

# Hiring for Results

## FTD – November 12, 2019

### Hiring Success Strategies

*Know Why People Are Leaving* \_\_\_\_\_

*Analyze Top Performers. Hire for the Top 20%* \_\_\_\_\_

*Don't Minimize Your Standards* \_\_\_\_\_

*Treat Candidates as Customers* \_\_\_\_\_

*Use Consistent Behavioral Interviewing* \_\_\_\_\_

### Research the Competition

Understand the benefits, compensation, career path, ongoing training, giving back, culture, reputation, etc. offered by other companies in your market.

#### HOW DO YOU COMPARE?

### The New Recruiting Paradigm

Recruit Every Day; Place Ads and Sell to Your Strengths; Position; Impact on the Company; Hours; Shifts; Compensation; Benefits; Desired Results.

### Analyze Top Performers

x\_\_\_\_\_x

What are my rock star employees doing to achieve higher results? What are the commonalities among my rock star employees?

### Use Consistent Behavioral Interviewing

Three Types of Questions

1. Close - Ended
2. Open - Ended
3. Hypothetical

Open ended questions are behaviorally based.

Identifying Behavior

- S- Situation
- B- Behavior
- O- Outcome



### Sample Behavioral Question

Constant pressure gets to us. Describe a time where you did not handle pressure well and why this occurred? What was the outcome? What would you do differently if faced with the situation today?

#### The Flow of the Interview

- Review the Application/Resume;
- Greet the Candidate;
- Set the Interview Agenda;
- Ask Behavioral Questions;
- Answer the Candidates Questions;
- Evaluate the Candidate Immediately;
- Remember the 80/20 rule.



#### Orientation

- Welcome employee to the organization;
- Introduce culture, mission, vision and standards of conduct;
- Complete new hire paperwork;
- Identify a brand ambassador;
- **Outcome** – get ready for training.



#### Onboarding

- Identify the employee value/impact;
- Introduce job duties/measures results;
- Describe training and expectations;
- Identify a mentor;
- Ongoing for weeks/months;
- **Outcome** – role clarity, ready to contribute.

#### Key Learning

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#### ABOUT YOUR SPEAKER

Glenna Hecht, SPHR-Senior Professional in Human Resources, founded Humanistic Consulting in 2010 after a 30-year career leading HR/Training functions for world renowned brands. Humanistic Consulting provides outsourced human resource and training solutions to all facets of the floral industry. Glenna is most noted for her energy, passion, expertise, and connection with the audience. To learn more about her services and get the monthly "What the Hecht" blog, go to: [glenna@glennahecht.com](mailto:glenna@glennahecht.com) 855-4HR-4111