

WHY ARE THEY GONE?

What did I do wrong?

After an associate leaves...

...ask yourself these three questions and **be brutally honest** with yourself.

1. Should I have hired the person?

Sample questions you might ask yourself include: Real independent reference checking; Skills testing; Peer interviewing; A meal or a little socializing depending on the job level; What brought them to his area; and, many questions one might think are illegal are not! (Smokers are not a protected class.)

2. Was the onboarding excellent?

A. ORIENTATION – Greet new employees with enthusiasm the first day, make them feel good about their new job and give them a great orientation to their surroundings, including the neighborhood and their co-workers. Send them home to their friends and family excited about their decision. Paperwork / administrivia is secondary to the motivation you should impart on the first day, and maybe every day.

B. TRAINING – Excellent training that is organized and detailed with all the necessary tools provided is critical to everyone's success in their position. A few thoughts: A. Tell them what you are going to tell them, tell them, then tell them what you told them!; B. Practice & Practice more; C. Never ask if they understand as usually they will say, "Yes." Ask them to explain what they have learned or to repeat back what has been said; D. Watch to see if they carry a notepad and use it; and, Patience and more Patience!

3. Did I use good leadership?

One of Kirby's definitions: Leadership is..."A balance of positive and negative incentives each tailored to that specific individual.

More details follow on October 3rd at the Army Navy Country Club in Arlington, VA !