Amplify Your Impact
through people practices

MCN
April 14, 2020

www.roosolutions.net
IT WAS THE BEST OF TIMES...

IT WAS THE WORST OF TIMES...

PEOPLE PRACTICES MAKE ALL OF THE DIFFERENCE
EMPLOYEE LIFE CYCLE

Recruit

Onboard

Engage & Retain

Farewell
HR IS NOT JUST COMPLIANCE AND RISK MITIGATION
HR =

MARKETING

ENGAGEMENT

AGENCY SUSTAINABILITY
WE’RE HIRING!

Recruiting
RECRUITMENT OPPORTUNITIES

AMPLIFY

• JOB POSTING “SPECIAL SAUCE”
• WELCOMING
• HIRING MANAGER PREPAREDNESS
• DIALOGUE, RATHER NOT INTERROGATION
• CLEAR FOLLOW UP PROCESS

DIMINISH

• LONG LIST OF REQUIREMENTS
• TEDIOUS APPLICATION PROCESS
• DISMISSIVE / DISRESPECTFUL OF CANDIDATES TIME OR EXPERIENCE
• UNPREPARED INTERVIEW TEAM
• ONE SIDED CONVERSATION
POSTINGS WITH PERSONALITY

SEEKING AN ALFRED FOR OUR BATMAN
Hallie Q. Brown Variant Cover Posting

Seeking an “Alfred” for our Batman - Executive Coordinator

Who are we?

The official information: Hallie Q. Brown Community Center has provided critical services and and the historic gathering place of the African American community in Saint Paul since 1929. Located in the heart of the historic Rondo Neighborhood, now known as Summit-University, the Center provides early childhood education, youth enrichment programming, programs for senior citizens, a food shelf, a clothing shelf, and is the home to many partner programs including the world-renowned Penumbra Theater.

The real deal: We do a great job supporting the community as a beacon of hope for those most in need and lighting the way to resources and programs. We are mission-driven, a watchful guardian, a lighthouse. Our team is also dedicated, hardworking, fun and a little bit quirky. We run at a fast pace and we love to laugh. We have just the right amount of weird to keep things interesting. When we play, we play hard; when we work, we don’t play at all.

Who are you?

You share our values and have a deep desire to provide hero support to the management team and the community. You laugh in the face of danger, tight deadlines and the unexpected. You don’t quite have ESP, but you can sense what needs to be done before we do. You can understand the complex concepts but can keep things simple. You are a proficient juggler of projects and priorities. You don’t take yourself too seriously. You love wearing many hats, meeting deadlines, supporting multiple groups and occasionally standing in for the Caped Crusader when Bruce Wayne is required elsewhere. Must be able to work beyond a 40-hour work week when needed for special projects and events, including occasional evenings and weekends when the Batsignal lights up. This position requires a candidate who is flexible, proactive, resourceful and efficient with a high level of professionalism. Strong inductive and deductive reasoning skills. Decision-making ability, time management and attention to detail are equally important. This position calls for excellent interpersonal and communication skills, experience working with complex calendars and supporting multiple groups.

You have mad skills:

- Bachelor’s degree with 3 – 5 years administrative experience, or equivalent
- Genius on the Batcomputer with MS office and some social media
- You talk and write real good,....
- Godlike organizational skills
- Ability to relate to people from diverse socio-economic and cultural backgrounds

Hero Support Duties (cape optional)

- Protects Batman from chaos: manages calendar and schedule, meeting preparation, expense reports, files, prepare correspondence, reports and charts.
- Plays nice with others. Greets everyone with a smile. (British accent not required) Acts as a liaison between general public, partners, organizations and other key constituents and the management team
- Helps out. Always lends a helping hand to coworkers, clients and visitors.
- Pivot quickly. Supports meeting and event planning and execution, assists with the building calendar and room rentals
- Coordinate social media efforts (Facebook, Instagram, etc.) Take photos/videos and publicize on social media
- Support production of external communications, acknowledgments, mailings and other correspondence
- Some cash handling and basic account support
- Project management from start to finish for a variety of events and marketing initiatives
- Ability to regularly work beyond a 40-hour week
- Occasional weekend and evenings required for special events

Salary: $40,000 - $45,000 DOJ

Apply via Batweb or Batmail
ENGAGING INTERVIEW QUESTIONS

- WHAT INTERESTS YOU ABOUT OUR ORGANIZATION?
- WHAT ARE YOU HOPING TO LEARN OR ACCOMPLISH IN YOUR NEXT POSITION?
- WHAT IS IMPORTANT TO YOU IN A NEW POSITION OR EMPLOYER?
- WHAT TIME OF WORK ENVIRONMENT DO YOU THRIVE IN?
- HOW DO YOU LEARN BEST?
- WHAT TYPE OF MANAGER DO YOU WORK BEST WITH?
RECRUITMENT – MITIGATING RISK

- CONSISTENT, WRITTEN INTERVIEW QUESTIONS
- INTERVIEWER TRAINING
- BACKGROUND CHECKS
  - NON-COMPLIANT SCREENINGS
  - NEGLIGENT HIRING
Onboard
ONBOARDING OPPORTUNITIES

