

WORKFORCE 21:

Recruitment, Selection and Retention of Quality Employees

Outline

I. History

II. Retention

- A) Turnover - What does it really cost?
- B) Specific Turnover Analysis
- C) Wage/Salary/Benefit Survey
- D) Exit Interviews
- E) Re-Orientation
- F) Fun in Building
- G) Orientation - A Process Not an Event
 - 1. Need vs. nice formal orientation
 - 2. Orientation checklist
 - 3. Buddy system - Talent based
 - 4. Competency checks
 - 5. Evaluation meetings

III. Employee Surveys/ Customer Surveys

- A) Scheduling Practices
- B) Moment of Truth 101 (Pleasaholics/BMG's)

IV. Selection (Hiring Process)

- A) Special Treatment of Applicants
 - 1. Phones

2. Face-to-face
3. Open and fun

B) Behavioral Interviewing

C) Hiring is a Big Deal

1. Welcome/Picture taken
2. Pre-work materials given out

V. Recruitment

A) Talent Group

1. Selection criteria
2. Positive data about them
3. Meeting with them - Celebration and THE Question
4. Follow-up meetings
5. Name the group

B) Advertising

1. Newspaper
2. Talent group
3. Flyers
4. Open house
5. Radio/T.V.

C) Responsibilities of Other Staff

1. Memo to them - Why they work here?
2. Reports to them
3. Get in talent group

VI. Follow Through

- A) Goals set with time line
- B) Action Plan Written - Copies to Appropriate People
- C) Incentives for Talent Group, Staff and Facility
- D) Future Meetings
- E) Manual Kept
- F) Keep It Fun and Informative
- G) Use Group for Other Challenges