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Ravi Kahlon, BC Minister of Jobs, Economic Recovery and Innovation

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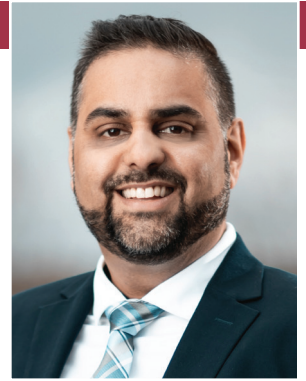
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Finding the Right Fit

**"THE ACHIEVEMENTS OF AN ORGANIZATION
ARE THE RESULTS OF THE COMBINED
EFFORT OF EACH INDIVIDUAL."**

- The late great football coach Vince Lombardi



Raman Sadhra

Finding the right staff-fit is key to a smooth-running office. We look for work ethic, passion, and the drive to learn. Experience and education are assets, of course. We seek team players—those eager and willing to learn, who can adapt to a fast-paced environment.

Our hiring policy begins with an offer for review, followed by an employment contract. We advise our new hires to obtain independent legal advice, if needed.

Our staff goes through an orientation of office procedures and are provided an employee handbook that covers office policies including work attire, social media access, and holidays. Staff go through FINTRAC training and sign a confidentiality agreement.

We review everything together and have an open discussion about the person's development plan. After the probationary period, we complete an evaluation and work to identify the positive aspects of the position and determine how to improve on the more challenging areas.

Next comes training. The time we invest up front pays off in the long run. Current staff shadow with the new person and we work as much as possible with them both. It is crucial for us to train and provide that support, especially in the first few weeks to allow us to evaluate strengths and weaknesses firsthand.

Of course not every aspect of the job will be enjoyable; it is important to acknowledge the new person's thoughts and feelings. Sometimes having that conversation results in our being able to re-assign specific duties to a co-worker who enjoys that facet of the job more.

We recognize some individuals excel at certain tasks that others may not. We move forward by using the skills presented by everyone's unique qualities. That helps reduce stress levels in the employee and the businessowner.

Ideally, we like to conduct monthly team meetings to discuss ways to be more effective and efficient.

Although our meetings may last only 10 minutes, they allow us to do a quick check on the flow of the month's files, assess client management, and identify potential upcoming issues.

In our meetings we encourage our staff to bring forth suggestions for improvement or where they want to see additional support. It is important that our staff members enjoy what they do and that the work environment is friendly and supportive.

As I am sure most Notaries do, we have an open-door policy. We encourage our co-workers to ask questions at any time. In our business, accuracy is so crucial. It is important to get things done right. Empowering our staff to assume additional responsibility makes them feel part of the team.

Checking in with staff to see if they are engaged helps us learn whether they are seeking change or new challenges at work and it shows you are invested in their growth.

Providing continuous training, support, and education to staff is important so they have the tools and resources to be productive in their roles. We look for opportunities to grow our staff within and to give them the confidence to grow.

Especially after the last couple of years, it is important to be creative and flexible with staff . . . provide work schedules with nontraditional hours or consider job sharing with a co-worker. That could mean coming in on a Saturday or in the morning for a few hours, taking a couple of hours in mid-day to attend to family obligations, then returning to work later in the day.

Teamwork is equally important. I am proud that our staff and colleagues are always ready to step up to help each other with tasks that may not be in "the job description" but need to be done.

On days there seems no end in sight, taking coffee and treats to the office and playing upbeat music can inject energy into the environment! ▲

Raman Sadhra is a Notary with West Coast Notaries, with offices in Burnaby, Coquitlam, and Vancouver.