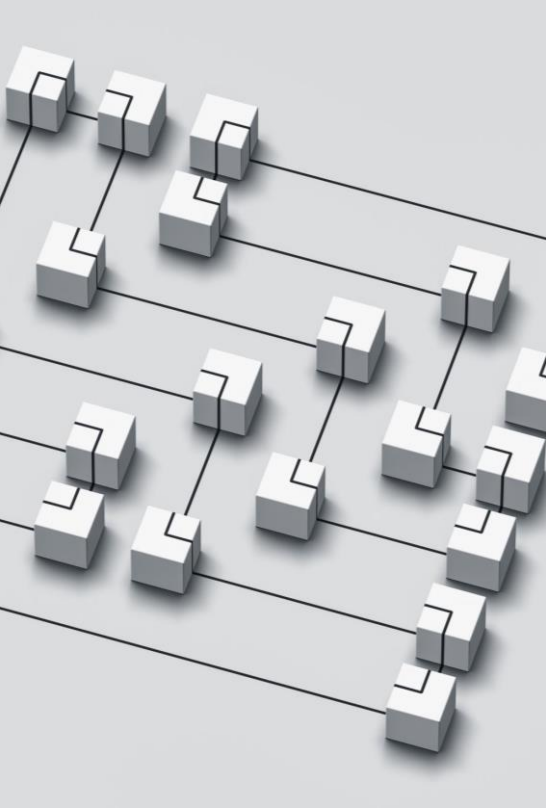
It's a game changer when done correctly as it provides the opportunity to accept accountability for the Position the individual has been employed to do.

It's not about giving up control, it's understanding that being controlling or micro-managing destroys trust and loyalty.

3 Keys to Positive Delegation

The premise is you have well-designed systems and processes and clearly designed Positions and Job Descriptions.

1. Identify the tasks you are doing for your staff and hand them back.
 - There will be tasks that have crept into your in-tray because only YOU can do them perfectly.
2. Look at the tasks that are in your list that could be performed by another Position
 - EG Do you really need to be writing the brief for the website design or getting involved in despatch?
3. Clearly communicate your expectations
 - Use daily or weekly huddle (toolbox meetings).
 - Check in regularly on their progress, especially if the task is relatively new to them.



Bonus Offer

Your Complimentary Capacity and Capability Workforce Planning Session

1. [Book an Exploration Call](#)
2. Discuss your Goals and Objectives
3. Receive a Workforce Planning Framework



Is a Capacity and Capability Plan the right Focus now?



The strategy you adopt will depend on your objectives

Growth - Status Quo - Streamline



You Get Workforce Planning Framework

Types of Strategies and Planning

Forecasting

Longer timeframe.

Product or Project based services.

Inventory management.

Transactional and predictive.

Responsive

Agile.

Responding to activity.

Transactional and predictive.

Hybrid

A combination of Forecasting and Responsive planning.

Define Your Capacity and Capability

Capacity

Balance of available resources and the calculated anticipated demand.

Capability

What's needed to deliver the demand?

Looking for the gaps.

Framework for developing a strategy and implementation.

Working on a communication platform.

Work in 30-Day sprints for Capacity and Capability building

Risk of not having a Workforce Plan

- ✗ Constantly Under Pressure
- ✗ Under Resourced
- ✗ Over Promising and Under Delivering
- ✗ Management is overextended and Stressed
- ✗ Service Quality drops
- ✗ Profits reduce
- ✗ **Staff become disillusioned**

Value in having a Workforce Plan

- ✓ Agile approach and response to the market
- ✓ Ongoing process improvement
- ✓ High employee engagement
- ✓ Build in scalability with Forecasting in mind
- ✓ **Stepping towards becoming an Employer of Choice**



Inspiring Business helping you to become an **Employer of Choice**

[Book a complimentary Exploration Call here](#)



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