

Building a Great Culture: Performance and Retention

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Agenda

- Restrooms, Exits, etc.
- Building a Great Culture
- Retaining a Great Culture
- Performance Management/Reviews
- Employee Retention

Great Culture – Company Values

- Integrity
- Respect
- Equity in Employee Treatment
- Performance Development Opportunities
- Family Values
- Community

Great Culture

Best place to start identifying/building?

- Mission/Company Value Statements
- Website
- Recruiting
 - Ads
 - Communications
 - Interviews
 - Offers of Employment
 - Turn Downs

Great Culture

- Orientation
- Handbook
- Policy Updates and Communications
- Employee Celebrations/Work Celebrations
- Performance Reviews

Retaining a Great Culture

- Communications - Transparency
 - Website – Who We Are
 - Benefits Costs Statements (ER Paid Taxes, Health, Paid Time Off, Vacation, Pension)
 - Announcements/Newsletters
 - Policy Change

Retaining a Great Culture

- Employee Input
- Family Values
- Timely Training
- Regular and Timely Feedback
- Regular and Routine Performance Reviews

Performance Management – Regular and Timely Feedback

Positive

- “Great Job! I liked....”
- “Thanks for meeting the deadline, this was important because... awesome work!”

Opportunity for Improvement

- “This should be changed to (because)...and I liked how you...”
- “It is important to meet the deadlines (because),and I know you’ll work hard to meet the next one”

Performance Reviews

Timely and Routine Performance Reviews

- Follow the Schedule/Process
 - Review the Job Description, Expectations and Requirements
 - Review the Goals for the Year (Agreed upon at a previous date)
 - Tied to company/agency goals
 - Goals should be achievable!
 - Goals should be measurable: What does success look like?
 - Flexibility for change
- What *Specifically* Went Well/Opportunities for Improvement
 - Practice What You Will Say
 - We all need feedback for improvement!

Performance Reviews

Regular and routine performance evaluations can improve employee performance by creating a consistent and formal setting in which you can advise employees about:

- How they are doing;
- How their performance supports the company's goals; and
- Steps they can take to advance their careers

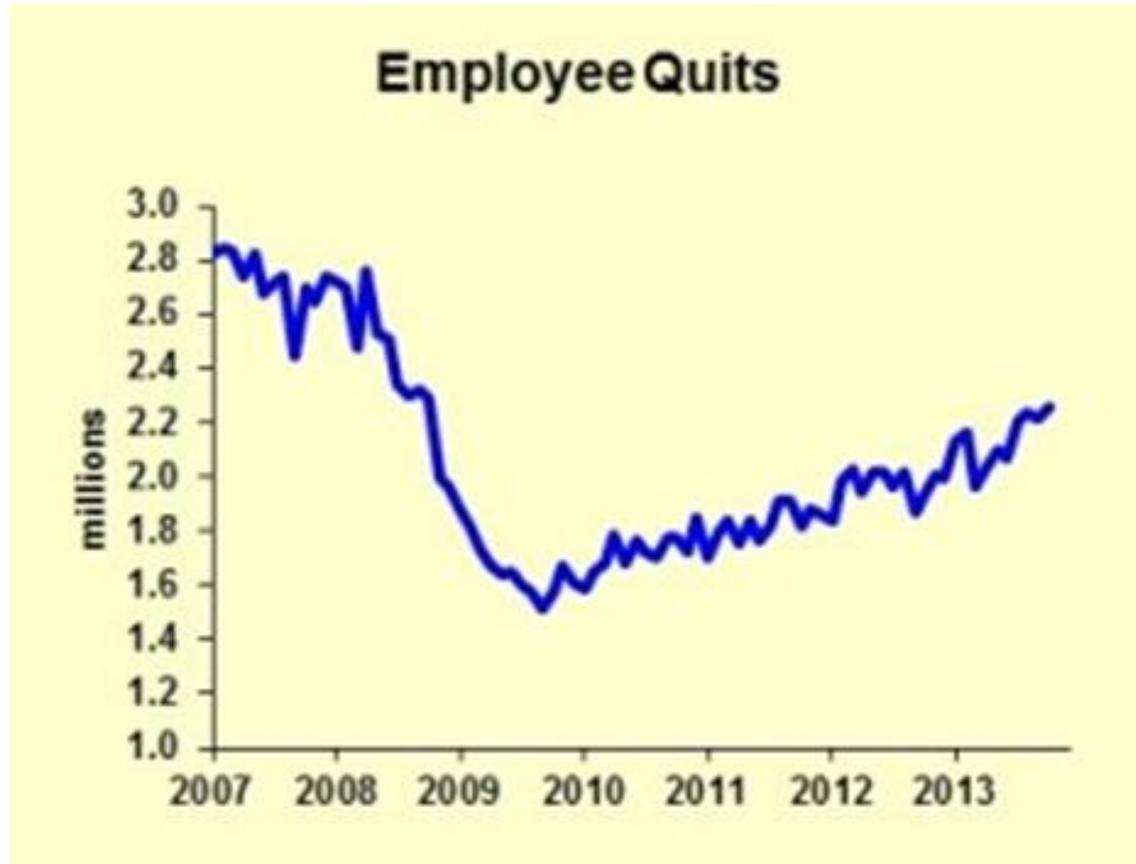
Performance Reviews

- Negative Job Performance – Opportunities for Improvement!
 - Definitely the most challenging issue in giving performance reviews
 - It is the kindest thing you can do for an employee, if they don't know, they won't change!
 - Staying Focused on the Desired Results Improves Chances of Positive Outcome
 - Strictly Job Related
 - Desired Behaviors
 - Desired Outcomes

Performance Reviews

- Document, Document Document!
 - Copy of the Current Job Description (electronic is fine and date it)
 - Copy of Individual Goals for the Year
 - Attendance Records or History (if necessary)
 - Put in Personnel File

Employee Retention



Employee Retention

- Say “Thank You”
- Train First Level Supervisors
- Hire Right in the First Place – Be Inclusive
- Offer Employees a Path to Greater Pay, Recognition and Responsibility
 - Cross Train
 - Professional Growth Opportunities
- Look for Stressors
- Re-evaluate Your Benefits Package
- Pay?

Employee Retention – Creative Ideas

- Celebrating Special Occasions/Milestones
- Company President/Leader Signs Birthday or Holiday Cards
- Recognition of Births (Piggy Bank w/ Cash or Employee Contributions)
- Free Lunches for Two, Coffee Gift Cards, Movie Tickets

Employee Retention – Creative Ideas

- Wellness Tips/Physical Activities
- Be Aware of Employee Assistance Referral Possibilities
- Free Day Off with Pay
- Recognition in Newsletter/Memos to Employees
- Support Participation in Community Services/Activities
- Help Employees Learn!

Thank You!