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Florida Attraction Association Conference

What Do We Do Now? Hiring and Retention

**Nicole Anderson
CEO, MEND HR SOLUTIONS
Author, "HR IS SEXY. Revolutionizing Human Resources."**

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SHRM debunks Benefit Requirement

- Health Benefits – Down 2%
- Retirement – Up 16%
- Leave – Down 1%
- Family Benefits – Down 6%
- Flexible Work – Down 13% but up 23% from 2019
- Professional Development – Up 28%
- Wellness Benefit – Down 16%

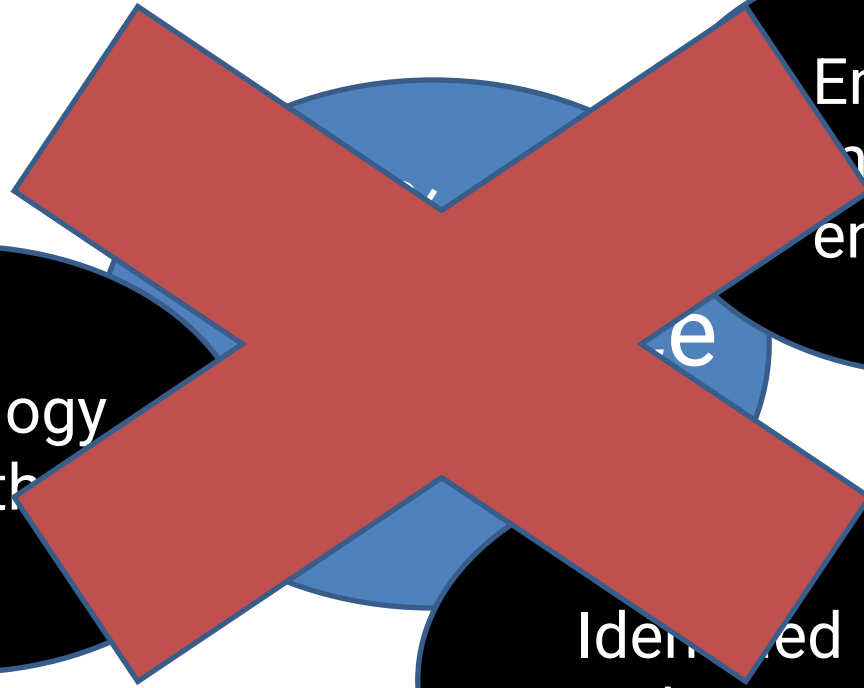
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Accelerated Skill Gap

Technology
with/with

Employers
more
engaged

Identified
with Gen Z



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Accelerated Skill Gap

Technology
and instant
gratification

75%
Workforce
2022

Outdated
Policies and
Procedures

Corporate
Social
Responsibility

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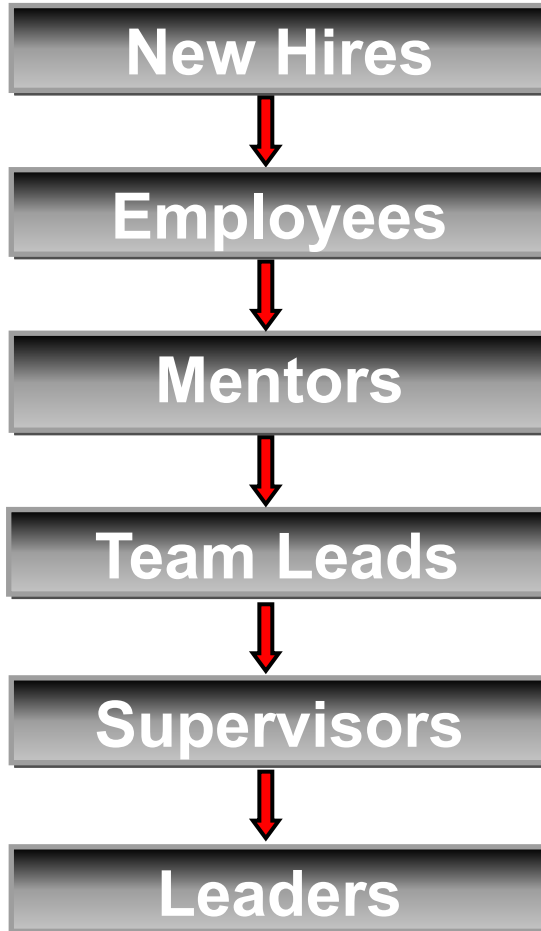
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Are You Willing To Train?

