



Recruiting, Onboarding and Coaching Your Team

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The business issue I'm most passionate about is improving the culture within our business. I believe the path to awesome culture is through increased employee engagement and a constant focus on improving employees' performance.

Why?

No matter what your job, you are a part of the biggest demographic shift the workplace has ever seen.

- Millennials now outnumber Boomers in the workplace
- Gen Z is entering work at a rate of 4.5 million each year
- 51% of U.S. employees say they are actively looking for a new job or watching for openings.
- Only 33% of U.S. workers are engaged at work

Gallup – State of the American Workplace – 2017; 3 New Generational Realities – Amy Lynch – Generational Edge

Why?

“Organizations have nowhere to hide. They have to adapt to the needs of the modern workforce, or they will find themselves struggling to attract and keep great employees and therefore customers.”



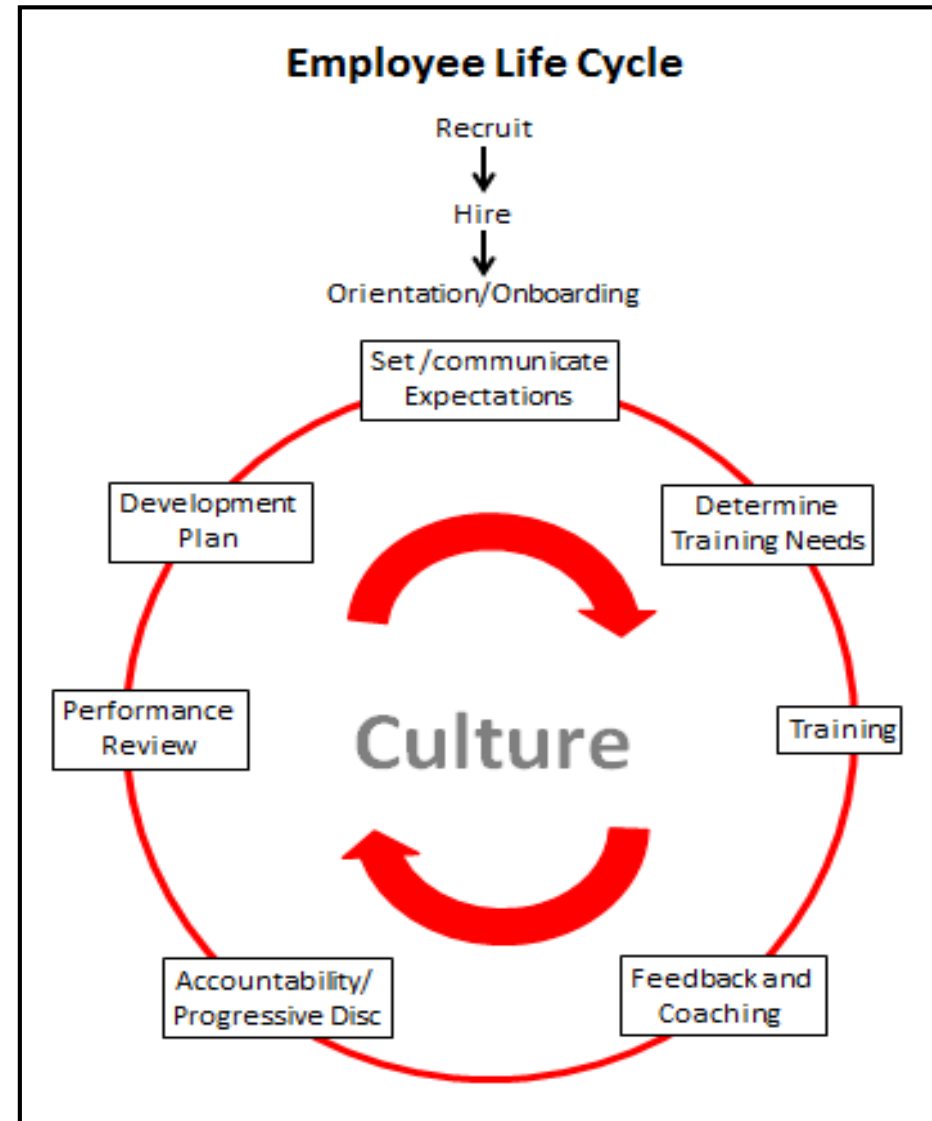
Gallup State of the American Workplace 2017

How

Today we will discuss the importance of

- Recruiting
- On-boarding
- Coaching

and ideas to improve your results in each.



