

The True Costs of Recruitment and Retention



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Three Stages

The Beginning – **Time**, energy, effort.

The Middle – Time, **energy**, effort.

The End – Time, energy, **effort**.



The Beginning

Time

Start with a plan and a budget

Involve the team

Advertise or Review CV's on file

Interview

Trial (a two way workplace assessment)

Reference check

Job offer



Two Way Process



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Time.....

Advertise

Interview

Trial (workplace assessment)

Reference check

Job offer

Contract & Start Up Pack

Induction and Onboarding

Probation Period Reviews



And your time starts now!



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The Middle

Energy

Manage expectations

Train & develop

Engage

Reward

Ask for and give feedback - *regularly*

Create & maintain a positive environment



Three Reasons to Stay

Employees need to feel;

- They are **paid fairly** and have regular pay reviews
- Their ideas are **listened to** and their efforts are recognised
- The workplace **culture is positive**, fun and fair.



Beware the Rockstar!



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Monitor the Workplace Culture

A bad boss or toxic colleague should be dealt with by the organization before he or she can negatively impact employees and the work culture.

Employees generally leave their bosses not their workplace.



Embrace Technology

Use Apps for two way communication

Slack ProofHub

Chanty Ryver

Grip Flock

Hangouts Chat

Troop Messenger



More Time & Energy

Not all employees are motivated by the same things.

Money Talks – regular salary reviews

Reward & Recognition Programs

Commission & Incentives

Celebrate the Wins

Team Building for a Positive Culture



The End

Effort

Managing the exiting employee.

Have an Off-Boarding Plan



Warning Signs

Excessive absences and frequent requests for time off

Coming in late / leaving early

Changes in attitude

Quality of work plummets

Complaining that they don't feel rewarded or recognised.

Telling their coworkers they are unhappy

You see their updated CV is on the desktop!



The 5 Whys



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Effort Either Way



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Exiting and Employee

Checklist

Exit Interview

Collect all business property

Cancel access to the business property /
email / remote internet access

Final Pay and entitlements

Contact details should updated



Cost to Reputation

Regardless of the exiting circumstances

Evaluate;

What lead to the loss of the employee?

What can or needs to be changed?

What was *their experience* like?



Manage Reputation

Reviews

Word of Mouth

Other Employees

The effort you put in will be worth it!





So Long, Farewell, Auf Wiedersehen, Goodbye.....



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I thank
you for
your
part
in my
journey.



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