

Spring 2011

keynotes

Human Resources Management Recruitment & Training

Welcome

This edition of Keynotes has a feature on Don McLardy who is a Director of McLardy McShane Insurance and Financial Services, Vice President of the Melbourne Football Club and Chairman of the Reach Foundation.

We extend our thanks to Don for giving us time out of his hectic schedule.

At DLA Consulting we continue to strive to provide the highest level of service in relation to recruitment services for our clients.

Most recently we have been appointed by the Steadfast Group as a provider of recruitment services and we look forward to assisting and providing our high level of recruitment services to all Steadfast members.

Finally, we hope that you find this issue of Keynotes very informative.

For a confidential discussion regarding any recruitment or employment matter, please call us on 1300 666 762.

Best wishes,

Denise Lock and the DLA Team

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Offices in 64 countries.

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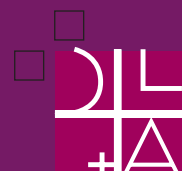
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Spotlight on Don McLardy

McLardy McShane Insurance & Financial Services

DLA: Please tell us a bit about yourself?

Don:

- 54 years old, married to Clare with four children: Tim 22, Sarah 20, Nick 17 and Georgia 11.
- Managing Director of insurance and financial services business, McLardy McShane.
- Passionate Melbourne (AFL) supporter, Vice President of the Club.
- Chairman of Reach and avid supporter of their work with young people.

DLA: What is a 'typical' day for you?

Don: Difficult question! Generally using the iPhone which is handy because I'm always on the move between our office in Richmond, Reach office in Collingwood and Melbourne Footy Club at the MCG. My day can throw anything my way-from seeing a client, football meetings at the MFC, meetings and workshops at Reach and generally one or two associated social functions. Although wherever I may end up it is generally still an opportunity to promote our insurance business! Many of our top clients have come through many networking events I attend. I am fortunate to have three business partners: Mike McShane, Kevin Tehan and Paul Quinn, who really are the engine behind our business. Without them I wouldn't be able to do everything else I do.

DLA: How did you start off in the Insurance industry?

Don: Like many, I really fell into the world of insurance. I was working for a small accounting firm when I was 21 and one of their clients was a fledging business called OAMPS. I joined them in 1979 as their first full time in-house accountant. I had a fantastic time there working with many great people and held a range of roles culminating in being appointed Managing Director of Australian operations. After a disagreement over the direction of the company, I left in 1996 to join another fledging business-Insurance Advisernet.

DLA: What drove you to start your own business?

Don: Owning my own business was always a goal for me. I was working with Insurance Advisernet to build a



network of Authorised Representatives and had the opportunity to become an Authorised Representative in my own right. This was the start of my own insurance broking business. I ended up merging this business with my friend and business associate Mike McShane, and McLardy McShane was born. On the first of January this year we left the Insurance Advisernet network, got our licence and haven't looked back since.

DLA: Please describe your business?

Don:

- We are a General Insurance Broking company, but also have a dedicated Financial Services team looking after superannuation, risk and life insurance products.
- We have 20 dedicated staff now split over three locations: Melbourne, Mornington Peninsula and Corowa NSW.
- Our target market is small to medium sized enterprises and family businesses across a variety of industries including transport, retail, mobile plants and hospitality.

DLA: What are the most important issues for your customers?

Don: We have a strong customer service promise that we live by-every client receives a dedicated personal, reliable and friendly service. We also find that our clients appreciate the fact that we help get them involved in giving back to the community. We are passionate supporters of the Reach Foundation and are particularly proud of the program we have established that introduces our clients and associates to the Reach programs. This year we have taken over 100 business people to experience the work of Reach first-hand. Our clients really enjoy this experience and no doubt it helps to build loyalty.



DLA: What changes have you seen to Insurance and do you think the direction of the Industry has moved in has been the right one?

