



SUCCESS IN HIRING: MANAGING THE PROCESS

Canadian Association of Movers
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What are the basic principles of hiring?

- Know what you're looking for
- Know where to look
- Don't rush it
- Plan ahead
- Check references
- Don't settle
- Recruit constantly





IDEAL CANDIDATE

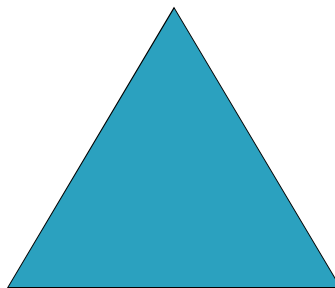


IDEAL CANDIDATE PROFILE

- Experience
- Skills and knowledge
- Personal characteristics
- Values



Skills/Knowledge



Attitude

Fit



What should you look for in an entry-level position?

- Past work performance
- Match between person and requirements
- Positive communication/attitude
- Evidence of early work ethic
- Work habits – attendance, etc.



What is the appropriate background check on a prospective employee?

- Reference checks
- Social media check (Facebook, etc.)
- Google search
- Criminal record check
- Confirmation of education
- Credit checks?
- Drug tests?



What can I ask a prospective employee at the interview /application stage?

- Name
- Address and telephone number
- Past work experience and performance
- Highest level of education obtained
- Physically able to perform job
- Legally entitled to work in Canada
- Criminal convictions



What can't I ask?

- Age/date/place of birth
- Place of birth of parents
- Marital/family status
- Number of children or family plans
- Race or ethnic origin
- Religion
- Where education obtained
- WCB or medical history
- Sexual orientation
- Political affiliation, clubs, memberships



What can I ask after I hire them?

- Full name
- Date of birth
- SIN
- Marital/family status
- Number of dependents



How do I evaluate an employee during their probationary period?

- Ongoing observation
- Feedback from supervisors/other employees
- Customer feedback
- Results/outcomes
- Complaints/mistakes
- Formal evaluation



How do I retain the keepers?

- Strong orientation
- Keep them involved
- Clear job goals/expectations
- Open, clear communications
- Regular feedback on performance
- Give them responsibilities
- Make them feel part of the team
- Reinforce positive behaviour
- Correct mistakes as they occur



How do I deal with staff turnover?

- Track it statistically – typical trends
- Plan for it
- Examine your compensation package
- Assess your recruiting methods
- Assess your management style
- Conduct exit interviews
- Address problems promptly





Questions?



To Contact Wayne Forster

Email: wayne@forsteremerson.com

Phone: 1-800-858-6570

Web: www.forsteremerson.com