Recruiting Considerations

- How many businesses in your market area are trying to hire the same employees you are?
- What is your current recruiting process?



Recruiting Action Required

- You can't afford to do nothing!
- What worked in the past is likely not going to work as well in the future.
- Be proactive!

Start by following three simple steps



#1 Do Your Research

- Determine what makes you better than anyone else to work for and make it known.



#2 Don't Compromise

- Hire for the right attitude! You can teach them the job.



Tom Peters - American writer on business management practices, best known for *In Search of Excellence* (co-authored with Robert H. Waterman Jr).

#3 Be Ready

- Always be on the lookout for great talent
- Create a business card to leave with a friendly server, cashier, etc.



- Now hiring smiling faces
- Want to get paid to make somebody's day?
- We're looking for cheerful, efficient, responsible guys and gals to make the world a better place one delicious chicken finger at a time.

Now What?

- One in five employees leave a job within the first 45 days
- Over 40 percent leave in the first six months
- **ONLY 12% of employees strongly agree their organization does a great job of onboarding new employees**



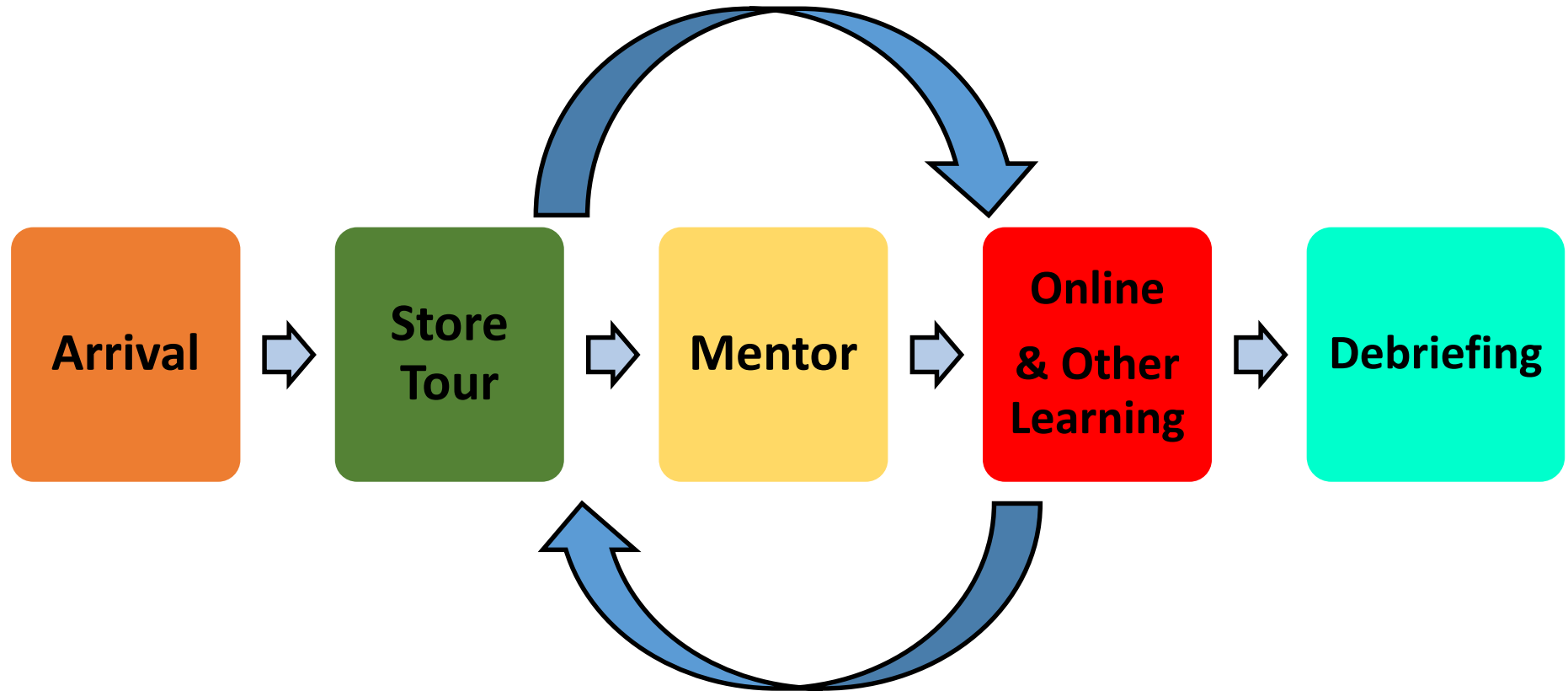
Gallup State of the American Workplace 2017 and Sentric - 4 Onboarding Stats You Need to Know

On-Boarding

- What is your new employee's first few days on the job like?
- Do you have an effective process that sets the right tone?



