



Presentation for Primary Health Networks

Attraction, On-boarding
and Retention of
Employees

face2face

RECRUITMENT

Kate's background

Started career as a stenographer with Attorney-General's Department

25 years experience in recruitment

Founder face2face Recruitment in 2005

Author of "Resume Success Secrets" – Amazon #1 best seller

Attraction - preparation

Before you start your recruitment process:

- What's your organisation's DNA
 - Perfect fit for your team – skills and cultural
 - Current team – what do they like
 - What makes you different – why you
 - What are the benefits – are these attractive
 - Check out your competition
 - Digital ranking, reputation
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Attraction – design your strategy

- Use the information you have gathered
- Create a video/s - website, SEEK, FB, LN
- Where are your future employees – target
- Create engaging ads – show the company's personality/DNA
- Tailor your words
- Encourage referrals – like attracts like

Attraction - considerations

- How does your organisation present
- Cultural fit, needs to be right – skills can be taught
- Adjust expectations around resumes – read between the lines
- Check out candidates social media profile
- A bad hire is like a virus

Attraction – the interview

- You are also being interviewed
- Be prepared – have questions ready
- Make candidates comfortable – offer water
- Be friendly and welcoming
- Be responsive with gestures, eye contact, smile
- Do they have any questions
- Process and timelines
- Thank them



Attraction – the interview



Attraction – take action

- If candidate is right – make the offer quickly
- Are you the right company for them
- Explain the on-boarding process
- Don't leave them hanging – keep the communication going
- Send an email letting them know you are looking forward to them starting



On-boarding – WOW them

- Great - you worked hard and have a new employee
- You took on the war on talent and won
- Manage their experience before they walk in the door – have a great welcome



On-boarding - checklist

1. Inform the team when they are starting and role
2. Provide background information and an ice breaker
3. Be organised - login, desk, phone
4. Organise morning tea, card from owner, you or team, balloons, welcome sign, photo for FB
5. Small gift - pen engraved, water bottle, cup
6. Guided tour
7. Induction, policies etc
8. Assign a buddy – their go to person

On-boarding - checklist

9. Schedule one-on-one time – touch base first day, one week, regularly until they settle (3-4 months)
 10. Organise catch up with owner
 11. Check with their buddy how they are going, they may have a better idea
 12. Set goals, clear understanding of what is expected
 13. Book in performance appraisals/feedback - people want to know how they are going
 14. Celebrate their wins – recognition a key driver for people to stay
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The cost of losing staff

- ❖ 50% of salary – on average 30k-40k
- ❖ Loss of business, time to train, recruitment process, other employees time
- ❖ Starts other staff thinking about going
- ❖ When starting a new team member you don't want any surprises
- ❖ They may get poached



Performance Appraisals

- Touch base first day
 - Towards the end of the first week
 - Monthly for the next 4 months – the break up period
 - Performance appraisals should list KPIs, expectations, future goals, training and development
 - They can include measures around company values – helps to develop the culture
 - Employees should have input and be given a copy of the appraisal
 - Simple is better
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Retention

Why do people leave an organisation?



Top 8 reasons people leave

1. Mismanagement or poor management
 2. Toxic company culture – mismatched
 3. No fun or flexibility
 4. Development, keep it interesting – stale after 3 years
 5. Work-life balance/blend – burn out, pushed to limits or not enough work
 6. Lack of appreciation, reward, recognition
 7. Relationships with co-workers
 8. Money
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11 Reasons why people stay

1. Supportive and great management
 2. Trust
 3. Flexibility
 4. Acknowledgment and recognition
 5. Career growth, learning, development
 6. Culture, community, fun
 7. Exciting work and a challenge
 8. Working with great people
 9. Fair pay
 10. Respected
 11. Work has meaning
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Retention - stay connected

- ❖ Talk to your team
 - ❖ Listen to what they are saying
 - ❖ Understand that people are motivated differently
 - ❖ Complete personality profiles – share them
 - ❖ Ask them, what would make it better
 - ❖ Have one-on-ones
 - ❖ Take on-board and lead change
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Culture – engagement, connection, tribe

- A great company culture/DNA has a massive role to play in retaining staff
 - How do you rank yours
 - What is awesome about it
 - What could be improved
 - Engage your tribe to help build a better one
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What role are you playing