**AMPLIFY**

- Pre-Boarding – Basic Paperwork and Expectations
- Welcome Kit
- Relationships
- Written Onboarding Plan
- Focus on Employee Needs Before Employer Interests

**DIMINISH**

- Tedious Paperwork and Policy Review
- “What Should I Be Doing?”
- Sense of Uncertainty
- Unclear Expectations
## SAMPLE ONBOARDING CALENDAR - MANAGER COORDINATES

<table>
<thead>
<tr>
<th>Sunday</th>
<th>Monday</th>
<th>Tuesday</th>
<th>Wednesday</th>
<th>Thursday</th>
<th>Friday</th>
<th>Saturday</th>
</tr>
</thead>
<tbody>
<tr>
<td>Week 1 Focus: Home</td>
<td>Department bagels or ice cream</td>
<td>Building Tour by supervisor</td>
<td></td>
<td></td>
<td>Neighborhood Tour Guide</td>
<td></td>
</tr>
<tr>
<td>Department</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Week 2 Focus: Other</td>
<td>Meetings other departments person will work with</td>
<td>Introductions to agency partners</td>
<td></td>
<td></td>
<td>Agency acronyms</td>
<td></td>
</tr>
<tr>
<td>Departments</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Week 3 Focus: The Agency</td>
<td>Mission, Vision, Values</td>
<td>Strategy Agency Departmental</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Week 4 Focus: Re-recruit</td>
<td>Manager Check In</td>
<td>HR / New Hire Check Up</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
Engage & Retain
ENGAGE & RETAIN OPPORTUNITIES

AMPLIFY

• Assume Credibility
• Seek Employee Input
• Regular 1:1 Meetings
• Team Gatherings
• Tie Individual Work to the Mission
• Climate Surveys
• Pulse Checks

DIMINISH

• Isolation
• Pure Task Focus
• Disengaged Manager
• Perceptions of Favoritism or Unfairness
STAY INTERVIEWS

• WHAT DO YOU LOOK FORWARD TO ABOUT COMING TO WORK EACH DAY?
• WHAT DO YOU HOPE TO LEARN?
• WHY DO YOU STAY HERE?
• WHEN WAS THE LAST TIME YOU THOUGHT ABOUT LEAVING US, AND WHY?
• HOW CAN I MAKE YOUR JOB BETTER FOR YOU?
The Gallup Q12 Index

Gallup's employee engagement work is based on more than 30 years of in-depth behavioral economic research involving more than 17 million employees. Through rigorous research, Gallup has identified 12 core elements -- the Q12 -- that link powerfully to key business outcomes. These 12 statements emerged as those that best predict employee and workgroup performance.

The Twelve Questions are:

1. Do you know what is expected of you at work?
2. Do you have the materials and equipment to do your work right?
3. At work, do you have the opportunity to do what you do best every day?
4. In the last seven days, have you received recognition or praise for doing good work?
5. Does your supervisor, or someone at work, seem to care about you as a person?
6. Is there someone at work who encourages your development?
7. At work, do your opinions seem to count?
8. Does the mission/purpose of your company make you feel your job is important?
9. Are your associates (fellow employees) committed to doing quality work?
10. Do you have a best friend at work?
11. In the last six months, has someone at work talked to you about your progress?
12. In the last year, have you had opportunities to learn and grow?

From www.gallup.com
ENGAGE & RETAIN – MITIGATE RISK

- CONSISTENCY WITHIN AND BETWEEN DEPARTMENTS
- CLEAR AND CURRENT POLICIES
- CURRENT JOB DESCRIPTIONS WITH CLEAR PERFORMANCE EXPECTATIONS
- ACCOUNTABILITY CONVERSATIONS
- RETAINING THE WRONG / TOXIC EMPLOYEES
- BIGGEST RISK IS PERCEPTION OF FAVORITISM
Farewell

adieu
farvel
cheerio
vaarwel
arrivederci!
FAREWELL OPPORTUNITIES

AMPLIFY

• RECOGNITION OF CONTRIBUTIONS
  • PUBLIC
  • PRIVATE

• HANDWRITTEN NOTES

• REFLECTION EXIT INTERVIEW

• ALUMNI GROUP

• SOCIAL MEDIA

DIMINISH

• ESCORTED OUT

• NO ORGANIZATIONAL NOTIFICATION
EXIT INTERVIEW QUESTIONS

• WHAT WAS MOST SATISFYING ABOUT THE WORK THAT YOU DID?
• WHAT DO YOU FEEL WERE YOUR MOST SIGNIFICANT ACCOMPLISHMENTS IN YOUR ROLE?
• WHAT HAVE YOU LEARNED DURING YOUR TIME HERE ABOUT YOUR WORK AND/OR ABOUT YOURSELF THAT WILL BE MOST SIGNIFICANT IN YOUR FUTURE?
ROO SOLUTIONS

www.roosolutions.net

763.228.8496

KELLY RIETOW, OWNER

ROOSOLUTIONS.NET...