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Ask an Information Officer

What steps should I take when hiring employees for my business?

Christine Thériault, Business Information Officer, Canada/Nova Scotia Business Service Centre

As an employer, you will need to navigate through the different government programs, services and regulations which deal with human resource issues. You will have to address a variety of issues, such as payroll deductions, laws and regulations, pay and benefits, occupational health and safety, and human rights.

The [Canada Revenue Agency](#) provides information about calculating payroll deductions, such as Canada Pension Plan contributions, Employment Insurance premiums and income tax. You will need to create a payroll account with this department when you hire employees.

The [Workers' Compensation Board of Nova Scotia](#) (WCB) provides financial and health care benefits to injured workers, as well as cost-saving programs and legal protection for employers registered with the WCB. If you employ three or more workers at the same time, you must register for coverage.

The [Labour Standards Office](#) at the Nova Scotia Department of Environment & Labour is a great resource for both employers and employees. It can answer questions pertaining to minimum wage rates, hours of work, overtime,

Ask > page 2

Business Article

Hiring Tips for Small Business

Emily Kimber, Centre for Entrepreneurship Education and Development (CEED)

Owning your own business is an amazing accomplishment and comes with many rewards – making your own decisions, being your own boss, and seeing your vision come to life. Of course, entrepreneurs know that with those rewards come sacrifices, such as personal time and regular work hours.

Make no mistake, a lot of work goes into a successful business. And when you do reach success, you'll find yourself in a position where you can afford to share the workload. Saturday away from the office, anyone?

It's difficult to leave your business, even for a day or two, but having competent people in charge can make it easier. To help you actually enjoy that day off, here are some tips to help you hire the right people.

Create a job description: How can you hire the right person if you don't know what you're looking for? Create a detailed job description, outlining the responsibilities of the position and the skills and experience required for the job. Posting the job description will narrow down applicants and help you when it comes time to decide whom to interview.

Steer clear of family and friends: As a new business owner, you may

feel obligated to hire friends and family. But this is about you, and if you don't think he or she will be an asset to the business, find a polite way to just say no. It's a lot harder to discipline an employee if you know you'll see them across the dinner table at the next holiday meal.

Trust your gut: The job description you created will give you an idea of what you're looking for, but, like a resume, it doesn't tell the whole story. Your instincts may tell you that the interviewee with the amazing resume doesn't share your vision, or that the candidate with little experience has the energy and drive to get the job done. Your gut helped you create a thriving business; don't forget to listen to it.

Get a second opinion: Bring another person into the interview

Business > page 2

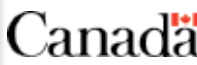

Contents

Business Article 1

Ask an Information Officer 1

Featured Web Site..... 3

Hot Topics 3

Ask an Information Officer

vacation pay, and much more. This would be a good opportunity for you to familiarize yourself with the type of leave and holidays that employees are entitled to.

The [Labour Market Information](#) Web site provides information on salaries, wages, and job descriptions for numerous occupations in different areas of Canada, which will give you an idea of how much you should be paying your employee(s).

The [Occupational Health & Safety Division](#) provides resources on maintaining safe and healthy workplaces, work practices, and safety standards in order to protect the general public. The [Nova Scotia Human Rights Commission](#) is responsible for the administration of the province's Human Rights Act.

Pay administration is a management tool that enables you to control personnel cost, increase employee morale, and reduce work force turnover. In the long run, a pay administration plan can help you:

- recruit employees;
- keep employees;
- motivate employees; and
- build a solid foundation for a successful business.

It is important to thoroughly discuss the pay plan with employees so that they understand it properly. The steps to [setting up a pay plan](#) are:

- define the jobs;
- evaluate the jobs;
- price the jobs;
- install the plan;
- communicate the plan to employees; and
- appraise employee performance under the plan.

Once you are ready to hire employees, you may want to inquire

Ask > page 3

Business Article

process. A mentor, trusted advisor or someone who understands your business – and you – can provide insight into who will work best with you. Ask anyone in your network who has had contact with the candidate for his or her two cents. And of course, *always* check those references.

Train well: When you've found the right candidate, you'll have to train them properly in order to get the best from them. Make a plan for doing this. Let new employees job shadow you for a few days in order to understand how you work and what you do. Encourage questions and discussions at every opportunity. Keep a record of what works, training-wise, and be adaptable to your new hire's learning style. Compile an employee manual, full of everything you can think of that would help a new person succeed in your business. The manual should also include HR policies that affect employees – such as policies on vacation and sick pay, work hours, Internet and phone policies, health benefits.

