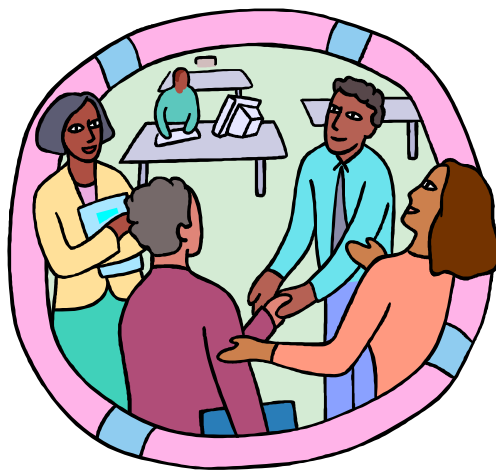


JYS Consultants–PosiPower Concepts, Inc.

www.posipowerconcepts.com



HIRE AND RETAIN THE *BEST* STAFF

Presented By

JYS Consultants-PosiPower Concepts, Inc.

Hire and Retain the Best Staff

The ability to hire and retain the best staff is a primary goal of all good management. Throughout this course, participants learn how to incorporate education, skills, interests, and experience into a profile that may be used to place applicants and employees into suitable jobs, training, and/or educational programs. Managers who feel good about themselves and their contribution to their workplace are more effective interviewers. This PosiPower course, like all our courses, has a self-esteem component because positively-minded managers (PosiManagers) are more likely to take the time and make the effort to ensure that the interview is not just done correctly, but exceptionally. This course on hiring and retaining the best staff is dedicated to developing an outstanding work environment where customer and employee satisfaction are the main objectives. This course will also incorporate components of our popular course for staff, *It's NOT a Chit-Chat – Interviewing Customers for Effectiveness*.

AGENDA

INTRODUCTION

PosiPower introductions designed to create positive energy

OPEN DISCUSSION

1. A Positive Attitude
 - a. Why be positive and maintain a positive self-image?
 - b. Why is a positive attitude important for the interviewer?
2. Interviewing Skills
 - a. How are your interviewing skills
 - b. In what areas do you need improvement?

BREAK

GROUP EXERCISE & DISCUSSION

INSTRUCTIONAL

1. 12 PosiPower Tips – Interviewers Making a Good First and Last Impression.
2. Functions of the Interview
3. The Interview is Not a Chit-Chat

LUNCH

OPEN DISCUSSION

- Hiring the Best

INSTRUCTIONAL

1. Questions Not to Ask During the Interview
2. 10 PosiPower Tips – Interviewees Making a Good First and Last Impression

GROUP EXERCISE & DISCUSSION

AGENDA cont.

INSTRUCTIONAL

1. The hiring environment
2. What is going on with customers
3. Where to find GREAT employees

GROUP EXERCISE & DISCUSSION

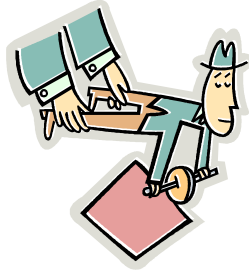
BREAK

INSTRUCTIONAL

1. The hiring and retaining pool
2. 12 PosiPower Tips for Retaining Good Employees
3. 10 PosiPower Tips for Retaining Good Employees

CLOSING & EVALUATIONS

Hire and Retain the BEST Staff – Exercise 1.



DO YOU FEEL YOU'RE WELL QUALIFIED TO BE AN INTERVIEWER?

List five ways your skills match the needs of your job.

1. _____
2. _____
3. _____
4. _____
5. _____

List three areas where you need improvement in order to interview more effectively.

1. _____
2. _____
3. _____

Hire and Retain the BEST Staff – Exercise 2.



CONDUCT YOURSELF WITH POISE

Be aware of your posture. If sitting, sit up straight, if standing pull your shoulders back and look tall. Try to look alert, energetic, and focused on the applicant. If you have nervous habits such as fidgeting with distracting items such as paper clips, pens, or pencils, put them away so that you are not tempted. Avoid leaning back and getting too comfortable. Such posture may convey that you're ready for chitchat. The best sitting posture is to sit erect and lean slightly forward. This shows good listening posture. Nonverbally it communicates to the applicant that you are interested in them and what they have to share about their lives.

Are you comfortable interviewing?

In the following paragraph, describe how you feel during the interview.



Hire and Retain the BEST Staff – Exercise 3.



- 1. Describe the best workers in your department.**

- 2. How does having a productive worker make you feel as a manager?**

- 3. Describe the worst workers in your department. (no names please)**

- 4. How do difficult workers make you feel?**

- 5. What are you willing to do to change the situation?**

Hire and Retain the BEST Staff – Exercise 4.



1. Describe an interview that went badly. (Why)
2. What did you learn from the experience?
3. What could you have done differently?
4. Describe an interview that started badly but ended well.
5. What did you do to turn the situation around?
6. Why do you feel the applicant responded favorably?
7. What did you learn from the situation?

Hire and Retain the BEST Staff – Exercise 5.



12 PosiPower Tips For Retaining Good Employees



- 1. Offer good quality supervision**
- 2. Promote fairness and equitable treatment**
- 3. Solicit and respect employees input into decisions**
- 4. Assertively address employee concerns**
- 5. Tolerate mistakes and allow for risk-taking**
- 6. Use talents to the fullest**
- 7. Provide professional development opportunities**
- 8. Set clear expectations about the job**
- 9. Know your employees – what's important to them**
- 10. Recognize accomplishments and provide positive feedback**
- 11. Systematically show appreciation for your staff individually and collectively**
- 12. Create the culture you want**

10 PosiPower Tips For Hiring Good Employees



- 1. Maintain a positive self-image**
- 2. Research potential candidates thoroughly before hiring decisions are made**
- 3. Make sure you know as much as possible about the position**
- 4. Make sure the interviewee understands the position's roles and responsibilities**
- 5. Make sure interviewees understand the team culture and organizational culture**
- 6. Use the recruiting process as a means of promoting the organization in the community**
- 7. Provide the interviewee with as much exposure to potential co-workers as possible**
- 8. Maintain and promote non-discriminatory hiring practices**
- 9. Be honest and able to explain advancement opportunities, compensation, and benefits**
- 10. Maintain timely and accurate correspondence and communication throughout the recruitment process**