On-Boarding Considerations



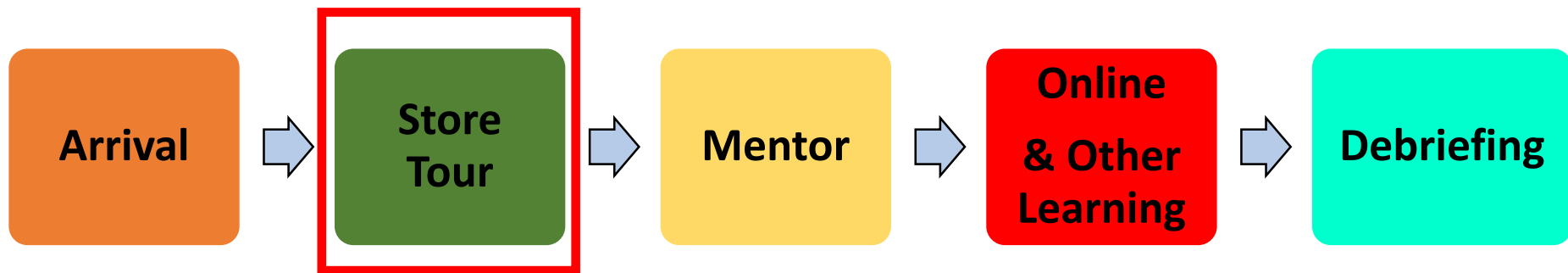
Arrival

- Employee should know who they will be meeting
- Store leadership should meet the new employee
- Hold a welcome “meeting” to discuss general expectations and answer initial questions
- Educate employee to things they need to know right away like how to use the time clock



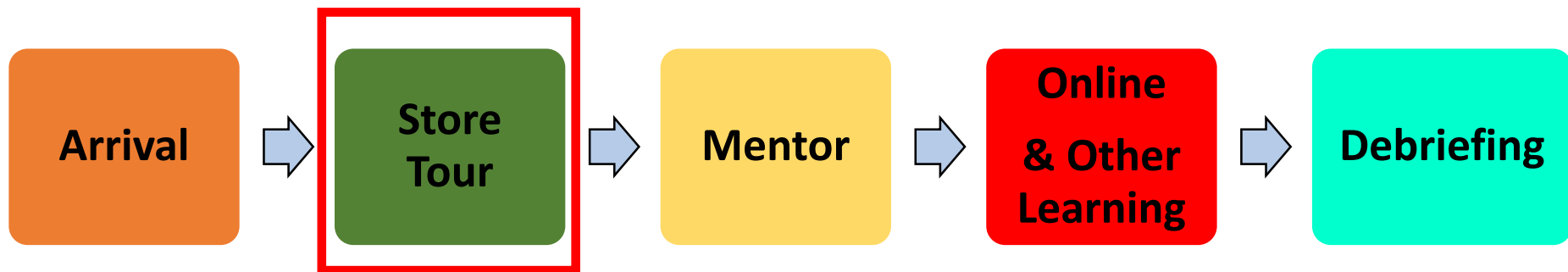
Store Tour

- Introduce new employee to every employee you encounter
- Demonstrate great customer service and food safety
- Display and reinforce proper dress code
- Talk about the store's performance/goals
- Talk about the importance of their position