Do people stay or leave due to management

Fair/Trusted

Responsible

Open minded

Do what you say

Lead by example

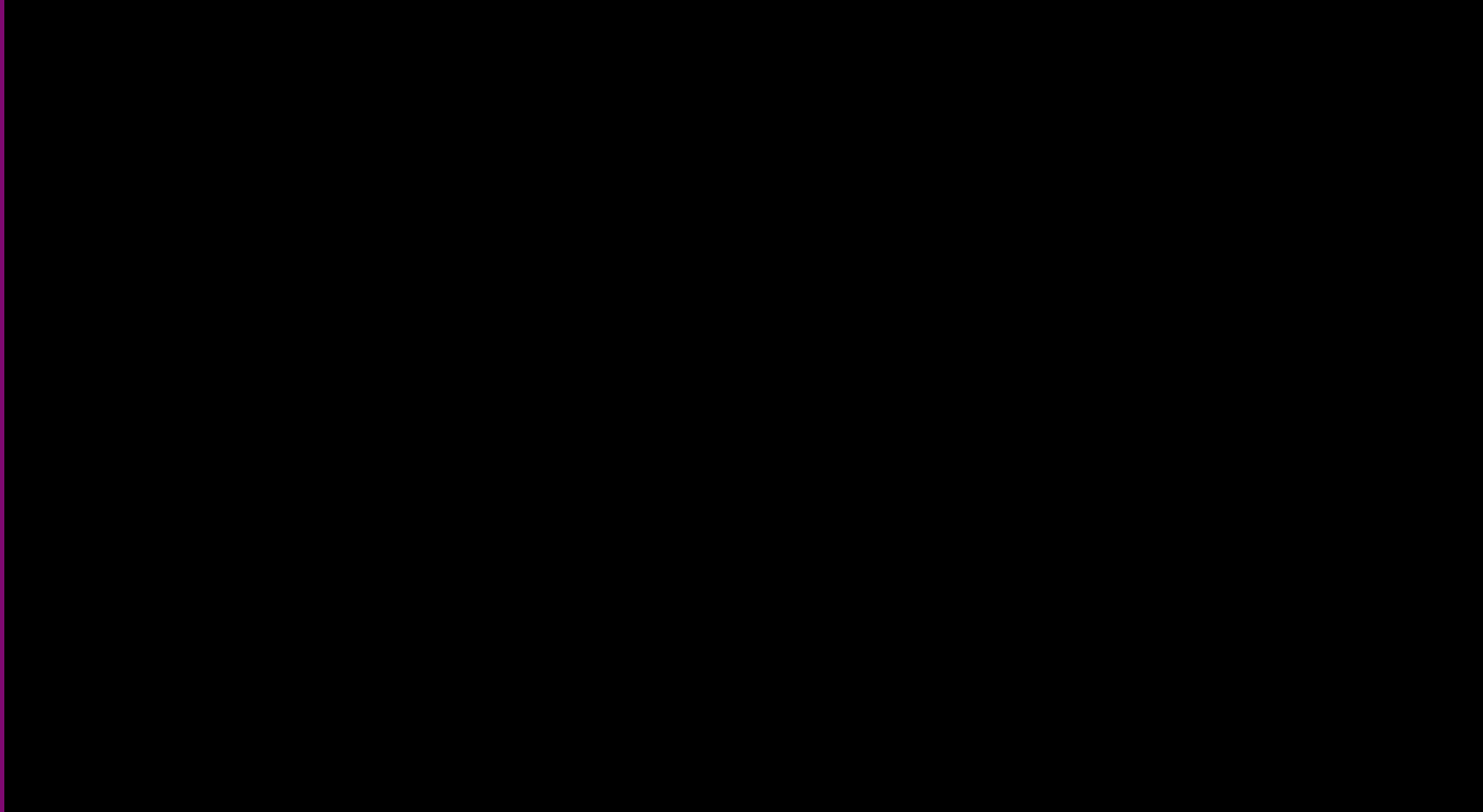
Listen

Encourage

Empathy

Decisive

Great managers



Great managers have the hard
conversations – if you don't you are
creating part of the bad culture

