



UNITY SOUTHCENTRAL REGION

Business Mastermind

Session Six

UNITY SOUTHCENTRAL REGION

Hiring, Retention, and Culture



Questions

- Think of an employee
- What do they want from their experience working for you?
- What do you want from them?
- How do they help shape the working culture?

What is "culture?"

Its the character and personality of your organization.

Six Types of Workplace Culture

- **Leadership-Driven.** A workplace driven by strong leadership
- **Productivity and Task-Oriented.** A workplace where multitasking is required
- **Sales Increase.** A workplace based on revenue.
- **Customer Service-Focused.** Usually a service organization.
- **Mission-Oriented.** Nonprofits and community orgs.
- **Innovative and Progressive.** Out-of-the-box



Create a Team

Do you understand the current
needs of

-the Candidate

-the Position

-the Staff

-the Community

Are you prepared to be patient?



WE
ARE
HIRING

Write an interesting ad

- **What will they learn?**
- **What will they experience?**
- **Who will they meet?**
- **Why is this a GREAT job**
- **Then what you want....**
- **Pay range**

Are you hiring inside or outside?

Interviews are boring!

- Talk while you tour
- Meet out of the office
- Involve other people
- Ask about longevity
- Invite to attend a service, a staff meeting, or an event.



Ask Meaningful Questions



What is your natural talent?

Tell me about the best supervisor you've ever had.

In a perfect world what would you gain from working here?

Have you looked at our

Entity Southeastern Region

Accountability is based on information, expectations, and trust.

Information: Contracts, Staff Handbook, Job Description

Expectations: Onboarding process, training schedule, 90-day review

Trust: Do what you say you'll do

ACCOUNTABILITY



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Employee Retention



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Observe

Document

Coach

Document

Congratulate

Document

Reward

If someone isn't working out,
free up their future.

"Creating a close connection to those you do business with has its
many risks, rewards and consequences.

There are few things in business I have encountered that are more
difficult than firing someone, particularly if that someone has always
been, or has become a friend.

On the flip side, I have been rewarded with many friends."

— Mark Cuban

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Off-Boarding

Keys

Files and equipment

Tour of their office

Signature that everything has
been returned

Final pay immediately

Letter of recommendation

Exit interview

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