

Authenticity & Development for Talent Retention

2024 ASQ CQSDI Session 4 Panel, ASQ CQSDI
Young Quality Professionals Panel

Panel 2, Company/Organization Leaders/Mentors



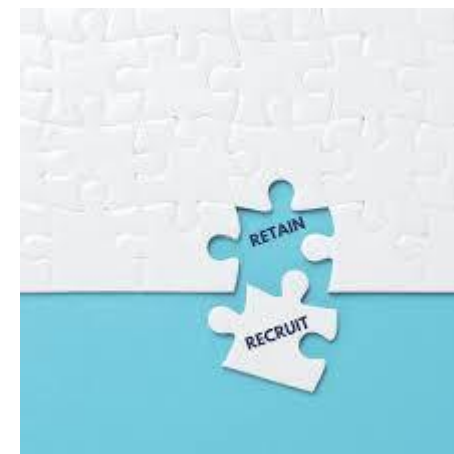
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March 13, 2024

Approach to recruitment and retention

- Understanding the Generation Breakdown
 - According to various generational labor reports, the average time in a role in a company is decreasing by generation.
 - What have I found as a hiring manager that influences the decision to join a company and stay with a company:
 - **Execute: Authenticity, Transparency, and Accountability**
 - **Culture of learning and empowerment**
 - Flexibility and work-life balance
 - Connection to the mission and vision
 - Continuous Evolution
 - Robust Compensation, Benefits and Well Being Packages
- Execute on the brand utilizing the tools we are given
- Focus on culture of learning and empowerment



Authenticity, Transparency, and Accountability

- Approachable attitude
 - Increase Leadership and employee interaction
- Open and clear communication is essential to fostering a culture of trust
- Provide feedback and celebrate the successes no matter how small.
- Do what you say!
 - Act and lead on company values
 - Support the differences in the team and the person
 - Create a sense of community. Tools: Employee Resource Groups, clubs, etc.
- Flexibility and work-life balance
 - Remote, Hybrid and On-Site: Be clear in the expectation and communication up front when hiring or as job roles change.
 - Set clear accountability and delegation protocols. For example, stepping away from computer for more than certain amount of time set out of office to a knowing delegate
 - Best Practice: Allow the employees to help develop the framework

ETHICS
OWN IT
LIVE IT
LEAD IT

We do the right thing

We do what we promise

We commit to collective success

We pioneer



**Employee
Resource
Groups**



Authenticity, Transparency, and Accountability (cont.)

- Promotion of healthy work life balance
 - As a manager, emphasize it is ok to disconnect while on vacation and reset. As a manager lead by example
 - Setting hours but allowing the team to flex time accordingly within those hours or as situations arises
- Continuous Improvement
 - Soliciting feedback and acting on the feedback. Let the data we collect refine our strategies

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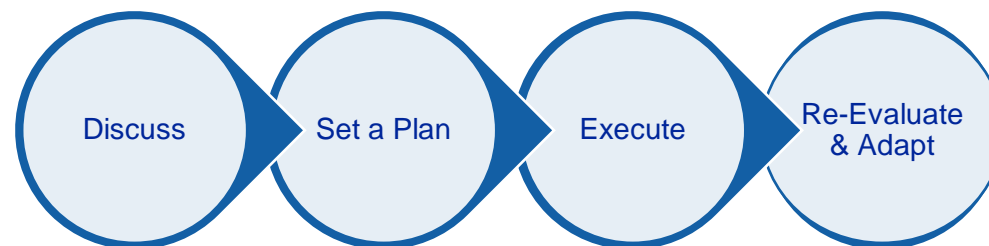
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Culture of learning and empowerment



- Discuss: Allow the employee to be involved in their development.
 - Periodic discussions with employee to talk about career aspirations.
 - Utilize the tools your company offers such as cohorts, Centers of excellence, mentoring, etc
 - Be clear in your discussion and expectation with employees for job and road map
 - Identify the gaps or skills that are needed or wanted

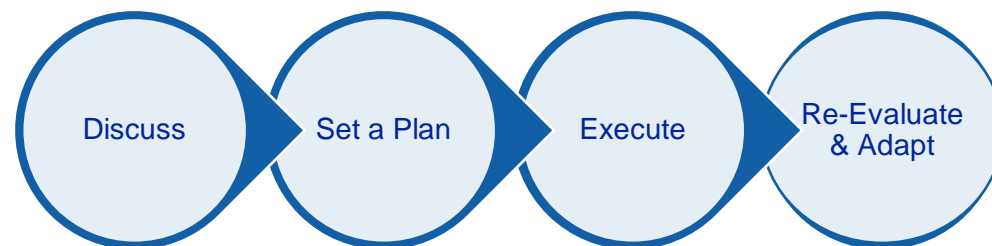
up-skill

1. teach (an employee) additional skills.
2. (of an employee) learn additional skills.

Re skill

1. training employees on an entirely new set of skills to prepare them to take on a different role within the company.

Culture of learning and empowerment (*cont.*)



- Upskill or Stretch your employee to see better engagement or retention.
 - Set timeframe for task
 - Be clear as to what you expect to learn/ they get out of it
 - Set periodic tag ups to see how assignment is going and reassess
- Mentoring based on skills needed to learn or know
 - Need to set guidelines and reassess periodically

Say what you do! Do what you say! Make it count!

- Authenticity, Transparency and Accountability is necessary for any development program
- Open and clear communication is key
- Involve the employee - Development is a two way street
- Give the employee the opportunities
- Re-evaluate the frequently

