

HIRING AND RETAINING WINNING TALENT®



A One-Two Punch In The Fight For Talent

TWO-DAY WORKSHOP
FEBRUARY 6 & 7, 2012
SINGAPORE

IMPACT

Managers will be able to:

- **Establish** an efficient process that reduces the time it takes to interview and select a qualified candidate.
- **Maximize** new hires' productivity by ensuring that candidates are a good fit for the job.
- **Ensure** team cohesion and support for new hires by involving team members in the process.
- **Increase** the retention of all new hires and reduce turnover during their first year on the job.
- **Describe** the scope, severity, and cost of attrition.
- **Determine** the risk of attrition for each team member.
- **Identify** which retention factors motivate each team member.
- **Increase** each team member's engagement and commitment.
- **Apply** the STARS research to build and implement an effective Retention Action Plan for their entire team.

CENTER FOR LEADERSHIP STUDIES
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For most organizations, hiring and retaining team members is a hit and miss process. One way to compete is to hire winners and keep winners!

Introducing a real one-two punch in the fight for talent.

DAY ONE HIRING WINNING TALENT®

"It's really critical that our new hires hit the ground running. We invest a lot of time and energy to make that happen. So why do we still end up with hires that don't perform or fit in? There must be a better way."

OVERVIEW

A successful hiring process doesn't start with the job posting and doesn't end when a candidate has been selected. Before an open position is advertised, an efficient and consistent hiring process must be in place. That process will enable a manager to identify the job competencies, build the interview questions, and develop the hiring strategy required to win a really qualified new employee who performs well and fits in from day one.

Hiring Winning Talent® will help equip managers with the skills and tools they need to succeed. Our experience has proven that a manager's ability to understand and participate in a structured hiring process has a direct impact on business results. Without a process in place managers devote too much time to interviews and too little time to interview preparation and the selection process itself.

Hiring Winning Talent® provides the processes and tools required to master the art and science of identifying and winning great new employees – those that will perform in the top 20%.

DESCRIPTION AND OUTLINE

Hiring Winning Talent® enables managers to implement a structured process that can really streamline and empower successful hiring. The program also focuses on the key skills required to interview candidates and ways to build team cohesion by involving team members in the hiring initiative. This session includes:

- **Defining What You're Looking For** – the position description, job competencies, and questioning strategies.
- **Planning The Interview** – hiring strategy, sourcing, resume screening, the interview team, great reasons to work here.
- **Conducting The Interview** – an appropriate climate, conducting the interview, responding to challenging interviewee questions.
- **Making The Selection** – decision-making guidelines, evaluating candidates, communicating with candidates.

DAY TWO RETAINING WINNING TALENT®

"Losing a high performer is disruptive and costly."

REMAINING COMPETITIVE

In today's aggressive business environment remaining competitive is "top of mind" for most executives. To remain competitive, you have to hire truly talented people *and then you have to keep them*. Turnover is not only costly in terms of replacement expense; it impacts productivity, and it's demoralizing to other team members when they see good people leaving the organization.

THE COST OF ATTRITION

Most managers are unaware of the total disruptive and financial nature of the loss of a valued team member. Hidden costs and impacts are often overlooked. For example, a team member doesn't normally just up and leave an organization. A team member actually considers leaving three to six months before resigning, and productivity declines because the individual is no longer a committed team member. This impacts other team members and team morale.

Also, most managers need to realize the significant leverage that they have to combat turnover. *Retaining Winning Talent®* helps managers accept that, in the majority of situations, team members quit their manager, not their organization. Then *Retaining Winning Talent®* helps that leader take productive steps to retain team members.

