

The RightStaff Review

The right choice for your staffing needs



Mentoring: An Important Strategy for Employee Retention

Today's employers are looking for innovative and creative ways to attract and keep talented employees. Traditional recruitment and retention approaches focus on offering attractive pay and benefits packages. Yet, those well-intentioned efforts are falling short. In their ground breaking work, "First, Break All the Rules," Buckingham and Coffman have found that once an employee's basic financial needs are met, talented employees want more. They want to know how their job impacts the overall good of the organization. They want to feel a part of the organization and they want opportunities to grow and develop their skills.



A successful mentoring relationship will help employees meet these vital developmental needs.

Employed properly, mentors create a safe environment for employees to discover (or rediscover) why their work matters as well as gives them a sense of belonging.

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Five Ways You Can Benefit From A 360-Degree Feedback

1. 360-Degree Feedback provides answers to the vital self-management question, "How am I doing?" As leaders rise in the hierarchy, they receive less and less honest information about themselves, 360 assessments can provide them with the information they need to take corrective action.
2. Asking for 360-Degree Feedback is a mechanism for continuous improvement. For leaders to apply that notion to themselves, and serve as models for others, they must have reliable, valid, timely information on how they are perceived.
3. The use of 360-Degree Feedback can help leaders validate their self-perceptions. They need honest feedback from others to test their own understanding of their strengths and weaknesses.
4. It has been observed that people are the only animals capable of self-deception. We need 360-Degree Feedback from trusted others in order to ensure that we are viewing ourselves realistically.
5. Perhaps most important, 360-Degree Feedback gets organizations to invest in the effectiveness of leaders. Soliciting feedback from bosses, peers, subordinates, customers, and others actively involves them in a process of improvement, and they are more likely to support leaders who ask for feedback, act on it, and follow through with them afterwards.





ONE MINUTE IDEAS

In A Workplace Rut?

Get yourself out of a rut today by imagining that today is your first day on the job. What things do you see that you could improve? What things could you change that could result in higher productivity, increased profits, decrease wasted time, and higher sales?

Who would you talk to about strategic issues and the direction the company is headed? How would you enhance or improve this direction?

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Notes To Employees

Stop handwriting notes to employees and taking the chance that they cannot read your handwriting. Type your notes especially when they are important. This will ensure they can read the information correctly.

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For more information contact
RightStaff, Inc. at 214.953.0900
or E-mail us at:
slamb@rightstaffinc.com

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Successful mentors:

- Share the “big picture” of the organization and why their work matters.
- Openly discuss the unwritten rules and strategies for overcoming common pitfalls.
- Help mentorees see things from a different point of view.
- Consistently ask thought-provoking questions so mentorees can learn through self-discovery.
- Suggest developmental opportunities that give mentorees a chance to stretch outside their comfort zone.



Why is mentoring an important strategy for employee retention?

Never before has it been so important to attract and retain talented employees. Mentoring fosters important working relationships and gives employees a sense of “belonging.” Employees who feel they “belong” and who have an employer who is interested in their development... will stay longer!

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The Customer Is King!!



“The service we render others is the rent we pay for our room on earth.”— Wilfred Grenfell

Last evening I saw a stand up comic go through his customer service routine. He was very funny and had the audience of about 200 people roaring with laughter. But I found myself thinking of his basic premise as being very different from my research and experience.

He said that, by definition, a customer needs something (I would add, or wants something). And that anyone who needs something is vulnerable. Therefore customers are vulnerable and you (the business or organization) need to treat them with care because of this vulnerability.

Yes, customers may need or want something; but in this day and age, that makes them anything but vulnerable. (Unless you are the only one selling water in the desert.) Customers are actually empowered: they have the power to give or take business from you; to give you a piece of their mind; to go somewhere else for what they want; to bargain for prices; to cost you business with a careless comment; and other forms of customer power.

So, as I see it, the element of customer service is more about surviving in business than it is about acting out of the goodness of your heart for the “vulnerable” customer. Although the paradox is that sincerity and genuine care are critical for the best customer service.

This boils down to identifying customer needs; providing solutions; keeping the focus on the customer; dealing with complaints and bad moods without taking things personally, and most of all – not taking yourself so seriously.

— Source: Dr. T. Elaine Gagné. ©Copyright 2006 All rights reserved