

# How to get your employees to accept change

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**Once a week, we present three tips to help entrepreneurs and managers successfully manage their businesses.**

## 1- Management

### How to get your employees to accept a change?

Bringing change to a company will make some employees and managers unhappy.

In order to properly manage operations, a manager needs to ensure that the entire team sticks to the project, explains Yves Martin, Productivity Consultant at PME Solutions de productivité.

To help with coming to terms with changes, he recommends a six-step solution.

- 1.** First, find a common goal: convincing employees of an operation's merits by stirring up their enthusiasm. "You need to get to employees by their guts," says Yves Martin.
- 2.** Persuade: show that others have used the same route successfully.
- 3.** Take yourself seriously: explain why the project is important for you and what the consequences of a status quo are.
- 4.** Define: "Change must be managed rigorously and you should be able to hold meetings effectively," says Yves Martin.
- 5.** Respond to certain specific expectations: show that you are flexible with certain workers. "Employees must be part of the solution and not the problem," explains Yves Martin. "It's important to show them that good things are coming with the proposed change."

6. Consider pilot projects: implementing the change gradually and building on small successes.

“By using this way of doing things, the probability of failure is reduced and change is implemented more quickly,” the expert emphasizes.

## **2- Payroll management**

### **What criteria should you look for when considering outsourcing your payroll to a supplier?**

According to Gaetano Gagliardi, Payroll Consultant at the Canadian Payroll Association (CPA), small, medium and large companies need to evaluate two criteria before entrusting their payroll service to a specialized company.

Firstly, consider payroll complexity. Do you have to deduct union dues? Do some employees contribute to a pension fund or savings plan?

“It’s not the number of paystubs that need to be considered, but rather the quantity of data to process,” explains Gaetano Gagliardi.

Secondly, consider the possibility of combining a payroll service with one or more human resource management modules such as “a time and attendance system.”

Whether or not a company counts on an internal payroll specialist, the CPA consultant notes that a small, medium or large company could opt for outsourcing, but could also acquire specialized software from a provider and manage its own payroll. “This requires communicating with different providers and evaluating the implementation and processing costs in each case to make a choice,” he says.

[Check the list of payroll service companies](#)

## **3- Human Resources**

### **What information should an employment contract contain?**

“In Quebec, most employment contracts are verbal,” explains Nadine Landry, a lawyer specializing in workforce mobility and economic immigration at the legal firm of Lavery. After all, “the Civil Code already deals with the employer-employee relationship and employment standards law already provides a series of protective measures for employees,” she adds. However, when hiring a foreign worker or if the employer and the employee seek to protect themselves, they will go ahead with a written contract.

What does this type of contract contain?

| A definition of the job and its responsibilities which would be obviously attached as well as conditions of employment, such as salary and vacation periods.

“For more strategic jobs, like those for employees who are in direct contact with clients or in research and development, non-compete clauses would be added, for non-solicitation or confidentiality,” the specialist adds.