

Effective Recruiting and Retention Process for Consistent Results

Our clients like to create a recruiting process that is unique to their culture. That said, here is what we find is always consistent across our clients, that have the most effective recruiting, which leads to the most consistent retention:

- They recruit for value alignment and accountability. See SmartTribes Institute Resource: Recruiting for Values.
- They like to follow a standard logistical recruiting process. See SmartTribes Institute Resources: Recruiting Kit, Recruiting Process.
- Do standard employee testing – pick your favorite, many of our clients like Dr. Ron Trego's tests.
- They profile meta programs for the role, the candidate, and see if they match. See SmartTribes Institute training on The Neuroscience of Influence, and chapter 7 of SmartTribes.
- They have Individual Development Plans and show a sample during the interviewing process. See SmartTribes Institute Resources: Leadership Kit, IDP Tracking, Performance Self Eval.
- They explain their key cultural rituals (rock star, high five, contests, mini celebrations each day during crunch time). See SmartTribes Institute Resource: High Five/Rock Star.
- They reinforce a tribal mentality and how we're all in this together, every person contributes and matters, tell us if something isn't working as the top leaders are human too.
- They stress their Learning and Development Plan overall. For example, many of our clients have 2 weeks of learning annually for employees that lead others, and 24 hours of learning for all employees overall. Learning is tracked on the company intranet via the Talent (HR) team. Leadership Lunches, webinars, and short video learnings all count. Learning content is hosted in the Learning Management System on the company's intranet.
- They have the candidate schedule all their own reference calls for the interviewer to talk with the candidate's supervisors, direct reports, peers.

- They ask what they're like on their bad days and explain Critter State and Smart State and how at the company we help one another move their Critter into Smart and how we do it.
- They use the Outcome Frame to understand why the person wants the job.