

# Employee Management: Employee Life Cycle & Performance Management



October 23<sup>rd</sup>, 2024  
9:00 – 12:00 pm

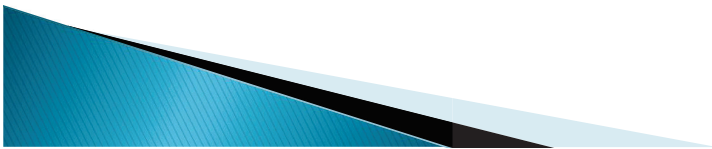
Mary Kay Williams, M.Ed, S.P.H.R, SHRM-SCP

## About Today

- ▶ The Employee Life Cycle Model.
- ▶ Performance Management for Success.
- ▶ Performance feedback: Positive & Constructive.

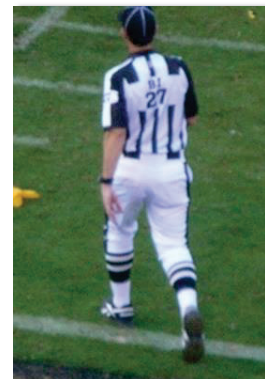
# Housekeeping

- ▶ 9:00 am –12:00 pm
- ▶ Please participate, ask questions and engage.
- ▶ Some short breaks along the way.



## Ground Rules

- ▶ What is said here---stays here---Confidentiality rules!!
- ▶ Please participate, it's your program.
- ▶ RESPECT each other's ideas and thoughts.
- ▶ RESPECT the diverse thoughts, opinions and backgrounds of all your colleagues.
- ▶ Others?



# Parking Lot

If we have any issues that come up that we cannot answer, we will place in the parking lot to deal with later.



## Positive Performance Impact



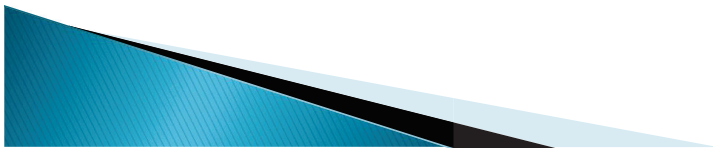
Please take a moment to enjoy your Hershey kiss!

---

At your tables, share one thing that occurred to you in ANY workplace that made a positive impact on your overall workplace performance:

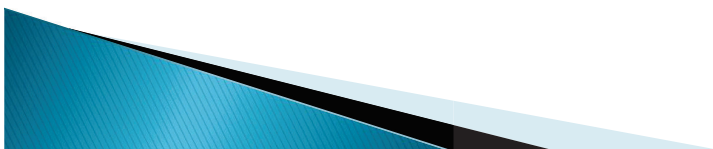
- A leader gave me the benefit of the doubt when they didn't need to regarding an issue.
- My leader provided me with some *'tough feedback'* that was hard to hear—but made a difference.
- I was given the opportunity to present at a conference even though I was 'junior' in our office.
- My supervisor noticed a strength I didn't even know I had!

# Employee Life Cycle



*“Do not hire a man who does work for money,  
but the one who does it for the love of it.”*


Henry David Thoreau



# Employee Life Cycle

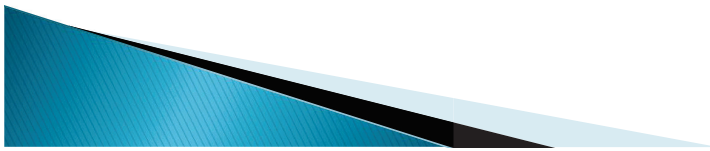


## Employee Life Cycle

- ▶ **Attraction:** Seeking ways to encourage and find candidates with an interest in Conservation Districts.
  - ▶ **Recruitment:** Job posting, interviewing, selection, job offers and negotiations.
  - ▶ **Onboarding:** Helping familiarize employees with your District's company culture and policies, along with the other employees so they can become a contributing member of the Conservation District team.
- 

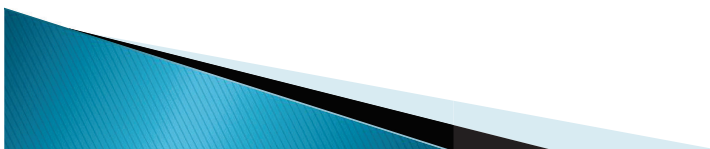
# Employee Life Cycle

- ▶ **Development:** Finding ways to encourage growth and advancement for all employees. Focusing on their strengths through StrengthsFinder!
- ▶ **Retention:** Keeping employees with the Conservation District after they've been fully integrated. It's less expensive to retain current employees than to recruit new ones.
- ▶ **Separation:** The final stage of an employee's relationship with the Conservation District. Can be due to termination, retirement or layoffs.



