

Welcome to the  
*Red Book Solutions*

Execution to the Power of **3**

Webinar Series

# Commonly Asked Questions

**1. Is this web seminar recorded and available at a later time?**

**Yes**

**2. Will there be someone I can talk to after the event?**

**Yes**

# TOPGRADING YOUR TALENT

Presented by Melodie Reagan, Talent Executive

Today We are Discussing...

# Topgrading Throughout the Life Cycle of a Worker

- Hire
- Inspire
- Admire
- Retire

## Topgrading is...

Winning by  
hiring, coaching  
and keeping the  
best people





# WHAT IS YOUR BEST?

# The Market

## In Your Favor

- 9.5% Natl. Unemployment
- Avg job longevity all ages = 4.1 yrs
- By 2010, 1/3 of US Workforce will be 55+ yrs in age

## Not In Your Favor

- 4.7% Natl. Unemployment for Bachelors & up
- Avg job longevity 24 to 35 yrs of age = 2.7 yrs
- Workers 16-24 yrs old are decreasing to 12.7% of the 2016 Workforce



## Employee Engagement

*“According to a recent Gallup study on employee engagement, about 54 percent of employees in the United States are not engaged and 17 percent are disengaged. Leaving only 29 percent of employees engaged at work.”* 2008

## The Gallup Q<sup>12</sup>

1. I know what is expected of me at work.
2. I have the materials and equipment I need to do my job right.
3. At work, I have the opportunity to do what I do best every day.
4. In the last seven days, I have received recognition or praise for doing good work.
5. My supervisor, or someone at work, seems to care about me as a person.
6. There is someone at work who encourages my development.
7. At work, my opinions seem to count.
8. The mission or purpose of my company makes me feel my job is important.
9. My associates or fellow employees are committed to doing quality work.
10. I have a best friend at work.
11. In the last six months, someone at work has talked to me about my progress.
12. This last year, I have had opportunities at work to learn and grow.

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## Hiring Right

- Solid Workforce Plan and Clear Job Requirements
- Far Reaching and Proactive Acquisition
- Behavioral Interviewing
  - Past Performance = Future Performance

**“Luck is a matter of preparation meeting opportunity.”**

- Oprah Winfrey

## Hiring Right (Cont.)

### Behavioral Interviewing

- Company & Job Characteristics
- Candidate Response
  - Situation
  - Action
  - Result/outcome

### Background Screening & Profiling

### Start Inspiring: Solid Onboarding Process

## Sample Characteristics

Customer Focused

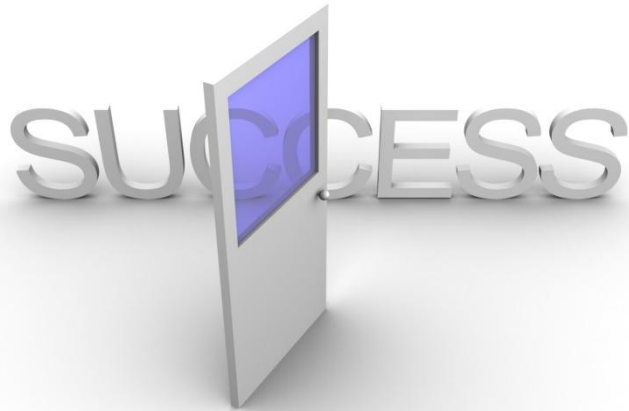
Develop People

Set Priorities

Teamwork

## Sample Questions

- How do you handle problems with customers? Give an example.
- How do you coach a worker in completing a new assignment?
- How do you manage your time? Keep track of what needs to get done?
- Describe a team experience you found disappointing? What would you have done to prevent this?