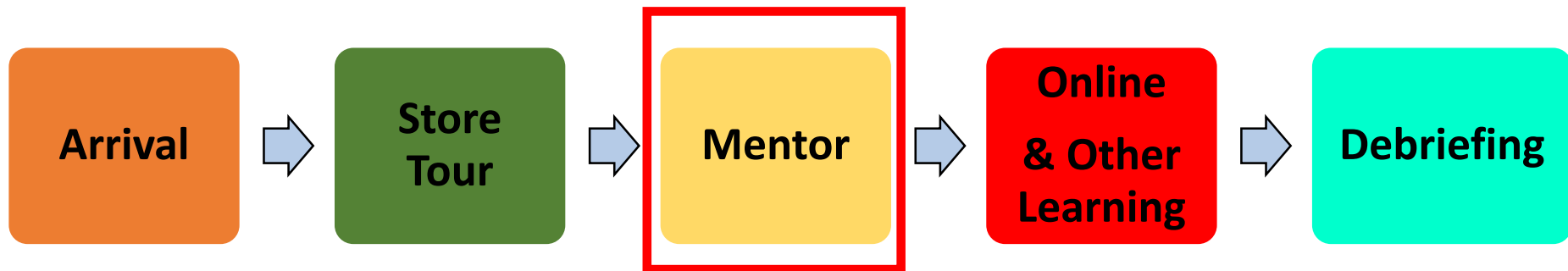
Store Tour

- Storing their belongings
- Finding their schedule
- Bathroom, breakroom
- Office area / their manager's area
- Paycheck pick up / direct deposit steps



Assign a Mentor

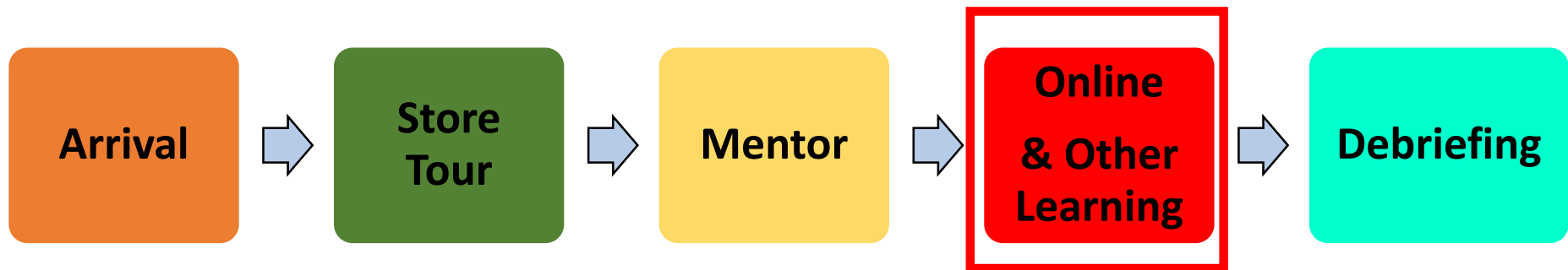
- Designate and prepare mentors
- Goal to build a connection with a current employee, and affirm the new hire's place on the team
- Choose a mentor who can be the primary trainer for the new hire



Education

What types of training do you cover?

- Food Safety Fundamentals
- Safety Fundamentals
- Customer Service
- Shrink Awareness
- Other department specific courses



Debriefing

At the end of the first day a store leader should meet with the new employee and recap the day and review:

- Expectations of their role, upcoming schedule
- Reaffirm what they do matters
- Ask them how they felt about the day
- Ask what questions they have
- **Thank them for joining the team!**



“Millennials are more likely than both Gen Xers and baby boomers to say a job that accelerates their professional or career development is ‘very important’ to them.”

- Gallup 2017 State of the American Workplace





A Case for Coaching



Four young executives at the Minnesota Grocers “Industry Connects” conference were asked their opinion on how to retain good young workers. Their advice:

- It comes down to connections and engagement.
- Involving younger staffers in decision-making
- Recognizing that what they lack in experience they may replace with new ideas.

Morning News Beat Sansolo Speaks: Future Shock and Awe 5/1/18

A Case for Coaching

All four young panelists also talked of the importance of mentoring, that is, finding people in their companies or the industry at large who can help them better understand the turf and build their careers.