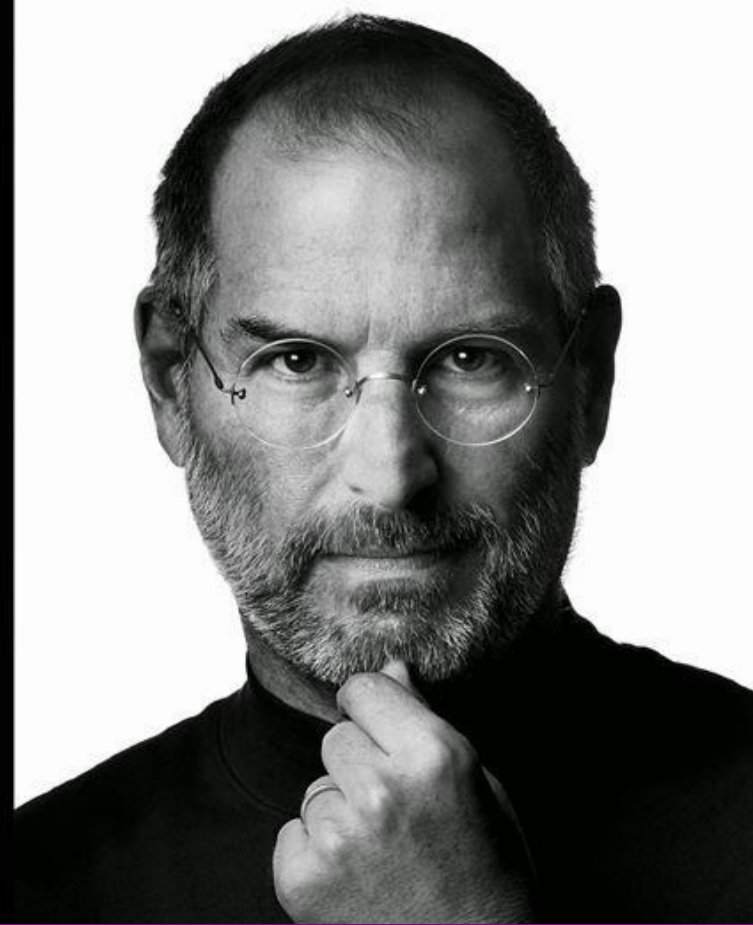


"As a leader, it's a major
responsibility on your
shoulders to practice the
behavior you want
others to follow."

Himanshu Bhatia
*Founder and CEO,
Rose International Inc.*

My job is not to be easy
on people. My job is to
make them better. -
Steve Jobs

LeanLeader.org



 The **courage of leadership** is giving others the chance to succeed even though you bear the responsibility for getting things done.

~Simon Sinek





"The highest calling of leadership is to unlock the potential of others."