## Attraction & Recruitment

What are some strategies you use at  
your Conservation District?  
What are your BMP's?





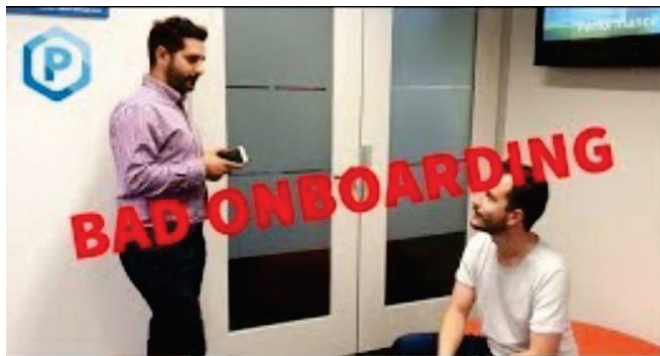
## Onboarding & Development

What are some strategies you use at  
your Conservation District?  
What are your BMP's?



# First day at IKEA

Don't  
Leave the  
employee without  
a workspace.

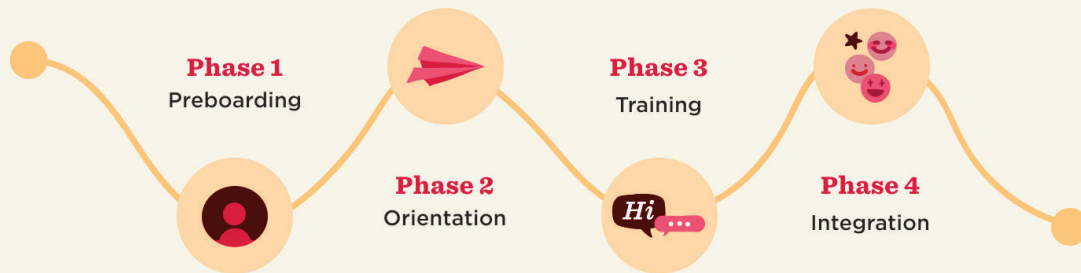


PeopleStreme Video

## GOOD VS BAD ONBOARDING!



## 4 phases of employee onboarding:



## Retention to AVOID Separation

What are some strategies you use at your Conservation District?  
What are your BMP's?










# Employee Retention Plan Template

## 8 Actionable Steps That Work

<b>Create a Magnetic Working Culture</b> Cultivate culture, engagement, and use strengths for less turnover.	<b>Nurture Talent Development</b> Boost talent for better engagement and innovation.	<b>Use Data to Understand Your Employee Needs</b> Use surveys to collect data and understand your segments.	<b>Develop Tailored Retention Programs</b> Customize retention with benchmarks, flexibility, and recognition.
<b>Invest in Personal Development and Growth</b> Amplify growth with personal development and coaching.	<b>Promote Work-Life Balance</b> Prioritize work-life balance and encourage employees to explore hobbies	<b>Develop Employee Professional Skills</b> Improve retention with skill development and coaching.	<b>Offer Hybrid Or Remote Work Opportunities</b> Hybrid and remote work enhance retention.

 Session

### Employee retention strategies

 Proper hiring techniques	 Consistent onboarding process
 Clear and open communication	 Training and professional development
 Work-life balance	 Proper compensation
 Employee benefits	 Scheduled raises
 Clear career paths	 Mentorship programs
 Gather employee feedback	 Prioritize health first
 Foster praise and recognition	 Encourage PTO
 Provide flexibility	 Make DEI a priority

# Getting People to STAY



## What Are The Four Kinds of Employee Separation?

Some organizations may outline many more than four types of employee separation, but generally, employee separations can be divided into these categories:



1

### Voluntary Termination

A person chooses to leave their job for another one.