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From Information to Business is a monthly publication of the Canada/Nova Scotia Business Service Centre.

Our Mission

To improve the start-up, survival and growth rates of small- and medium-sized enterprises by giving business people in every part of Nova Scotia access to accurate, timely and relevant information and referrals

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about the different government wage subsidy programs, services and regulations pertaining to employment and employee training. To learn more about these programs and services, please see our document [Wage Subsidies and Training Programs](#).

For more information about hiring employees, please see our [Human Resources Management Info-Guide](#).

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Don't miss out on new programs and services geared to supporting your business. Subscribe to our monthly e-newsletter today at <http://www.cbsc.org/ns/newsletter.cfm>.

Hot Picks

The following books are available from the Canada/Nova Scotia Business Service Centre Library. These books may also be available in our resource centres, located throughout the province.

Motivating Today's Employees

Lin Gensing-Pophal

- Discover what motivates new-millennium employees
- Learn how to implement non-monetary motivators
- Understand the power of recognition and reward

Contents:

Part I: The Basics of Motivation

- Motivational Theory
- Facts and Facilities about Motivation
- What Motivates Employees?

Part II: The First Line of Influence

- Finding the Right Fit
- Coaching and Counselling
- Communication

Part III: Programs, Policies, and Practices

- Benefits
- Recognition and Reward
- Involvement and Advancement
- Education and Training
- Health and Wellness Program
- Conclusion

Employee Management for Small Business

Lin Gensing-Pophal

- Find and keep the best em-

Featured Website

HR for Employers

Jaime Wombolt, Information Officer, Canada/Nova Scotia Business Service Centre

This site, provided by Service Canada, is an excellent resource for information on all aspects of Human Resources for Employers. Specifically designed for small to medium-sized businesses, the site contains information from both government and non-government sources under the following headings:

- Hiring Employees
- Departing Employees
- Keeping Employees
- Training Employees
- Managing Employees
- Payroll/Benefits
- HR Planning
- Health & Safety

The site provides contact information for all relevant government departments and agencies, and well as other quick links to the following information:

- Labour market information
- Calculating payroll deductions
- Government of Canada forms

For more information, please visit the [HR for Employers Web Site](#).

CLICK

www.cbsc.org/ns

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1-800-668-1010

VISIT

1575 Brunswick St.
Halifax, N.S.

Hot > page 4

Hot Picks

employees for your small business

- Develop company policies to effectively manage your staff

Contents:

- Do you really need a new employee?
- Preparing for hiring
- The law - what you need to know
- The application form and résumé
- The interview
- Questioning skills
- Checking - and giving - references
- Making your selection
- Starting employees on the right track
- Employee contracts and covenants
- Company policies
- Issues related to pay and work hours
- Benefit administration
- Dealing with employee absenteeism
- Performance evaluation
- When employees become problems
- Maintaining a fully functioning workforce

Adieu Patron! Bonjour Coach!

(available in French only)

Dennis C. Kinlaw

Pour inciter ses collaborateurs à donner le meilleur d'eux-mêmes, le responsable d'une équipe doit maîtriser les 4 compétences suivantes: conseiller, guider, former et confronter. En s'appuyant sur son expérience dans des entreprises publiques et privées, Dennis Kinlaw vous explique:

- les 4 clés de la performance
- les 10 critères d'un coaching réussi
- les 3 étapes de toute conversation de coaching



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Grâce à des expériences vécues et à des exemples de conversations de coaching, vous découvrirez:

- comment ouvrir une rencontre de coaching
- comment aider vos collaborateurs à résoudre les problèmes et à développer leur autonomie
- comment confronter sans critiquer
- comment, quand et pourquoi employer les 19 techniques de communication pratiquées par les coachs modèles

Interviewing Principles and Practices

Charles J. Stewart

William B. Cash, Jr.

This textbook covers the communication theories for both the interviewer and interviewee, and dissects different interview types. Various examples and sample interviews are provided.

Contents:

- An Introduction to Interviewing
- The Interviewing Process
- Structuring the Interview
- Questions and Their Uses
- The Journalistic/Probing interview
- The Survey Interview
- The Selection interview
- The Performance Appraisal and Discipline Interview
- The Counselling Interview
- The Persuasive Interview
- The Health Care Interview