DESCRIPTION AND OUTLINE

Retaining Winning Talent® focuses on one of the most important assets of any organization – its managers and their impact on retaining key team members. The program provides skills, tools, and a research-based approach that helps managers rate the attrition risk of each team member, surface individual team members' retention needs, increase the level of commitment from each team member, and, most importantly, develop and implement a *Retention Action Plan* designed to increase retention for the entire team. This session includes:

- **Why Worry About Team Member Retention?**
- **Who's At Risk? (How To Identify Individuals At Risk)**
- **Identifying Retention Strategies And Tactics**
- **Surfacing Team Member Retention Needs**
- **Creating A Retention Action Plan**

HIRING AND
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In The Fight For
Talent**WORKSHOP
LEADER:
TAN JOO SEET**

Tan Joo Seet offers training in leadership and interpersonal effectiveness – helping clients to leverage human performance and enhance overall organizational performance. He brings with him over 30 years of business, management and consulting experience; and has worked in 26 countries in Asia-Pacific, Europe and North America.

During his 20 over years in training and consulting he has worked with more than 400 clients. He is a frequent speaker at professional and business conferences, and writes regularly. Over 30 of his articles have been published. He was featured in the television program *Money Matters*, and co-hosted the radio series *Working Matters*.

After completing his tertiary education in engineering, Joo Seet did the Master of Management, the Graduate Diploma in Personnel Management, and the Advanced Diploma in International Marketing. He is a Certified Business Planning Consultant and a Chartered Marketer.

Joo Seet is the Managing Director of Center for Leadership Studies (Asia) with offices in Singapore, Malaysia and Hong Kong. He is also the Founder and Director of Human Edge Organization, and Performance Learning. He has also served as Managing Director (Asia) of Zenger-Miller (now AchieveGlobal) from 1985 to 1996. Since 1987, he has been working with Dr Paul Hersey and the Center for Leadership Studies.

In addition to his training and consulting experience, he has held regional management positions in human resources, sales and marketing, business development and general management.

ADMINISTRATIVE DETAILS

Date : February 6 & 7, 2012
Time : 9.00 am – 5.00 pm
Fee : S\$1,200 per participant
Early Bird : Register and pay by
 January 16, 2012
 S\$1,080 per participant
Venue : Orchard Hotel
 442 Orchard Road
 Singapore 238879

Registration and Payment:

Registrations may be made by email, online or fax. All cheques should be crossed and made payable to Center for Leadership Studies (Asia) Pte Ltd.

Refund of Fees:

Full refund of course fee will be given if written notice of withdrawal is received not less than three weeks before commencement of the workshop. If no such written notice is received, the full course fee will remain payable.

Cancellation/Postponement:

Center for Leadership Studies (Asia) Pte Ltd reserves the right to cancel or postpone the workshop due to any unforeseen circumstances.

IN-COMPANY WORKSHOP

Contact us for information.

**CENTER FOR
LEADERSHIP
STUDIES**

The Center was established in the mid 1960's by Dr Paul Hersey. Dr Hersey's pivotal research around influence and behavior led to the development of the Situational Leadership® Model. Over the last four decades, this model has become the basis of the most prevalent leadership system in the world.

Thousands of top organizations use Situational Leadership® training programs to enhance performance and develop positive work environments. Well over 14 million people around the world have experienced Situational Leadership® training with the Center. The skills they learn help them grow more successful as managers, supervisors, coaches, team leaders and individual contributors.

These same concepts are also effectively applied to selling, customer service, parenting, and wherever influence skills make a difference. The Center offers a variety of products and services that range from self and peer assessments and 360° feedback to training programs.

In Asia, we partner with the TRACOM Group to offer Social StyleSM training. For nearly 50 years they have been helping organizations improve their business performance by providing interpersonal and leadership tools. TRACOM's Social Style ModelTM is recognized as an effective way to build interpersonal skills. It is the most rigorously tested and practical approach for identifying and building interpersonal skills in business settings.

REGISTRATION**Mail:**

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Mr/Mrs/Ms/Mdm/Dr

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Enclosed is the cheque #

for S\$ _____ made payable to

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(Asia) Pte Ltd

Contact person if different from
participant:

Mr/Mrs/Ms/Mdm/Dr

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