

STRATEGIC ISSUES Require STRATEGIC SOLUTIONS

“Why would anyone ever want to work for your organization? “

- Build a strong EMPLOYER BRAND.
- Develop a strong culture that increases your ability to compete for enough great employees, possibly from different generations.
- Have the ability to bring in new employees and get them up to speed quickly. Even if you have a great place to work, chances are, turnover will be greater than in the past. Continuous learning and training will be required and expected.

It has been about YOU.

You have built and run your business for years. Think about what you know and how you learned it. You developed your knowledge in many ways over time: through formal education; hands-on-experiences; assignments; people you have known, both wise and unwise; and yes, mistakes. The same thing holds true for your employees – each person knows a great deal about your business. And, like you, it took them time.

For the next 2 –3 years, it can still be about you.

Take the time now, before you and/or key employees leave, to develop your company’s capability to capture, maintain and transfer skills and knowledge to others. It can take several years to prepare for the kind of workforce shifts that are beginning to happen.

For the next 15 years, it will be about others.

The time to begin building your company’s future workforce is now. For today’s business owners who have workers, ages 55 – 64, you have benefitted from workers who, on average, have stayed in a job for 10 years. They will be replaced by generations of workers who will stay, on average, only 4.1 years.

Higher employee turnover will be disruptive. Lack of the vital knowledge necessary to train the replacements will be devastating. How will what they do and what they know affect you company when they walk out the door?

Build effective soft-side systems and processes (“all those PEOPLE things”) that have hard-cost benefits to your company’s:

- ⇒ Operational excellence
 - ⇒ Customer retention and satisfaction
 - ⇒ Financial performance
 - ⇒ Other employees’ productivity and satisfaction
 - ⇒ Value when you try to sell the business
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How will you
REPLACE
employees who
leave/retire?

WHO
might
leave/retire?

How does each
EMPLOYEE
FIT?

How
ACCOUNT-
ABLE
is
your culture?

Develop a Replacement Strategy and Plan for Each Key Position.

Enhance your hiring and selection process. Also, leverage the knowledge and experiences of your long-time employees before they leave. Use them to help you prepare for their eventual departure.

- Job Risk Analysis
- Job Requirements Analysis
- Key Accountabilities and Benchmarks
- Assimilation and Development Plans

Develop a Work Force Plan to answer these fundamental questions.

- What will we lose when certain individuals walk out the door?
- What do they do?
- More important, what do they know?
- What will the impact be?

Create a “FIT” Company, with employees who “fit”.

- Job Fit (Benchmark and match candidates against benchmark)
- Culture Fit (Assessments and Surveys to measure culture)
- Boss Fit (Individual assessments and comparisons)
- Team Fit (Team assessments and comparisons)
- Create a customized training plan for each employee, new to a job

Create a Culture of Accountability

- Create Key Accountabilities for each job
- Integrate the Key Accountabilities into a Scorecard that aligns with the organization’s mission, vision, strategy, processes, structure and systems
- Create a 3—5 year vision of success for each accountability that guides each employee to commit yearly to managing his/her own accountabilities
- Plan weekly—15 to 30 minutes to review score card and plan activities for the week
- Review quarterly—discuss priorities, resources, and how team members can help each other with challenges. Clarify expectations.

Provided by Business Success Tools LLC. To discuss your needs, please contact us.

Tel. 860.643.4744 Email. Info@BusinessSuccessTools.Biz www.BusinessSuccessTools.Biz