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Titolo	50 one-minute tips for retaining employees : building a win-win environment // David K. Hayes and Jack D. Ninemeier
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Collana	A Fifty-minute series book
Altri autori (Persone)	NinemeierJack D
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Nota di contenuto	Title -- Copyright -- About the Authors -- Dedication -- Preface -- Contents -- STRATEGY 1 Follow Sound Management Advice -- Tip 1: Serve First and Lead Second -- Gather Feedback -- Tip 2: Establish Your Employee Average Retention Rate -- Completing the worksheet -- Tip 3: Estimate Your Turnover Costs -- Tip 4: Follow All Applicable Federal and State Child Labor Laws -- Tip 5: Eliminate Workers Who Won't -- Tip 6: Eliminate Managers Who Can't -- You can easily identify your poor managers: -- Tip 7: Manage Your Customers -- Determine Whether a Policy and Procedure Is Needed -- STRATEGY 2 Make First Impressions Count (Orientation) -- Tip 8: Understand the Role of Starting Wages -- Tip 9: Inform Employees About Their Total Compensation -- Tip 10: Explain the Long-Term Benefits of Staying -- Tip 11: Share Your Vision -- Tip 12: Motivate Entry-Level Employees -- Tip 13: Conduct an Entrance Interview -- Tip 14: Create Career Ladders -- STRATEGY 3 Train! Train! Train! (and Do It Correctly) -- Tip 15: Invest in Training -- Tip 16: Encourage Employees to Try Your Product or Service -- Tip 17: Train Trainers to Train -- When you train your trainer(s) to train, everyone benefits: -- Tip 18: Reward Your Trainers -- Tip 19: Relieve Trainers of Other Job Duties -- Tip 20: Conduct Pre-Shift Training -- STRATEGY 4 Maintain a Professional Workplace -- Tip 21: Strictly Enforce a Zero-Tolerance Harassment Policy -- Tip 22: Create a Culturally Diverse Workforce -- Tip 23: Make Employee Safety a Top Priority -- Tip 24: Ensure Reasonable Accommodations for Disabled Employees -- Tip 25: Share Financial Numbers with

Employees -- STRATEGY 5 Supervise As You Would Like to Be Supervised -- Tip 26: Enforce "On-Time" Policies Fairly and Consistently -- Tip 27: Be Careful Not to Over-Schedule -- Tip 28: Give Employees a Personal Copy of Their Work Schedule. Tip 29: Seek Out Employee Assistance Programs -- Tip 30: Invite "Fast-Track" Employees to Attend Management Meetings -- Tip 31: Implement a "Catch the Employee Doing Something Right" Program -- Tip 32: Conduct an Exit Interview with Employees Who Leave -- STRATEGY 6 Encourage Ongoing Communication -- Tip 33: Hold Employee-Focused Meetings for Non-Management -- Tip 34: Communicate the Benefits of Your Unique Organization -- Tip 35: Create an Employee Retention Council -- Tip 36: Recognize Employee Birthdays -- Tip 37: Make Daily "Howdy" Rounds -- STRATEGY 7 Create a Friendly Workplace -- Tip 38: Use Employee Recognition Programs -- Tip 39: Build a Great Team and Praise It Often -- Tip 40: Write a Personal Letter to Parents of Teenage Employees -- Tip 41: Share Scheduling Responsibilities with Employees -- Rules for the Shift Bidding Game -- Tip 42: Reward Employees Who Work on Non-Scheduled Days -- Tip 43: Invite Family Members of New Employees to Visit Your Workplace -- Tip 44: Make the Workplace Fun -- STRATEGY 8 Help Your Employees Succeed -- Tip 45: Identify State-Approved (Licensed) Childcare Options -- Tip 46: Reward Success in Each Employee -- Tip 47: Recognize Your Employees' Eldercare Responsibilities -- Tip 48: Don't Punish Your Best for Being Good -- Tip 49: Go to Lunch -- Tip 50: Help Employees Learn About Public Transportation Systems -- Additional Reading.
