

Increase in assistance for employers of Reservists

The Parliamentary Secretary for Defence Support, the Hon Dr Mike Kelly AM MP has announced that Employers of Defence Reservists who claim financial assistance through the Employer Support Payment Scheme will now receive more money.

Employer Support Payments (ESPs) rose on 1 July from \$1,123.30 to \$1,183.10, for every week full-time employee Reservists are away from their civilian jobs, once the qualifying period of two weeks and other eligibility criteria are satisfied.

"The Scheme was introduced to provide financial assistance to both employers and self-employed reservists", said Dr Kelly. "The weekly payment helps offset the costs associated with the absence of Reservist employees who are performing Defence service."

For Reservists in part-time employment, a pro-rata amount of the applicable Average Weekly Ordinary Time Earnings (AWOTE) is calculated based on their weekly working hours. ESP support is also available to self-employed Reservists whose business provides their main source of income.

In order for an employer to qualify for ESP payments, their Reservist employees must perform Defence service for five or more consecutive days after completing the qualifying period. ■

Hudson awarded for excellence

Hudson's Queensland business has won Recruitment Agency of the Year in the 2009 inaugural Courier Mail/CareerOne Excellence Awards, beating runners up Hays and Talent2.

Hudson's entry highlighted its proven track record in Brisbane (24 years in the market), its holistic offering (spanning specialist recruitment, managed services and talent management) and global network.

"It's a great win for us", said Dean Davidson, Executive General Manager, Hudson Queensland. "It recognises the strength and diversity of the solutions we offer our clients and proves that our consultative service really does set us apart."

Hudson Queensland's Selena O'Neill, Public Sector Consultants in the Brisbane Office, was also a winner taking out the award for New Consultant of the Year (24 months and under). ■

Breaking down barriers to sales success

The characteristics that define a successful salesperson can be taught, according to Rob Collins and Terence Coyne from BSRP Asia (Behavioural Science Research Press).

Coyne and Collins are both set to present their research at this year's *bridging connections* conference, hosted by RCSA.

Coyne, one of Australia's most experienced industrial psychologists, has profiled over 2,000 recruitment personnel. He will present the most recent research on recruiter performance, with data derived from a systematic survey of leading Australian recruitment firms. He will also examine the typical "selling styles" of top performing recruiters.

"In a tight financial market, identifying top performers and understanding what differentiates them from the average ones is important", says Coyne. "Sales success has often been attributed to a personality factor that is present in some recruiters and not in others. However, our research has proven that there is a big behavioural component that contributes to success in sales, which means those who aren't performing as well can improve."

Also from BSRP Asia, former recruitment industry CEO Rob Collins will talk about how to lift the barriers to sales success, analysing the effect of sales call reluctance on business success.

"Research shows that the rewards of success don't always go to the most talented or the most competent; often, it's those people who are able to make whatever competence they have most visible that succeed", says Collins.

"Sales training may not necessarily bring about behavioural change. CEOs, Sales Directors and HR managers need to understand how the fear of self promotion manifests itself in sales people, placing an artificial barrier on the amount of business they can generate. My presentation will assist senior managers to identify and understand these factors and how the barriers can be removed leading to higher sales performance."

Julie Mills, CEO of RCSA, says that the presentations from experienced senior executives like Rob Collins and Terry Coyne will be invaluable for senior managers of recruitment companies, especially in tough economic times when sales outcomes have become the focal point.

"These presentations will demonstrate how to improve sales effectiveness – an attribute that is always a necessity for successful recruiters, and particularly so in this climate", says Mills. ■