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BUSINESS OPERATIONS ... REIMAGINED

# BUSINESS OPERATIONS DIGEST

QUICK BUSINESS TIPS FOR INCREASING THE PROFITABILITY OF YOUR BUSINESS

July 2017

## How Managers Should Engage New Hires

The first 90 days for employees are crucial to their future success within the company. While they are nervous and a little green, management needs to swoop in to ensure their first impression is a positive one.

Managers should attempt to alleviate fears and make the new employee feel comfortable in their new position. If they pull this off, then the employee will stick around for the long haul which will help improve your bottom line and employee morale.

### Engagement Is Essential

Brand new employees tend to be more engaged because they are trying to put their best foot forward and learn the ropes. They are (at this point) still excited about their new position and the company.



Statistics show that 82% of new hires are more engaged in the first year while other employee's engagement is closer to 75%.

Managers have the ability to enhance their new hire's experience as they learn their role. In fact, their effort has a direct correlation on the level of results and success the new hire will bring the company.

Management is able to help facilitate better retention for employees. Here are four strategies that will help increase your new hire retention.

### Get Social

We live in a social world where people want to feel connected. New jobs are more enjoyable and less stressful if managers will include new hires in staff lunches and activities.

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*"Once you hire someone, you are largely stuck with their talents, whereas you can still impart new skills and knowledge."*

*~ Unknown*

## The Best Leaders Argue With Success

We've all heard the adage "You can't argue with success." But if you don't question your own success, you're doomed to eventual failure.

Here are some ways you and your staff can fight complacency:



- **Court complainers.** Not all of your customers are happy. Bring in unhappy customers and let them speak directly to employees about product or service improvements.
- **Study the competition.** Identify competitors that are making significant improvements. Ask your staff some tough questions. Example: "How are they keeping costs down, and what can we learn from that?"
- **Avoid happy talk and generalizations.** It's time for a reality check when your staff starts making statements such as: "We don't have to worry about ..." or "We have a few problems, but they're no big deal."
- **Talk to them about the challenges you face.** Ask them to come up with ideas to improve procedures.
- **Focus on change.** No matter how well you've done in the past, you'll have to change to keep up. Study how your marketplace is changing. Are competitors coming up with new technology or products? Will your industry be hit with new regulations or rising prices?

Encourage your staff to keep abreast of industry innovations. And don't allow yourself to be satisfied with the status quo. ❖

Source: *Manager's Edge*, as adapted from *Be the Leader, Make the Difference*, Paul Thornton, Griffin Publishing. Reprint permission granted



# One Minute Ideas

## The Top 10 Business Commandments From Sam Walton

This might be the world's shortest top ten, but sometimes simple is better. When I saw these keywords taken from Sam Walton, I felt like sharing them with everyone as they will make a difference if you follow them — he did!

1. Commit to your business
2. Share your profits
3. Motivate your partners
4. Communicate all that you know
5. Listen to everyone in your company
6. Appreciate what your associates do
7. Exceed your customer's expectations
8. Control your expenses better than competitors
9. Swim upstream
10. Avoid conventional wisdom

Submitted by Mike R. Jay, The original source is: *Guerilla Marketing on Sam Walton*



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Be sure to introduce them to the entire team. "Sometimes you want to go, where everybody knows their name." Get social and you'll retain more team members.

### Career Development

Chat with your new hire about their career goals. Help them envision their future with your company while validating and encouraging their desire to grow.



These conversations are critical and enable the employee to envision their growth potential. Further, managers should clearly outline when these goals will be revisited and discussed in order to track success.

### Don't Neglect Training

New hires will appreciate a well-designed training plan. Often, they are thrown into their position, with little training, and flounder about aimlessly. Talk about frustrating and a surefire way to lose them. If you train them, they will stay and make fewer mistakes in the long run.

### Survey New Employees

Ask your new hire to complete a confidential survey within the first 12 months of employment. Find out how you are doing as a manager and company, as a whole, by simply going right to the source for the information.

Managers that engage their new hires are able to retain them and ensure their success for the company. Employees with proper training and encouragement will stay longer and be more equipped to achieve the results you want for your business. ❖

~ Written for us by our associate Gary Sorrell, Sorrell Associates, LLC. Copyright protected. All rights reserved.

## Promote The Boss

If you are looking for the best way to promote your own interests, the best strategy could be to help your boss reach his or her goals. It pays to figure out exactly what your boss, and your boss's boss really need and want from you. "You have to know what's making your boss wake up at 2 a.m.," says Allen R. Cohen, author of *Influence Without Authority*. It is also important to let coworkers know that you care about them. They could be less cooperative if they think you don't. ❖

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