The Remarkable Human Resource Manager

SHRM Greater Tucson

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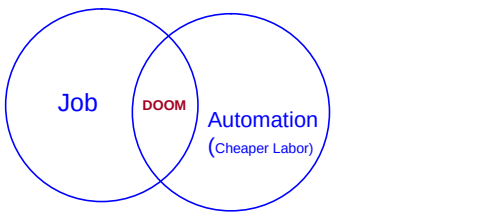
It's a new world… the rules have changed…

It used to be that we had to…

- Pay attention to detail
- Follow instructions
- Show up on time
- Try hard

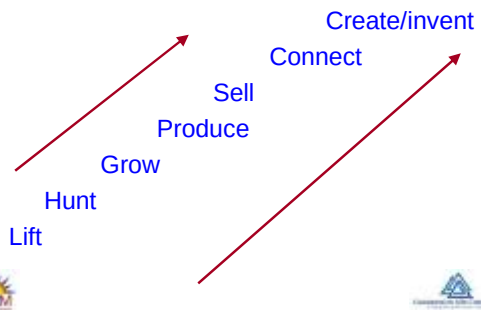
…and "we'll take care of you"…

(money, health insurance, job security, etc.)



- Full-price stock brokers
- Travel Agents/Real Estate Agents
- Insurance Agents
- Mom and Pop stores
- Outsourcing to cheaper labor

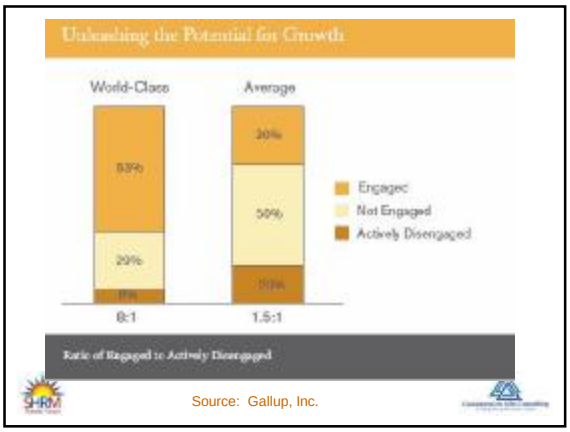
Hierarchy of Value



In this new world, New Skills are valued

- Be generous
- Create
- Make judgment calls
- Connect people and ideas
- Be Your REMARKABLE SELF

Hire !! Train !! Retain !! Engage !!



Benefits of engagement

- Engaged employees are the only ones that can create loyal customers
- Treat your employees as your best customers, and they will mirror that treatment with your best customers
  - Tool: Gallup's 12 questions to measure employee engagement

Gallup's Q12
12 Ways to Engage Employees

- I know what is expected of me at work
- I have the materials and equipment I need to do my work right
- At work, I have the opportunity to do what I do best every day
- In the last 7 days, I have received recognition or praise for doing good work
- My supervisor seems to care about me as a person
- There is someone at work who encourages my development

Gallup's Q12
12 Ways to Engage Employees

- At work, my opinions seem to count
- The mission or purpose of my company makes me feel my job is imiportant
- My associates are committed to doing quality work
- I have a best friend at work
- In the last 6 months, someone at work has talked to me about my progress
- This last year, I have had opportunities at work to learn and grow

To be REMARKABLE...

...Go OUT OF YOUR WAY...

...to MAKE IT EASY for your employees...

...to FREQUENTLY CONNECT / DIALOGUE with you...

...in ways that they VALUE...

...and sometimes DON'T EXPECT !!

EXPERIENCE

Experience = Reality - Expectations

The better the experience, the less price (and salary) is an issue.

The "No Pain" Dentist



If your Company is REMARKABLE, your Employees will…

- Be excited to come to work every day
- Give you their hearts in addition to their hands
- Brag about you and recommend you to their friends
- Help you improve your company with their ideas
- Be less motivated by money, and more motivated by what they are accomplishing
- Provide REMARKABLE service to your customers
- Find other people just like themselves for you to hire

Employees want 2 things...

- A job, a place to work
  - Income
  - Benefits
- ***THE EXPERIENCE*** of working for your company
  - Respect
  - Responsibility
  - Security
  - Experience, skills
  - Appreciation
  - Feeling important, special
  - Peace of mind

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A Remarkable





Cab Driver







Mustangs at Los Colinas...







Meet Carlos Garcia...







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Find your CPI with your employees

- Use your CPI to start dialogues
- Use dialogues to learn about your employees' needs and preferences
- Use dialogues to teach your employees company goals, values, and objectives
- Use dialogues to personalize
- Personalize to build relationships
- Relationships earn loyalty

My Remarkable Learning Experience (Painful Lesson) at

IBM

The " MacKay 66" and "MacKay 33" by Harvey MacKay



www.harveymackey.com

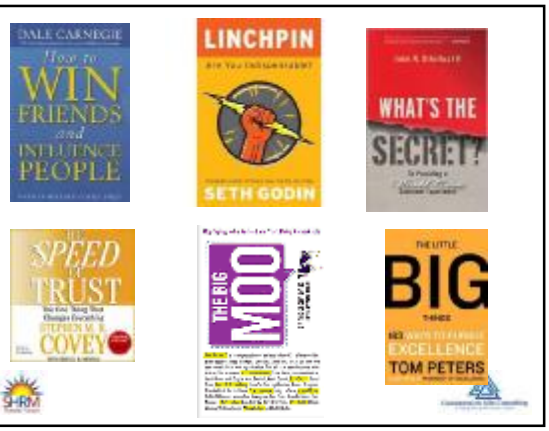


There are only two things that will change your life...

... ...the books you read...

...and the people you meet
and spend time with...

Charlie "Tremendous" Jones



Application Ideas

- Create a library
- Give away books
- Form a "book club"
- Brown Bag Lunch Book Reviews
- Investigate Audible.com and Kindles
- Start with your management

Finding Forrester



We all wear an invisible
sign around our necks, which says…

I AM IMPORTANT!!

MAKE ME FEEL
SPECIAL!!!

Say THANK YOU !!

These are simple tools, but...

All the things that are simple to do...

...are also simple NOT to do!!

Great HR Departments...are REMARKABLE. They…

Go out of their way...
...to make it easy...
...for their management and employees...
...to CONNECT and COMMUNICATE with them...
...in ways that are VALUABLE...
...and sometimes UNEXPECTED

Some ideas to consider…

- Hire for attitude, train for skill
- Improve your orientation…include current employees
- Quarterly mini-reviews
- Train using “Drip Irrigation”
- Weekly huddles
- MacKay 33
- Book Clubs
- Find new ways to say “thank you”!!
- Ask for, Listen to, Act upon !! employee feedback





What would you like me to spend more time on ?

....to clarify ?

Thank You !!!

For more ideas...

Contact

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