Finders Keepers
Losers Weepers
Proven Ways to Hang On to Your Key Employees

Before We Start
If You Want To Be Heard
Please go to the following web address on your browser:
pollev@CACFS2016???.com

Finders Keepers, Losers Weepers.
In One Word...
What is your Favorite Food?
In One Word...

*Where would you like to go on your Dream Vacation?*

Finders Keepers, Losers Weepers.

Addressing the Needs of Every Generation

The Six Living Generations in America

- GI Generation (1901-1926)
- Greatest Generation (1927-1945)
- Baby Boomers (1946-1964)
- Generation X (1965-1980)
- Gen. Z / Boomlets (2001-?)

REMEMBER: This is only a guideline. Everyone is different and not everyone fits into a strictly defined box, but for the most part you can generalize their behavior.

Finders Keepers, Losers Weepers.

Cloud: In One Word…

Which Generation Makes Up the Majority of Your Organizations Workforce?

Finders Keepers, Losers Weepers.

- GI Generation (1901-1926)
  • Great Depression
  • Great War
  • Happy Days
  • They Saved the World and then Built A Nation.

- “Greatest Generation” (1927-1945)
  • Loyal… Usually kept job for life!
  • Common Values, Absolute Truths
  • Disciplined, Self-Sacrificing, Cautious

Finders Keepers, Losers Weepers.

- Baby Boomers (1946-1964)
  2 Sub-sets
  • The save-the-world revolutionaries of the 60’s & 70’s
  • The party-hardy career-climbers (Yuppies) of the 70’s & 80’s
  • Optimistic, Driven, Team-Oriented
  • Technology… “a learning process”
  • 1st Generation with a TV
Finders Keepers, Losers Weepers.

- **Generation X** (1965-1980)
  - Entrepreneurial, Very Individualistic
  - Want what they want and want it now
  - No computers...Yes computers
  - Average 7 career changes in life
  - Cautious, skeptical, unimpressed with authority, self-reliant.
  - Don’t actually “feel” like a generation, but they are.
  - Feel misunderstood by other generations
  - Desire a chance to learn, explore and make a contribution

Finders Keepers, Losers Weepers.


Finders Keepers, Losers Weepers.

- **Generation Z / Boomlets** (2001-....?)
  - $51 billion is spent by tweens every year with an additional $170 billion spent by their parents and family members directly for them.
Finders Keepers,
Losers Weepers.

Attracting and
Keeping Millennials

United Agencies
Chris Stickney
Levi Gelineau

Cloud: *In One Word...*
What do you think about when you think about “millennials”?

Finders Keepers,
Losers Weepers.

Millennials in the Workplace
Finders Keepers, Losers Weepers.

- By 2020, 46% of work force will be Millennials
- Tech Savvy Multi-taskers
- Social Media Savvy, ambassadors
- Motivated by factors other than money (!)

Finders Keepers, Losers Weepers.

How do we keep them?
- Motivate them
  - Reasons they stay:
    - 30% “Meaningful Work”
    - 28% High Pay
    - 25% Sense of Accomplishment
- Collaborate with them
  - 1 in 3 Millennials value Work Mobility, Device Flexibility over Salary in accepting a Job Offer
- Flatter them
  - 80% of Millennials prefer on the spot recognition

Finders Keepers, Losers Weepers.

Understanding the Cost of Turnover
Finders Keepers, Losers Weepers.

Poll: In your organization, what's the biggest investment lost when you lose an Employee?

United Agencies
Chris Stickney
Levi Gelineau

Finders Keepers, Losers Weepers.

Costs of Turnover:
- Lowered Productivity
- Overworked Remaining Staff
- Lost Knowledge
- Training Costs
- Insurance Claims
  - Post Term Work Comp
  - EPLI
- Interview Costs
  - Recruiters

Finders Keepers, Losers Weepers.

Redesigning Your Orientation Program for New Employees

O·ri·en·ta·tion
1. The act of orienting or the state of being oriented. An adjustment or adaptation to a new environment, situation, custom, or set of ideas.
Finders Keepers, Losers Weepers.

Think Back to Your First Day as a New Employee...

United Agencies
Chris Stickney
Levi Gelineau

Cloud: In One Word...

What Was Your New Hire Orientation Like When You Were Hired to Be Employed by Your Current Organization?