2

### Involuntary Termination

A company ends a person's employment, usually on a long-term or permanent basis.



3

### Retirement

A person chooses to remove themselves from the workforce.



4

### Layoff

A company ends a person's employment, potentially on a temporary basis.

info@BaxterKeiraHR.com • www.BaxterKeiraHR.com  
665 Williams Mission Street, Gainesville, FL 32601

 **Baxter Keira**  
HR Consulting Group

# Employee Life Cycle



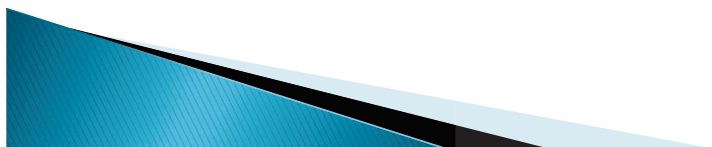
At your tables, connect and discuss:

What strategies are you going to try?

What will you:

1. START
2. STOP
3. CONTINUE?

## Performance Management



*"To win in the marketplace, you must first win in the workplace."*

Doug Conant, former CEO of Campbell's Soup

## RECRUITMENT AND RETENTION

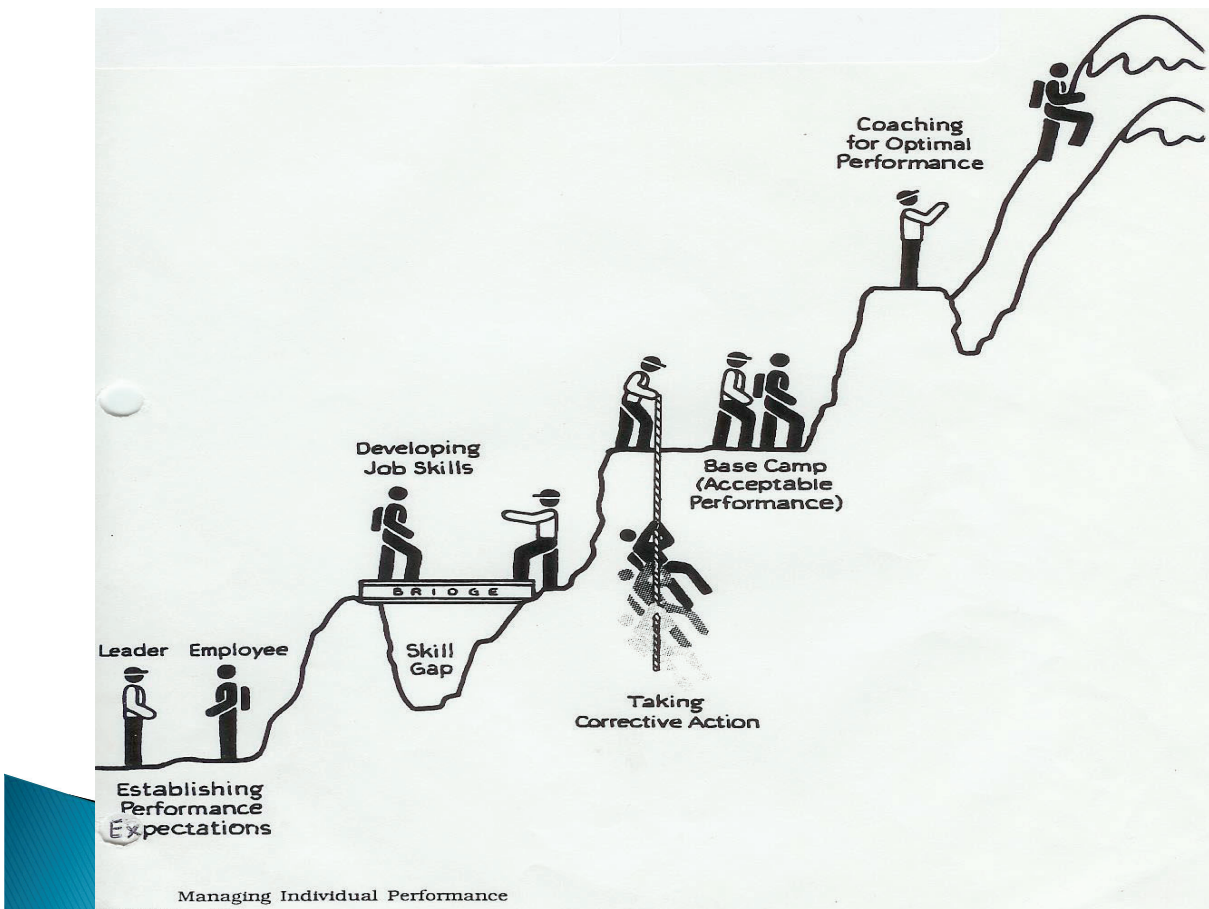
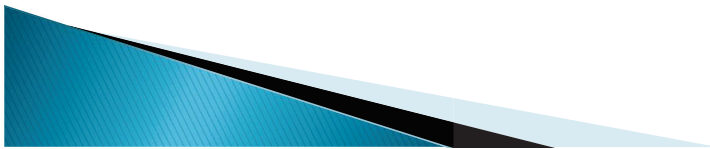
Recruitment & Retention that Works