Morning News Beat Sansolo Speaks: Future Shock and Awe 5/1/18

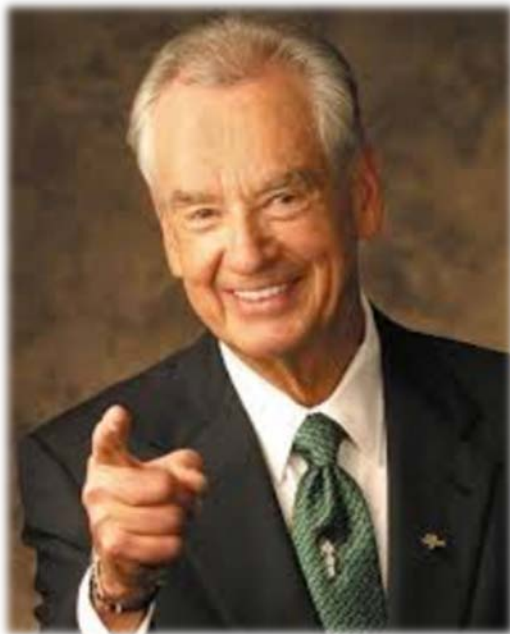
Coaching Steps

1. Agree on an objective or expectation
2. Gather Information
3. Evaluate the plan
4. Agree on a plan
5. Create an action plan and follow-up



Recruiting, On-Boarding, Coaching

“You don’t build a business. You build people, and people build the business.”



- Zig Ziglar

American Author, Salesman,
and Motivational Speaker

Now – Action Item

- Actively recruit people with positive attitudes
- On-board every employee as if they will manage your business soon
- Create a solid plan to regularly coach and mentor every employee

More Information

- SVU Booth # 3027
- www.supervaluuniversity.com



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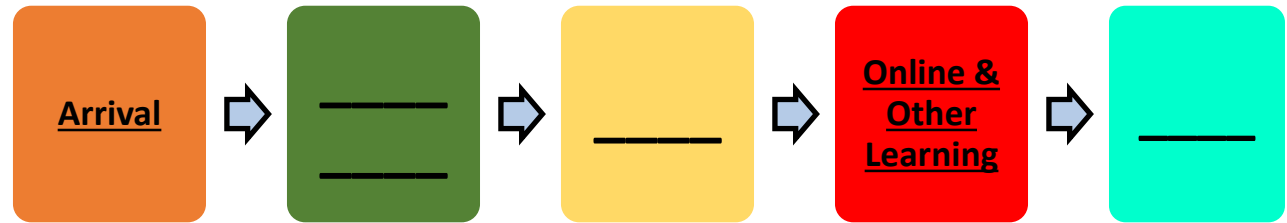
learn more »

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Recruiting Ideas
Be proactive!

1. Do your research .
2. _____
3. _____

Onboarding Considerations. Do it and do it right!



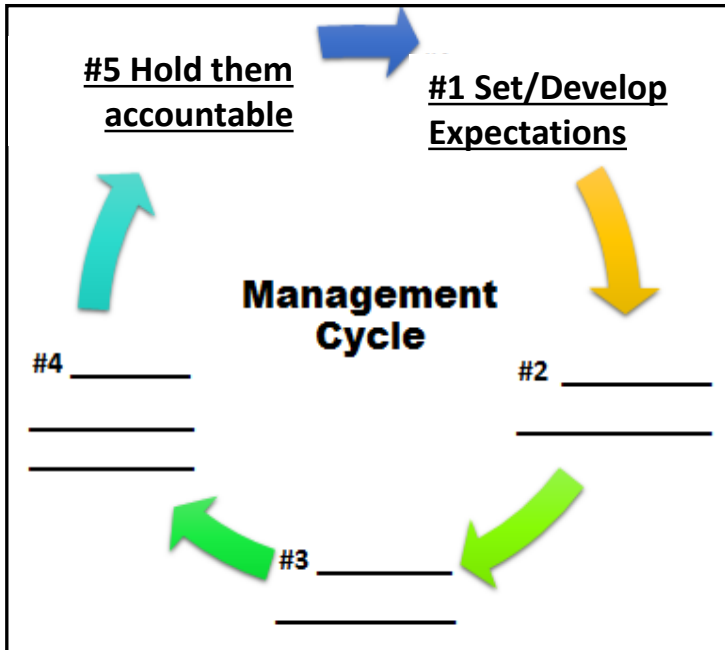
Notes/Ideas

For more information,
visit SVU at booth # 3027

www.supervaluuniversity.com



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Coaching Steps For Improved Engagement

1. Agree on an objective or expectation
2. _____
3. Evaluate the plan _____
4. _____
5. _____

Notes/Ideas

<p>NOW: Action Items</p> <ol style="list-style-type: none"> 1. _____ 2. _____ 3. _____ 	<p>Your Plan to Execute:</p> <p>_____</p> <p>_____</p> <p>_____</p>
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