Common Orientations:
• Transactional, operational-typical paperwork
• Lasted 1-2 hours on first day
• No strategic issues addressed

Goals for a Better, Improved New Employee Orientation:
1. To aid in integrating and acculturating new employees into their positions and beyond.
2. To provide new employees with the tools, resources and knowledge to be successful and productive.
Finders Keepers, Losers Weepers.

3-1/2 Keys to Success:

1. Employees need to find it meaningful. The goal is to have them feel immediately connected to the organization. We want them to see the value of being a part of the organization.

2. Need to implement a schedule of constant communication with your new employees.

3. Create a sponsor program to be sure someone is available to help them as they get started.

3-1/2. Senior Leadership commitment.

Finders Keepers, Losers Weepers.

Orientation Checklist – Have One!

- Prepare for the New Employee
- Think about Socialization
- Introduce the Work Environment

Scheduling: The Orientation can last longer than what we are used to...

- First Day
- First Week
- First Month
- First 3 Months
- First 6 Months

Finders Keepers, Losers Weepers.

Getting Rid of Slackers and Whiners
Poll: Do you have an employee(s) that you wish you could move along?

Four Kinds of Wasteful Employees
- The Perpetually Late Comer

I should really start going to bed earlier so I have more time in the morning to be late for work.

Four Kinds of Wasteful Employees
- The Whiner
Finders Keepers, Losers Weepers.

Four Kinds of Wasteful Employees
- The Slacker

United Agencies
Chris Stickney
Levi Gelineau

Finders Keepers, Losers Weepers.

Four Kinds of Wasteful Employees
- The Socially Inept Genius

Finders Keepers, Losers Weepers.

- Tolerating poor performance affects culture!
- 60 day performance plans
- Annual reviews
- “Re-Interviewing”
Cloud: *In One Word*…

What about your life do you value and/or treasure the most?

4 Work/Life Balance Tips for Us in the Real World

1. Disconnect
2. Set Some Realistic Work/Life Balance Goals for Yourself First
3. Create an “Ask For Help” Environment for your Employees
4. Help Employees (beginning with You) Figure Out Ways to Be More Efficient
Finders Keepers, Losers Weepers.

Yo-Yo Mentoring:
The Opportunity to Help All Employees Help One Another

United Agencies
Chris Stickney
Levi Gelineau

Source: Accountemps

Finders Keepers, Losers Weepers.

Cloud: *In One Word…*

What Is a Benefit That Comes As a Result of Having a Mentoring Program In Place?

Finders Keepers, Losers Weepers.

Retention Through Mentorship

2. A Company-Culture Ambassador
3. The Yo-Yo Approach
   1. Elder to the Younger
   2. Younger to the Elder
Finders Keepers, Losers Weepers.

Re-Interviewing your Employees

United Agencies
Chris Stickney
Levi Gelineau

Finders Keepers, Losers Weepers.

“Re-Interviewing”
- Constant “hiring” cycle
- Constant status checks
- Review mission and goals

Finders Keepers, Losers Weepers.

Brainstorm: What are some “re-interview” questions you could use?
Finders Keepers, Losers Weepers.

Training+Communication = Loyalty

The growth and development of people is the highest CALLING OF LEADERSHIP.
- HARVEY S. FESTONE

United Agencies
Chris Stickney
Levi Gelineau

When companies offer training programs, they strengthen morale in a number of ways:

• Demonstrates a company’s commitment to employees in terms of personal and professional growth;
• Gives employees confidence, improves their performance and enables them to advance;
• Creates a sense of accomplishment that carries over into other aspects of their lives, building loyalty to the company in the process; and,
• Turns employees into mentors, building their self-esteem, adding value to the employee and creating a sense of partnership within the organization.

Finally: 8 Ways To Keep Employee’s Engaged, Happy & Loyal

Source: business.com
Finders Keepers, Losers Weepers.

Focus On Them & Celebrate Them
1. Perks Don’t Equal Culture
2. Create A Pep Squad
3. Recognize Outstanding Work
4. Emphasize Health & Wellness
5. Maintain an Open-Door Policy
6. Give Them A Sense of Ownership
7. Be A Part of Their Life and Career Ambitions
8. CELEBRATE!

Finders Keepers, Losers Weepers.

Final Questions?
Contact info:
United Agencies
(800) 800-5880

chris@ua-insurance.com
(818) 295-2293 direct, office
(805) 795-7676 mobile

levi@ua-insurance.com
(818) 295-2267 direct, office