Don: This is a very broad question. The one thing that I have always been critical of is the way the industry portrays itself. The insurance industry is a great career choice, offers a myriad of career paths, can get you a job anywhere in the world and is a secure, interesting and challenging environment. Yet no one leaves school and says, "I want to go into insurance". We have been very poor at changing the perception of insurance as a job of last resort. The industry itself is full of intelligent, entrepreneurial, forward thinkers and I think other than the above generally handles itself extremely professionally.



DLA: What are the greatest challenges facing the Insurance industry?

Don: See above!

DLA: How did you become involved with the Reach Foundation and please describe its work to our readers?

Don: Ten years ago I was looking for a charity for Insurance Advisernet to become involved in and support regularly. Being a fan of Jim Stynes naturally led me to The Reach Foundation. Since then our business has supported its inspiring work by holding numerous fundraising events including our Annual Golf Day and the McLardy McShane Reach Christmas lunch. We also funded two buses and our staff take Corporate clients and Business Associates to see Reach work first hand. I have to say the whole Insurance industry including our competitors have been fantastic supporters of the work we do. (DLA are also a great supporter!)

The Reach Foundation is a youth charity set up in 1994 by Jim Stynes and Paul Currie to instil belief in young people that they can achieve greatness no matter their

circumstances. The Foundation has grown incredibly over the last 17 years and now runs a wide range of preventative programs that aim to inspire and motivate many young Australians as possible. The programs range from one day experiences (Heroes days and school workshops) through to five week programs (Fused) and weekend getaways. The unique thing about Reach is the fact that all programs are led by young people-this is the key to Reach. The highly trained "crew" of over 140 young people run the programs, are inspirational themselves and have an incredible ability to connect with the young people that are facilitating. Each year Reach gets in front of and inspires over 60,000 young people across Australia.

DLA: We would also like to ask how you became involved with the Melbourne Football Club and is this role the most demanding one you have taken on?

Don: As a passionate fan I have always been close to the club. As a lifetime supporter I was a member of the Melbourne Executive Club from 1997-2003. I have been a member of the Melbourne Coterie Committee since 2004 and served on the Melbourne Coterie Committee throughout 2007 and 2008. When the club was struggling in 2008 I encouraged Jim Stynes to take on the Presidency and joined the Board he put together. I think that the work we have done with the club is well documented and Jim is an inspirational leader and it is a privilege to work with him. With Jim's illness, my role as Vice President sometimes becomes acting President which is quite challenging but has been very rewarding personally and professionally. As a group we are very proud of our achievements to date at Melbourne, have been quite successful at rebuilding the club, but are still acutely aware there is a lot more work to be done.

DLA: If you could have dinner with any five individuals who would they be and why?

Don:

- Walt Disney: amazing entrepreneur and innovator.
- Muhammad Ali: the greatest.
- Elvis Presley: the King.
- Bon Scott and Angus Young: would be a loud dinner.

DLA: What has been your greatest personal achievement to date?

Don: It may sound corny, but my family is easily my biggest achievement. I have had a very fortunate life with great family and friends and try never to lose sight that these are the most important things. I enjoy living a busy life and always have something to look forward to.





Maximising the benefits of Mentoring Programs

Formal mentoring relationships can be instrumental in accelerating the career development of young professionals and should be recognised as an important means of achieving business objectives.

Mentors can dispel any misconceptions, share insight based on experience and give invaluable advice and assistance. Mentoring facilitates relationship building between staff of different levels and the exchange of knowledge. It is an important succession planning tool that can help young professionals apply their focus in a constructed way. Mentoring programs provide and promote formal opportunities for mentees who do not know exactly what their goals are and that is something that mentors can assist with.

Employees who lack a mentor's guidance are more likely to direct their energies in a misguided way. It can take them longer to formulate appropriate long-term career goals and how to achieve them. Some also have a vague notion of where they want to go with their career or what they want to do and can make decisions based on misconceptions. They might also listen to peers who are also very junior and do not have the sufficient experience to provide valuable advice.

