

Managing Employees



to Success



Join Us:

October 28, 2016
Noon – 2PM

Perry County Chamber of Commerce

9 West Main Street
New Bloomfield, PA

Welcome!



Nice to meet you! I'm Mark.



Feats

- HR practitioner for 25+ years
- Held senior-level roles at companies like Merck, Quaker Oats, & Kodak
- Several international HR roles
- Served honorably in the United States Air Force

Personal

- Married to Gail
- Two awesome adult children

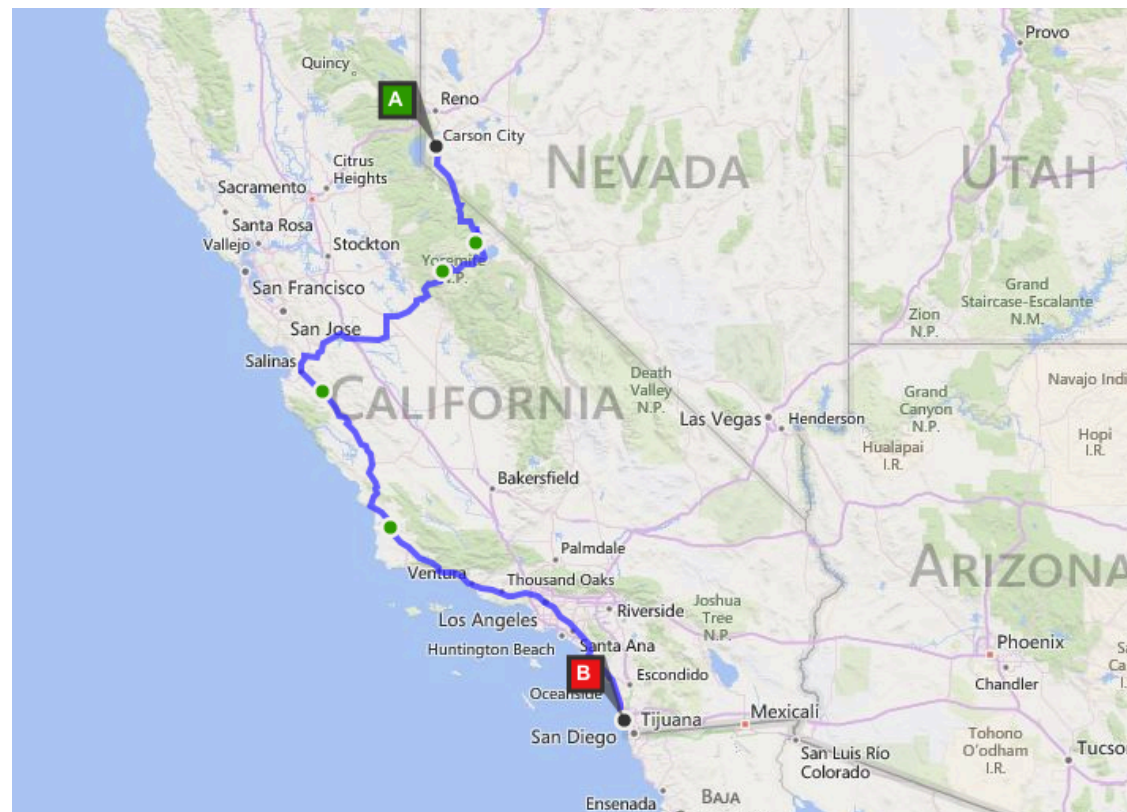
Mark A. Griffin

Human Resources Expert, President & Founder, In HIS Name HR



Fun Fact

- When Mark was 16 years old, He rode his bike over 800 miles from Carson City, NV, to San Diego, CA! It took three weeks, many days off to enjoy Yosemite National Park, Merced CA, San Francisco and the California shoreline.





HR experience at

- Fortune 100 companies
- Medium-sized family and employee-owned businesses





Key Point Today

**Most employees
want to succeed**



Key Point Today

**But- They fail
because of lack of
leadership**



6 Components of Managing Employees to Success

- #1** MVV that promote accountability
- #2** Standard process for yearly goal and objective setting
- #3** Performance Management Process (Annual Review)
Employee driven
- #4** Handbook in place and signed for
- #5** Performance Improvement Plans
- #6** Discipline process used



6 Components of Managing Employees to Success

#1

**Mission, Vision, and Values
(MVV) that promote accountability**



What Is a Mission?

Your Mission is simply what you do best
— every day — and why.

Your Mission should reflect your
customers' needs.

Having a Mission is the foundation of
turning the dreams and potential of an
organization into reality.



Mission Samples

Google: "We organize the world's information and make it universally accessible and useful."

Starbucks: "We inspire and nurture the human spirit — one person, one cup, and one neighborhood at a time."



What Is a Vision?

The Vision should be inspiring! It is where you collectively as an organization want to be!

The Vision is what you see occurring as you deliver on your Mission.

It is where you want your organization to be in five years.



Vision Samples

Amazon: “Our vision is to be earth's most customer-centric company; to build a place where people can come to find and discover anything they might want to buy online.”

Nike“ To be the number one athletic company in the world.”



What Is Values?

Reflects the heart of your organization.

It is what makes your organization tick; it defines your organization.

It is how your vendors view your behavior toward them; it is your culture when dealing with customers.

It is what employees tell their neighbors and friends when they ask what it is like to work at your organization.



