

Employ these seven tips in your organization to retain your desired, key employees and attract the best talent too.

*Excerpts from Susan M. Healthfield (The Balance)*

**FOSTERING POSITIVE RELATIONSHIPS WITH EMPLOYEES**

From our practice at Reitman we see that company's often miss the opportunity to create effective, successful, positive employee relations. Some of these missed opportunities lead to high turnover and low morale. Below are some potential errors which could affect retention of talented and valuable employees. Next time you find yourself handling a situation similar to what we've listed below, ask yourself...is this action likely to motivate the employee, improve employee relations and strengthen our retention plan. If not change your course of action.

**Scenarios Which Can Create Problems for Employees ...so don't.....**

- Reprimand an employee in front of others either at a staff meeting or within range of others.
- Create new policies or rules as a way to cover the failings of a few.
- Ask for feedback from employees after a decision was already made.
- Treat people as if they are untrustworthy or micromanage them because you don't trust them to work to meet your standards.
- Create unrealistic expectations and/or perfection without recognizing that learning occurs most frequently in failure.
- Show favoritism and reward only certain employees rather than the team effort.
- Make every task a priority leaving the employee confused as to what is really important.

**For more information on this topic or any other staffing issue contact Anthony Avallone at 203-488-6944 or Anthony@reitmanpersonnel.com.**

**FROM THE PRESIDENT'S DESK**



**Anthony Avallone**

On May 4, 2019 we will begin our 31st year in business. We are so proud of our staff, clients, candidates and temporary staff, they have contributed greatly to our success.

Over these years we have learned a great deal about the staffing industry and have always tried to share information so that we might all benefit.

We take this opportunity to again thank you and we look forward to many more years helping our clients and candidates be successful.

The following are some articles (edited) we have published in the past which may be helpful as you hire new staff.

**HOW TO ATTRACT GREAT STAFF**

**By: Kevin Spagone**



Do you have a clearly defined recruiting process? Some businesses have hundreds of resumes to choose from, yet they're unable to hire qualified candidates or hold on to new hires. When employee turnover and disengagement remain pervasive problems, chances are there's a systemic problem with the recruiting process.

**Do these pain points sound familiar?**

- Problems finding suitable candidates in spite of hundreds of applicants for new job postings
- Interview challenges: candidates who lose interest in an opportunity after an interview
- Offers are extended, but not accepted
- Repeated instances of employees who leave shortly after being hired

It's "hard to find good help these days." The cliché is old but unfortunately true. Fortunately, you can make it much easier to attract qualified candidates if you establish some smart recruiting strategies.

Consider these questions as you walk through the recruiting process:

1. What are the market salary standards for the position(s) you're hiring for? Candidates may not bother applying if your salary standards aren't competitive enough. Research market standards before posting a job to make sure you're not losing out on great talent. Does your business have a reputation for paying below market standards? Make a break from your past by highlighting competitive salary ranges in job postings.

2. Are your job descriptions clear, realistic, and accurate?

- Make your job description as comprehensive and up to-date as possible:
- Job title and purpose
- The goals for the hire



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- Essential qualifications, skills and experience
- Education requirements
- Essential functions and responsibilities
- Future outlook for promotion
- Physical and mental demands

3. Are your interviewing techniques effective and professional?

- Are hiring managers properly trained and experienced with effective interview methods?
- Do all stakeholders agree with the hiring decision and posting?
- Are candidates answering every question so hiring managers can properly compare candidate experience, skills, and aptitude?
- Are interviewers crossing legal boundaries or turning candidates away with inappropriate questions?
- What hiring and on-boarding processes do you use? Candidates may lose interest if you don't follow-up with them after an interview. Once you make a hiring decision, double-check your existing on-boarding process to make sure new hires can hit the ground running.

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Source: Eileen Levitt, The HR Team

## ONBOARDING NEW EMPLOYEES

Many of us already know there is a lot of anxiety during those first days on a new job. These early days often make or break his/her success.