Source-swingle

# Basic Employee Needs

1. The need to be heard and understood.
2. The need to feel that you have received a timely response.
3. The need for comfort.
4. The need for accuracy and consistency.





# Performance Management

- ▶ Defines supervisory activities that ensure that employee performance is at it's peak!
- ▶ Requires extensive and on-going communication between supervisor and employee.





# Setting Performance Expectations

To manage performance, you must...

1. Establish the performance expectations.
2. Communicate them to employees.
3. Reinforce the expectations to employees.
4. Maintain consistency with all employees.

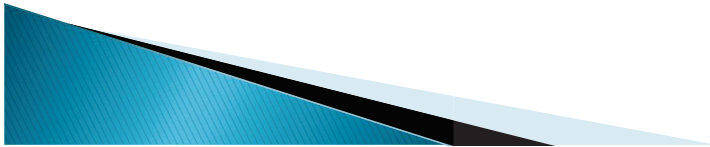


## Performance Management

Managing Performance includes their:

- Quality of work
- Quantity of work
- Compliance of rules, regulations, policies, policies
- Ability to meet customer expectations (internal/external)
- Opportunities to grow and develop
- ▶ This is NOT just a ONCE-a-year event it is on-going process!





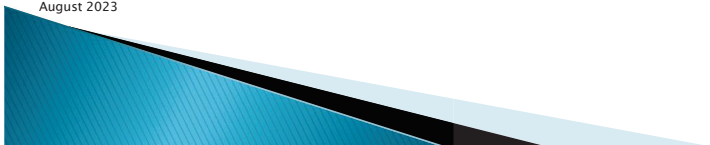
# Performance Review Biases

**While all biases aren't negative, biases can have a negative impact on employee performance.**



©All materials property of MK Williams, MindShift Consulting.  
August 2023

Five Common  
Performance Review  
Biases that Managers  
Need to Overcome  
SHRM: Shariyn Lauby  
(12/7/2020)



# Performance Review Biases

1. **Contrast bias:** Leader compares an employee's performance to other employees instead of the company performance standard.
2. **Halo bias:** An employee is rated highly in all areas of performance because of one thing they do well.
3. **Horn bias:** An employee is rated poorly in all areas of performance because of one thing they don't do well.
4. **Leniency bias:** Leader gives everyone a 'satisfactory' rating and won't deal with challenges.
5. **Recency bias:** An employee's most recent behavior becomes the primary focus of the review (good or bad).

