

## Engaging and Retaining Key Employees

### Overview:

Whilst recruitment and selection are key human resource and line management responsibilities, further attention needs to be given to retaining and developing existing employees. In a competitive global marketplace, engaging and retaining high caliber employees will lead to improved financial performance. Managing organisational talent requires a strategic, business focused approach, that considers:

- Employee selection
- Orientation/induction
- Training and development
- Delegation
- Motivation
- Coordination and direction
- Expectation management
- Measuring results/managing performance
- Interacting on results, taking corrective action, reward and discipline

This training addresses the skills managers need, to effectively manage their key organisational talented.

**Designed for:** Managers and organisational leaders

**Duration:** 2 day

### Content:

#### Employee selection

- Selection defined
- Sourcing candidates
- Benefits of effective selection
- The do's and don'ts of selection
- The objectives of good selection
- The impact of incorrect selection
- Résumé screening
- Reference checking
- The interview
- Selection criteria

#### Employee induction/orientation

- Why conduct employee induction
- Planning
- Induction documentation
- Sample induction program

#### Training and development

- Training and development opportunities
- Learning at work
- Career learning
- Mentoring
- The benefits of mentoring
- The benefits for the mentee
- Successful mentors
- The mentor-mentee match up
- Mentor and mentee selection criteria

#### Delegation

- General principles of delegation
- Misconceptions about delegation
- Benefits of delegation
- The roles of the delegator
- The characteristics of good delegators
- The characteristics of poor delegators
- Excuses for not delegating
- The delegation process
- Choosing a delegate
- What to delegate

#### Motivation

- Motivating self and others
- Motivation
- The motivation process
- Motivational theory
- Motivating employees
- Tips for employee motivation
- Common ways to influence motivation
- Management intervention that fosters motivation
- Non-financial motivators

#### Coordination and direction

- Effective leadership
- Facilitation vs control

#### Expectation management

- Setting expectations
- Managing employee expectations

#### Measuring results/managing performance

- Performance management objectives
- Performance management methods
- Which method?
- Interacting on results, taking corrective action, reward and discipline



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