



84th Annual Conference & Tradeshow
Spokane, Washington | October 4 - 6

Concurrent Session:

Recruiting for Retention

RECRUITING FOR RETENTION

NHRMA – SPOKANE - OCTOBER 2022

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NHRMA 22

84TH ANNUAL CONFERENCE + TRADESHOW

QUESTIONS

Why did you come to this session?

What would make this session a success for you?



Agenda

To be reflective – be honest / what are we doing well, what needs improvement?

Share ideas and concepts with you and for you to share ideas with each other....and ideas that you can implement (and some right a way).

Have some fun too!



BUT FIRST....



Know What You Are
Looking For



- What are you looking for and where do you find it?
- Where are your gaps?
- What wedge are you trying to fill?
- What are the remote options/schedule options, what flexibility?
- What is your competition doing? Keep an eye on them.
- Hire for today and for tomorrow. You're looking for the adds, bonuses, the items that help with growth.



Sourcing

How Did You Find Me?

- Sourcing
 - Where are you going, seeking, posting, looking, networking?
 - Postings – what do they say?
- Application Process
 - How fast?
 - How easy?
 - How intuitive is website? Does the website speak to “me”?


Candidate Experience

- Human Experience
 - Level of communication/interaction
 - frequency
 - Level of engagement
 - Sense of belonging
- What “tools” are you using to improve the experience?





Interview

- 
- In-person vs. “Zoom”
 - Get to know the individual, build a rapport
 - Interview questions that get to know the person
 - What do they have to have vs. teach on the job
 - Identify who will stay the course
 - Identify who shares your outlook
 - with mission, vision, values....is in alignment with the organization
 - Job offer – remembering they get to say “yes/no” to us – give them a reason(s) to say yes

During the Interview

- Greet candidate – create a safe environment.
- Establish rapport – explain your relationship to the position.
- Explain agenda – you will be taking notes.
- Review job requirements – job description (**realistic job preview**)
- Ask rapport-building questions that start an easy conversation about non-threatening topics.
- Ask open-ended questions which encourage the interviewee to share a large amount of information in the interview (**culture, EI, other questions**).



Onboarding

- Welcoming/Fun (*your creative processes and activities*)
- Prepared for arrival
- Connection/Belonging
- Understandable vs. Rushed/Data Dump
- Setting expectations
 - Ongoing learning, development, growth, etc. (does it sound like there is a plan vs. haphazard?)
- Evaluate what and how you do what you do. Ask the new employees for feedback.

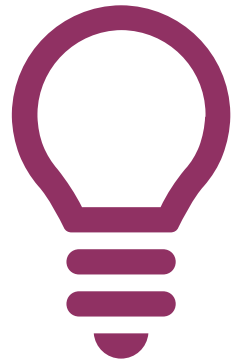
*How does the individual feel at the end of day?
What will they say when they go home?*

Beyond....



- Provide surveys, polls, focus groups, workshops, and questionnaires, and make it a point to personally talk to your employees. Ask them how they feel about the workplace. What could be done to improve the tasks they perform? Is there anything they need in order to be a more effective, productive employee? What could be done to create more of a sense of achievement and personal satisfaction or fulfillment?

Beyond, cont.



Engage Employees

Participation, Involvement, Input



Succession Planning

Beyond, cont.

- Obtain feedback
 - Listening - their point of view is valid, and that leadership takes it seriously
- Stay Interviews
 - What parts of your job are most interesting and rewarding?
 - What areas are you finding most challenging right now?
 - What are you doing to reach short- and long-term career goals?
 - Are there any other projects, committees, or additional responsibilities you would like to be a part of?
 - Is there anything else you're curious about that you haven't been able to explore yet?

Beyond, cont.



- Mentorship
- Ask and understand why your employees leave

THANK YOU!

HR Answers
Whatever the Question