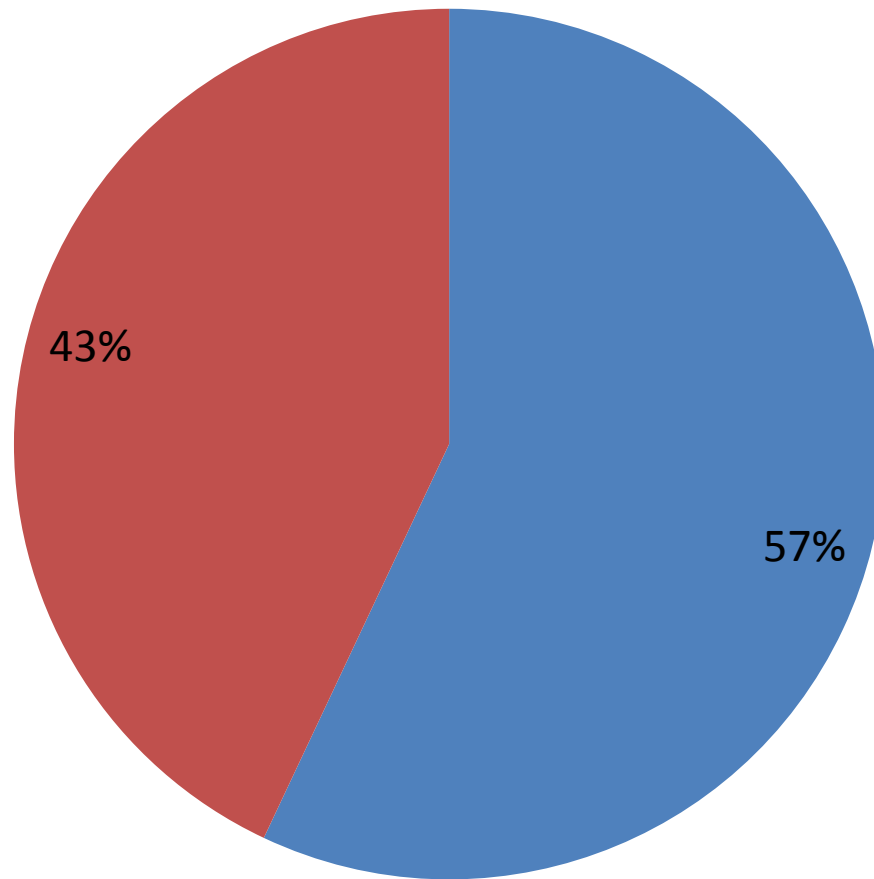
# What Drives Performance? Retention?

## #1 - Line Managers

- **Performance**
  - Fair & accurate informal feedback = 39% impact
  - Clarifying worker performance expectation = 36% impact
- **Retention**
  - Internal communications = 38% impact
  - Advising on career development = 37% impact

Source: Corporate Executive Board

# Drivers of Performance



- Actions that Directly Enable Job Performance
- Attitude to Job, Teams, Managers & Organization



Hire Right and Develop Your Managers

## Managers as Conduits

Boomers (1946 to 1964)  
 X (1961 to 1981)  
 Y (1977 to 2003)

	Weekly/Daily Feedback	Work same loc as Boss	Socialize with Boss
Boomers (1946 to 1964)	20%	44%	16%
X (1961 to 1981)	33%	48%	21%
Y (1977 to 2003)	33%	55%	26%

## Managing Work and Performance

Managers should center their day-to-day worker interaction on activities with the highest impacts on performance and engagement.

1. Provide Fair and Accurate Informal Feedback
2. Emphasize Worker Strengths in Performance Reviews
3. Clarify Performance Expectations
4. Leverage Worker 'Fit" – Do what they do best
5. Provide Solution to Day-to-Day Challenges

### Driving Performance and Retention

## Managing Relationship with the Organization

To ensure maximum performance & retention, managers must build worker engagement with the broader organization. This increases effort and intent to stay.

1. Amplify the Good, Filter the Bad
2. Connect Workers with the Organization and Its Success
3. Instill a Performance Culture
4. Connect Workers with Talented Coworkers
5. Credible Commitment to Worker Development

# Common Mistakes

## Hire Too Fast

## Fire Too Slow

### Regularly Evaluate...

- Positions Needed? Good Return?
- Individual Performance?
- Succession?
- Workforce Composition?
- Who is Leaving & Why?

# The Alternatives

- Solid Workforce Planning
- Use Contractors and Interims
- Do Job Sharing and Career Development
- Discipline Poor Performance
- Celebrate Retirements
- Create an Alum Group



“Nothing is really work  
unless you would rather  
be doing something else.”  
— J.M. Barrie



**THANK YOU!**

**Wishing you a top performing workforce!**

## About Auomira

Make Auomira your Talent Partner for HR Services, Recruitment and Contract Staffing.

Created in 2001, Auomira gives you a *fresh approach* for hiring, inspiring and admiring your workforce.

Get Top Talent and Top Performance with Auomira's unique set of services including a virtual HR Talent Team to just-in-time services spanning recruitment, contract staffing and organizational development, including back office systems. Becoming a valued member of your team, working with you to achieve exceptional performance and a best in class workforce, is the cornerstone of everything we do.

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