Values Sample

We are a family-owned and operated organization. As such, we respect each other and strive to collectively support the following Values in the way in which we do business and treat each other both internally and externally to the organization.

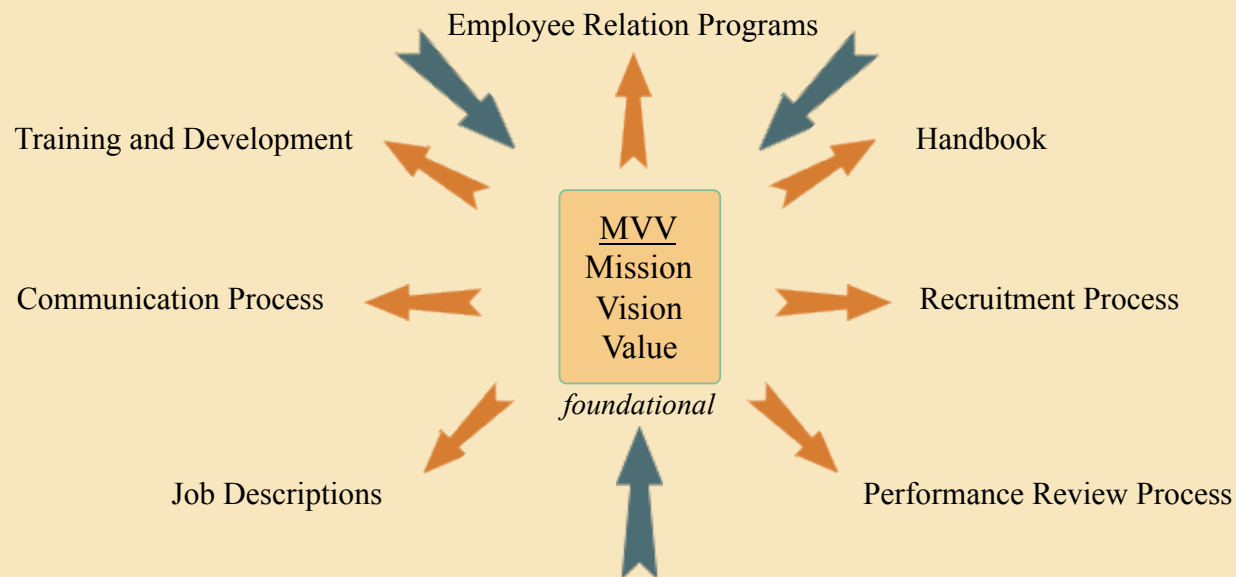
Quality: We do not compromise on quality. Quality is job one.

Ownership: We own our decisions, we own our mistakes, we own our achievements.

Teamwork: we collaborate inside and outside the organization.



Ownership and Board Believes in the Value
CEO Supports without Hesitation
Top Executives Get It
Overarching support helps ensure achievement



Legend
= Support = Integrate

Employees Must Be Part of the Process
For True Foundational Support

Note: There are 20+ integration points through various HR practices



Table Discussion

- Who has an MVV at their organization? Who does not?
- What has the organization done to integrate the MVV into HR processes?
- How do employees live the Mission every—day?
- How is Vision attainment measured?



6 Components of Managing Employees to Success

#2

Standard process for yearly
goal and objective setting



Goal and Objective setting

- Most organizations we meet with do not have set goals for their organization.
- All high performance organizations have goals and objectives.
- Without clear goals and objectives it is hard to hold employees accountable outside their job description.



Goal and Objective setting

- All aspects in an organization can be measured.
- Create top tier goals annually as a leadership team and have employees develop how they will achieve them.



Goal and Objective setting

Key areas to set goals in:

- Quality
- Productivity
- Safety
- Wellness
- Customer Service



6 Components of Managing Employees to Success

#3

Performance Management Process

(Annual Review)

Employee driven





Table Discussion

- Is this the type of discussion that happens at your organization?
- Do you have a review process that works?
- What is the rough spot in your process? How could it be made better?



Performance Management Process

Want high performance?

- Create an employee led process.
- Incorporate your MVV.
- Include your organizations goals and objectives.
- Incorporate personal development.



6 Components of Managing Employees to Success

#4

Handbook in place and signed for



Handbook Why?

- Many organizations do not have them.
- Legal perspective.
- Keeps everyone on same page.
- Use as a recruitment tool.
- Creates fairness.
- Very difficult to separate employees without one.



6 Components of Managing Employees to Success

#5

Performance Improvement Plans



Performance Improvement Plans

When an employees performance is failing.

- Create a process that employee owns.
- Give 60-90 days to improve.
- Have employee write steps to success.
- Build it with compassion.
- When done correctly and the employee fails, all will feel redeemed.



Table Discussion

- Without divulging names or organizations, what experiences do you have with poor performers?
- Did your organization have a system to deal with the poor performer?
- What skills were necessary for management to deal with the poor performer?



6 Components of Managing Employees to Success

#6

Discipline process used



Discipline

- When employees break rules in handbook.
- Deviate from their performance commitments
- Do things so egregious the actions are not listed in the handbook!

Discipline is Biblical, “You don’t work, you don’t eat.”



Recap - 6 Components of Managing Employees to Success

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Other Tools to Consider

1. Offer Letters
2. Confidentiality Agreements
3. Non-Compete Agreements
4. Partnership Agreements



Final Thought

Most people want to succeed.

**Put in place the right programs
to make it happen!**



Thank You!

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