pax8 Academy

PREPARING FOR YOUR FIRST HIRE

Syllabus

Last updated: February 2024

Course Overview

Pax8 Academy – Preparing for your First Hire is a 4-session course that will give MSPs a step-by-step guideline for how to prepare for their first employee. The course is designed for MSP Owners or first-time managers looking to navigate the transition with ease. It provides success stories and avoidable pitfalls for companies that are preparing for continual growth. This interactive course will provide tools, example documents, address MSP specific needs, and allow for plenty of live questions. After attending the course, partners will feel confident in preparing for, recruiting, onboarding, and employing new hires in their organization.

When you are preparing for your first hire, there are so many things to think about, it's hard to know where to start. This course will answer the most essential questions, such as:
- Who should I hire and why?
- Do I have enough money to hire?
- What HR and payroll considerations do I need to make?
- What should I include in a job description?
- What interview questions should I ask?
- How should I prepare for onboarding?
- What should my management style be? What should I delegate?
- How can I lead my future team to be successful?

What You'll Get

- 4 hours of virtual, interactive, instructor-led content by an MSP-industry expert
- Downloadable videos* of the content you can rewatch at your convenience.
- Downloadable slide decks, handouts, and additional resources.

Learning Objectives

By attending this course, you will learn how to:
- Create an organizational checklist of needs prior to hiring an employee.
- Identify the type of employee needed, and how to attract that employee.
- Prioritize in managing employees, and establish your management style
- Develop the leadership culture you would like to create.

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*Videos will either be recordings from your session, or they may be previously recorded material in which partner faces and voices have been removed. It is recommended to attend courses live to reap the full benefits of Q&A with the instructor and class.

Schedule of Topics

- Session 1: Preparing your organization for new employees
    - How to know you are ready to hire your first employee
    - Understanding your strategic plan
    - Organizational checklist for what you need to get done
    - Ensure you can financially afford to hire

- Session 2: Hiring and recruiting employees
    - Creating a job description
    - SWOT analysis for who you need to hire
    - Transparency of expectations
    - Building your interview questions

- Session 3: Onboarding and managing employees
    - New employee's daily tasks, how do they know they're successful
    - Timesheets and expense reimbursements
    - Having documentation in place
    - Management styles, delegating, and handling issues

- Session 4: Creating your unique leadership culture
    - Understanding your role as a leader
    - Getting to know your people and what they want
    - Setting the culture
    - Measure what matters

Instructor

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Additional Resources

Next Steps

Continue learning with these recommendations:

- TBA

Explore your next step with Pax8 Academy:

- On Demand
  - Authoring Mission Vision and Value Statements
  - The Self Dispatch Model
  - Mastering Hiring: Crafting Winning Job Descriptions
- Instructor Led Course
  - MSP Employee Onboarding
  - Contracts and Agreements
  - Success through Mission and Values
  - Operations for Efficiency and Profitability
- Peer Groups
  - Join a Peer Group. Apply here!
- Coaching
  - Sign up for Operations Coaching here!