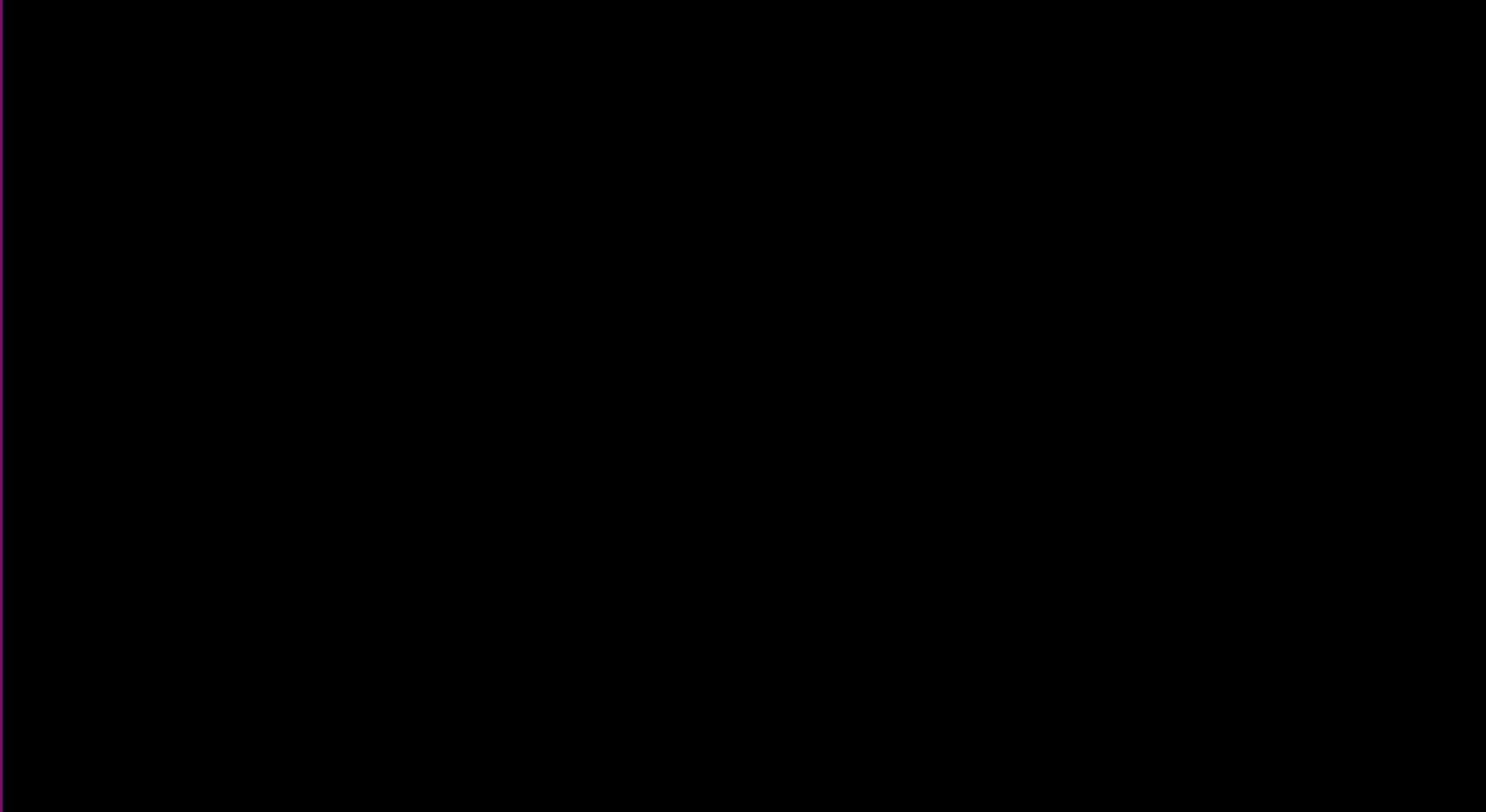
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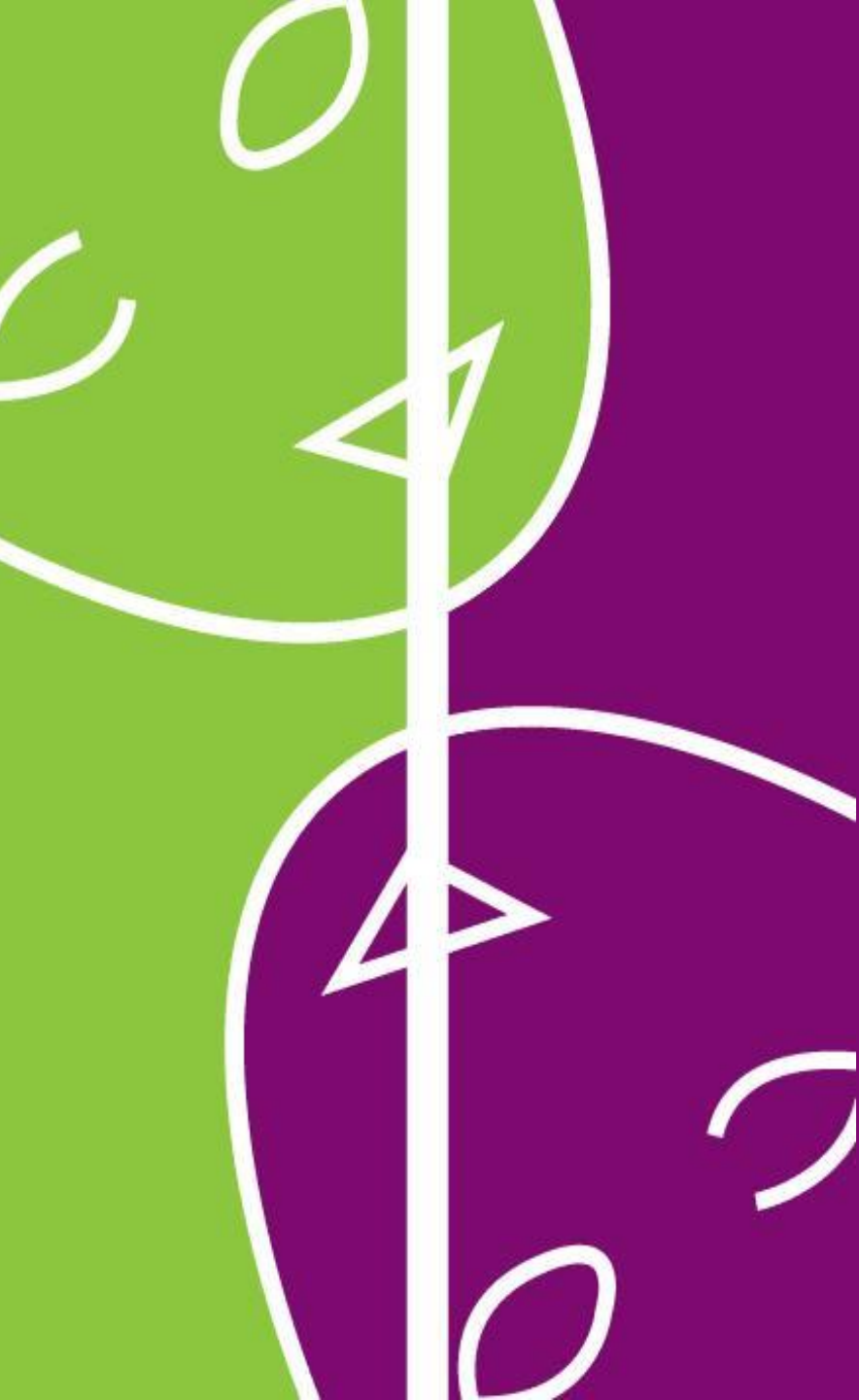
FORMER CEO OF HP

www.MyFrugalBusiness.com

@MikeSchiemer

Great managers





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