©All materials property of MK Williams, MindShift Consulting.  
August 2023

Five Common  
Performance Review  
Biases that Managers  
Need to Overcome.  
SHRM: Sharlyn Lauby  
(12/7/2020)

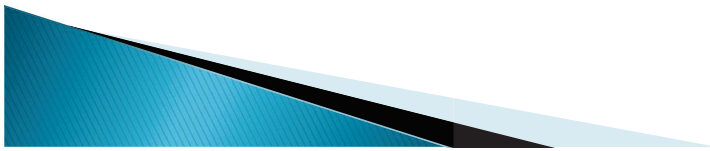
*"Perhaps once in a hundred years a person may be ruined by excessive praise, but surely once every minute someone dies inside for lack of it."*

Cecil G. Osborne



# Targeting Behavior

1. What behavior change is needed & WHY?
2. If this individual would change their behavior what would be the greatest gain for them?
3. How easily can this behavior be changed?
4. How willing is this individual to change their behavior?
5. What might motivate this individual to work on this behavior change?



## Constructive Feedback Guidelines

*'A change is needed, I'm here to help, let's work on this improvement together'.*

1. Describe the specific behavior that is a problem/challenge.
2. Highlight the negative consequences of the behavior.
3. Ask for and discuss employee comments (LISTEN).
4. Review the performance standards/expectations.
5. Reach consensus on an improvement plan.
6. Express your support and confidence in the employee.
7. Check employee's understanding.
8. Schedule follow-up meeting.



## **Constructive Feedback**

How about your team?  
What employee needs  
some Constructive  
Feedback to improve?

Let's practice now.



### **Reinforcing Feedback Guidelines**

*'You are on the right track, keep up the great work!'*

1. Describe the specific behavior that is being recognized.
2. Highlight the positive results/consequences of the behavior.
3. Encourage and discuss employee comments (LISTEN).
4. Express confidence in the employee's abilities.
5. Thank the employee for doing a great job!

# Reinforcing Feedback

How about your team?  
What employee needs  
some Reinforcing  
Feedback?

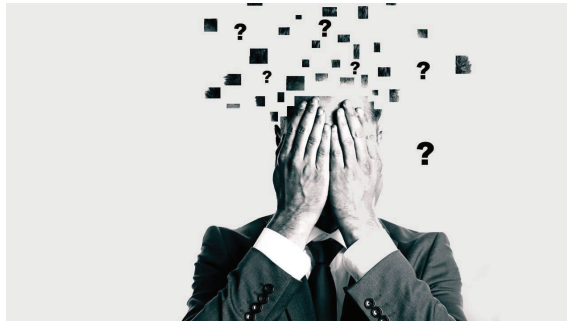
Let's practice now.

## Ted Talk: The Secret to Giving Great Feedback



## Ted TALK: The Secret to Giving Great Feedback

1. Gaining a 'Micro yes' prepares the employee for the feedback that you are going to provide to them.
2. Leave out the 'blur words'. They don't provide specific feedback about what you need the employee to increase or diminish.
3. Show the impact of the employee actions and identify them as positive or negative.
4. Ask for suggestions and input from the employee to solve the problem.



### Gallup StrengthsFinder's 4 Domains of Leadership Strengths

#### Executing

Achiever  
Arranger  
Belief  
Consistency  
Deliberative  
Discipline  
Focus  
Responsibility  
Restorative

#### Influencing

Activator  
Command  
Communication  
Competition  
Maximizer  
Self-Assurance  
Significance  
Woo

#### Relationship Building

Adaptability  
Developer  
Connectedness  
Empathy  
Harmony  
Includer  
Individualization  
Positivity  
Relator

#### Strategic Thinking

Analytical  
Context  
Futuristic  
Ideation  
Input  
Intellection  
Learner  
Strategic

Source: <http://www.gallup.com/businessjournal/113338/what-makes-great-leadership-team.aspx>

LaCorne Consulting ©2017  
<http://lacorneconsulting.com>

No Complaints!!!



## Part Three: Action Planning

- ▶ **Start** doing that would make a positive difference for our internal team members (our colleagues), our external constituents, and for me.
- ▶ **Stop** doing that would help us move forward on an even more positive journey for our organization.
- ▶ **Continue** doing what is already working well.

Slides and materials: ©MindShift Consulting, 2022



## Questions/Discussions

*People will  
forget what you  
said. People will  
forget what you  
did. But people  
will never  
forget how you  
made them feel.*

MAYA ANGELOU

PRESENTED BY QUOTERY.COM