To insure success with a new employee here is a 7-step onboarding process that will help new hires integrate quickly into your company:

- **Outline an orientation for the new employee's first week in advance.** Reach out to the manager or other key coworkers to determine

what's important. It's a good time to assign a mentor or work buddy to help with the onboarding. If possible assign responsibility for the new hires successful onboarding.

- **Create a comfortable environment for your new staff member.** It helps them feel more relaxed and confident. Provide supplies needed and place important documents – such as an organizational chart, employee handbook at the work station or desk.

- **Provide new employees with a welcome gift.**

Offer them company specialty items such as a custom t-shirt, a coffee mug, pens, or pad. This helps build brand loyalty and the employee feels welcome.

- **Communicate helpful information.** Include details on dress code, parking rules, directions to the office, and who to ask for upon arrival.

- **On the new hire's first day, conduct a tour.** Be sure to include simple, but essential, information such as where the restrooms and break room are, and where to find the copier and employee mailboxes. Introduce the new employee to other staff members along the way and encourage questions as you go.

- **Block off time for orientation.** Use the new hire's first day as more of an orientation day than a work day. Have them fill out all necessary new hire forms, and ask someone on the team to join them for lunch. Introductions and casual conversation should round out the first day.

- **Discuss processes.** New staff members need to know email protocol, communication expectations, and internal decision-making processes. They also need demos on how to use various technology and tools that they'll be using on a daily basis. This is also a good time to begin to set short term and long term goals. If the new hire will take on a supervisory role, they should also meet with their



supervisees to begin to build rapport.

This article offers a good start to the onboarding process. For more information contact anthony@reitmanpersonnel.com.

Excerpts taken from article by: Chad Halvorson in Articles, HR

## EMPLOYEE RETENTION

Failing to retain a key employee is costly to the bottom line, in addition to organizational issues such as training time and investment, lost knowledge, insecure coworkers and a costly candidate search occur.

Estimates suggest that losing a management employee costs an organization up to 100 percent of his salary. Employee retention is critically important for a second reason as well. With baby boomers retiring the upcoming generation's population numbers (approximately 44 million) does not compare to the 76 million baby boomers. In short there are fewer candidates available.



Employee retention is one of the primary measures of the health of your organization. If you are losing critical staff members, you can safely bet that other people in their departments are looking to fill positions as well.

## RETENTION TIPS

**The quality of the supervision an employee receives is critical to employee retention.** People leave managers and supervisors more often than they leave companies or jobs. It is not enough that the supervisor is well-liked or a nice person. The supervisor has a critical role to play in retention, starting with clear expectations of the employee.

Frequent employee complaints center on these areas.

- Lack of clarity about expectations
- Lack of clarity about earning potential
- Lack of feedback about performance

- Failure to hold scheduled meetings
- Failure to provide a framework for employee success

**The employee's freedom to speak freely within the organization is another key factor in employee retention.** Does your organization solicit ideas and provide an environment in which people are comfortable providing feedback?

**Employees seek to use their talent and skills in the workplace.** Most employees want to contribute to work areas outside of his specific job description. How many people could contribute far more than they currently do? You just need to know their skills, talent and experience, and take the time to tap into it.

**The perception of fairness and equitable treatment is important in employee retention.** Fairness throughout the organization is key to retention. Playing favorites or having discrepancies in salaries for people doing the same work drives employees away.

**Your best employees, those that you want to retain, seek frequent opportunities to learn and grow in their careers, knowledge and skill.**

Without the opportunity to sit on challenging and significant teams, attend seminars and read and discuss industry literature, employees will stagnate.

A career-oriented, valued employee must experience growth opportunities within your organization.

**An employee never felt senior managers knew he existed.** This is a common complaint. Take time to meet with new employees to learn about their talents, abilities and skills. Meet with each employee periodically. You'll glean more useful information while keeping your fingers on the pulse of your organization. It's a critical tool to help employees feel welcomed, acknowledged and loyal.



**Your staff members should be rewarded, recognized and appreciated.**

Frequently saying thank you goes a long way. Monetary rewards, gifts, bonuses raises based on achievement also help retain staff.



Continued on back page.