

HUMAN RESOURCES STRATEGIES

Getting the Right People

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|--|--|
| <input type="checkbox"/> Identify function(s) to be filled | <input type="checkbox"/> Competitors |
| <input type="checkbox"/> Prepare position descriptions | <input type="checkbox"/> Other _____ |
| ➤ Compile “ideal employee” data: | ➤ Interview applicants: |
| <input type="checkbox"/> Demographics | <input type="checkbox"/> Consider phone interview |
| <input type="checkbox"/> Experience | <input type="checkbox"/> Consider group interview |
| <input type="checkbox"/> Education | <input type="checkbox"/> Prepare question list |
| <input type="checkbox"/> Behavioral style | <input type="checkbox"/> Conduct interview |
| <input type="checkbox"/> Prepare “advertisement” | <input type="checkbox"/> Take good notes |
| ➤ Search for applicants: | <input type="checkbox"/> Grade applicants |
| <input type="checkbox"/> Referrals | <input type="checkbox"/> Contact finalists |
| <input type="checkbox"/> Daily newspaper | ➤ Conduct second interview: |
| <input type="checkbox"/> Local newspaper | <input type="checkbox"/> Review compensation |
| <input type="checkbox"/> Internet | <input type="checkbox"/> Review other company specifics |
| <input type="checkbox"/> Trade associations | <input type="checkbox"/> Hire |
| <input type="checkbox"/> Industry publications | <input type="checkbox"/> Have a contingency plan for staffing shortfalls |
| <input type="checkbox"/> In-house | |

Training and Motivating Your Employees

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| <input type="checkbox"/> Maintain employee handbook (aka Policies and Procedures Manual) | <input type="checkbox"/> Product training | <input type="checkbox"/> Hold regular meetings |
| <input type="checkbox"/> Have complete job descriptions for all positions | <input type="checkbox"/> Prepare training system utilizing VAK modalities | <input type="checkbox"/> Survey Employees |
| <input type="checkbox"/> Introduce organizational chart | <input type="checkbox"/> On-the-job training | <input type="checkbox"/> Use motivational techniques and models |
| <input type="checkbox"/> Use training schedule for first month | <input type="checkbox"/> Keep regular communication | <input type="checkbox"/> Get to know employees personally |
| <input type="checkbox"/> Introduce all team members | <input type="checkbox"/> Educate on responsibilities and accountabilities | <input type="checkbox"/> Catch employees doing things right |
| <input type="checkbox"/> Share mission/vision | <input type="checkbox"/> Make all employees accountable | <input type="checkbox"/> Establish conflict resolution procedures |
| <input type="checkbox"/> Introduce customers | <input type="checkbox"/> Set goals for all job functions | <input type="checkbox"/> Conduct Exit Interview when an employee leaves |

Evaluating Employee Performance

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|---|---|
| ➤ Prepare evaluation process: | <input type="checkbox"/> Consider more frequent evaluations |
| <input type="checkbox"/> Identify attributes to be measured | <input type="checkbox"/> Document poor performance/exceptions |
| <input type="checkbox"/> Employee rates self | |
| <input type="checkbox"/> Supervisor(s) evaluate employee | |
| <input type="checkbox"/> Meet with employee for formal evaluation | |

Compensating Employees

- | | |
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| <input type="checkbox"/> Compare to similar employees locally | <input type="checkbox"/> Use benefits to enhance compensation |
| <input type="checkbox"/> Compare to industry standards | <input type="checkbox"/> Use non-cash benefits to enhance compensation |
| <input type="checkbox"/> Pay on commission (sales in particular) | <input type="checkbox"/> Educate employees on actual pay per hour |
| <input type="checkbox"/> Start employee profit sharing program | |



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