When it comes to being a mentor, strong communication and empathy are two very important traits. A great mentor will remember what it was like to be at the junior level. Not only do they share their experience and knowledge, they apply it to new issues and challenges that face today's young workers.

Questions such as "What do you hope to get out of this process?" and "What are your expectations?" are great to get the ball rolling.

If the mentee does not give much feedback you can always ask the following:
"Where do you see yourself in the next year, two years and five years?"

Taking notes during these sessions will also help. It is important to get the mentee to do some work prior to your next meeting so set an objective for the next time you meet.

That way the mentee and the mentor will get value out of the process.

For further information please contact a DLA Consultant on 1300 666 762.

Is the Three Month Probation a Thing of the Past?

Some employers continue to put three month probation clauses in new employees' contracts, even though the Fair Work Act has regarded the timeframe meaningless with regard to dismissals.

Under the old Workplace Relations Act, an employee on probation was exempt from making an unfair dismissal claim. Now that exemption does not exist, an employer can only rely upon the qualifying period of exemption which is the first 6 or 12 months of employment, depending on the size of the employer. A lot of employers are confused by the new rules and what they actually mean. A question to ask yourself if you are an employer is, "Is there a reason you have a 3 month probationary period in a contract of employment?" or "Are you putting it in because you always have?"

Employers are better off putting in a 6 month probation period with new employees to harmonise with the new qualifying period as stated in the Fair Work Act, which will make it clearer for everyone.

Employers might also still want to insert an alternative timeframe into contracts if for example; they provide access to certain employee benefits after a specific period.

For further information please contact a DLA Consultant on 1300 666 762.





DLA can assist you with your Staffing needs

With Christmas just around the corner and staff taking time off in December and January, now is a good time to book a Temp through DLA to cover your business through this busy time.

Currently, we have available Temps with experience in the following areas:

- Claims
- Broking
- Underwriting
- WorkCover
- Risk Management
- Administration-all levels
- Accounts
- HR
- Customer Service/Sales

And if you book a Temp for a minimum of five days (per assignment) in the months of November and December you get the first **FOUR HOURS FREE!***

DLA can also assist you with finding Permanent and/or Contract staff.

With 22+ years in business, DLA is the recruitment partner of choice to assist your business in finding the right staff first time, every time!

For further assistance, please contact Joe Ruggiero or Keryn Sagar: 1300 666 762

*(Temp Offer from 1st November-31st December 2011. Conditions Apply. Please ask your DLA Consultant for further information).

Belbin Team Profiling through DLA Consulting

DLA Consulting is pleased to offer Belbin Profiling to our valued clients.

What is Belbin?

Most Psychometric tests rely on self-reporting but Belbin profiling also takes into account the views of people who know you at work.

Businesses are becoming more aware that they can suffer as a consequence of ineffective teamwork. Symptoms of ineffectiveness include:

- Teams that do not gel together;
- Do not see eye to eye;
- Cannot resolve conflict or professional disagreements when they arise.

If a team is not fully talking/sharing/consulting one another, not interacting enough and not taking responsibility, the end result is non-effective performance that could be hurting your business's top and bottom line.

What Belbin can offer you is an understanding of an individual's suitability of their role within their Team.



The benefits of the Belbin profile include:

- Fewer clashes between individuals competing for the same Team roles;
- Greater contribution to the whole team from each individual team member;
- Stronger confidence in working with others by using one's behavioural strengths;
- Fewer mistakes that can arise when one individual carries a heavy load of responsibility within the team. Responsibilities are spread through the team according to each person's effectiveness;
- Mutual appreciation and recognition.

If you want to have a high-performing team, Belbin with its 360 degree feedback will help you identify and build such a group.

We are happy to assist existing teams or newly created groups so that clients get the best results from their team members.

DLA is pleased to offer our clients **one free Belbin profile worth \$100** for every Permanent job order we accept in November and December.*

To book a Belbin Profiling session please call Denise or Marie: 1300 666 762.

*(Belbin offer from 1st November-31st December 2011. Conditions Apply. Please ask your DLA Consultant for further information).



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