- No Time for Training
- Computer Skills Get Too Much Attention
- Education = Knowledge?
- Resumes

- Good candidates are taken within 3 to 5 days
- Your hiring process takes too long
 - Multiple Interviews
 - Jumping through hoops to get hiring approval
 - Background process takes too long
 - You still have candidates fill out a job application
- You do not offer different forms of training
 - Visual
 - Gamification
 - In-person

Training Model



Goals

- **Create a productive learning environment for employees to reach their full potential**
- **Provide informal learning environments that encourage Innovation**
- **Offer extensive knowledge, training, and expertise**
- **Teach the value of Partnership between one another**
- **Empower Integrity to create the most effective and instrumental Leaders.**

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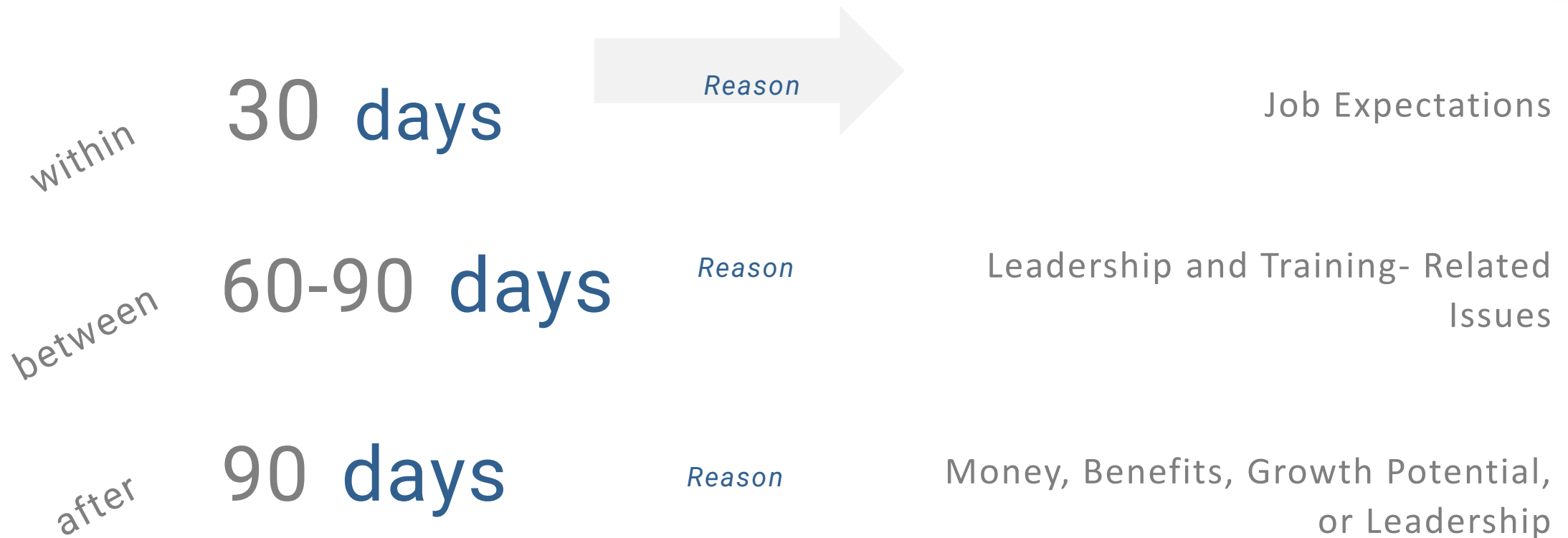
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Who Are You Looking For?

- Entry Level – needs a lot of training
- Experienced – bad habits
- Technical Skills vs. Soft Skills
- Why are you still looking for people who have computer skills?

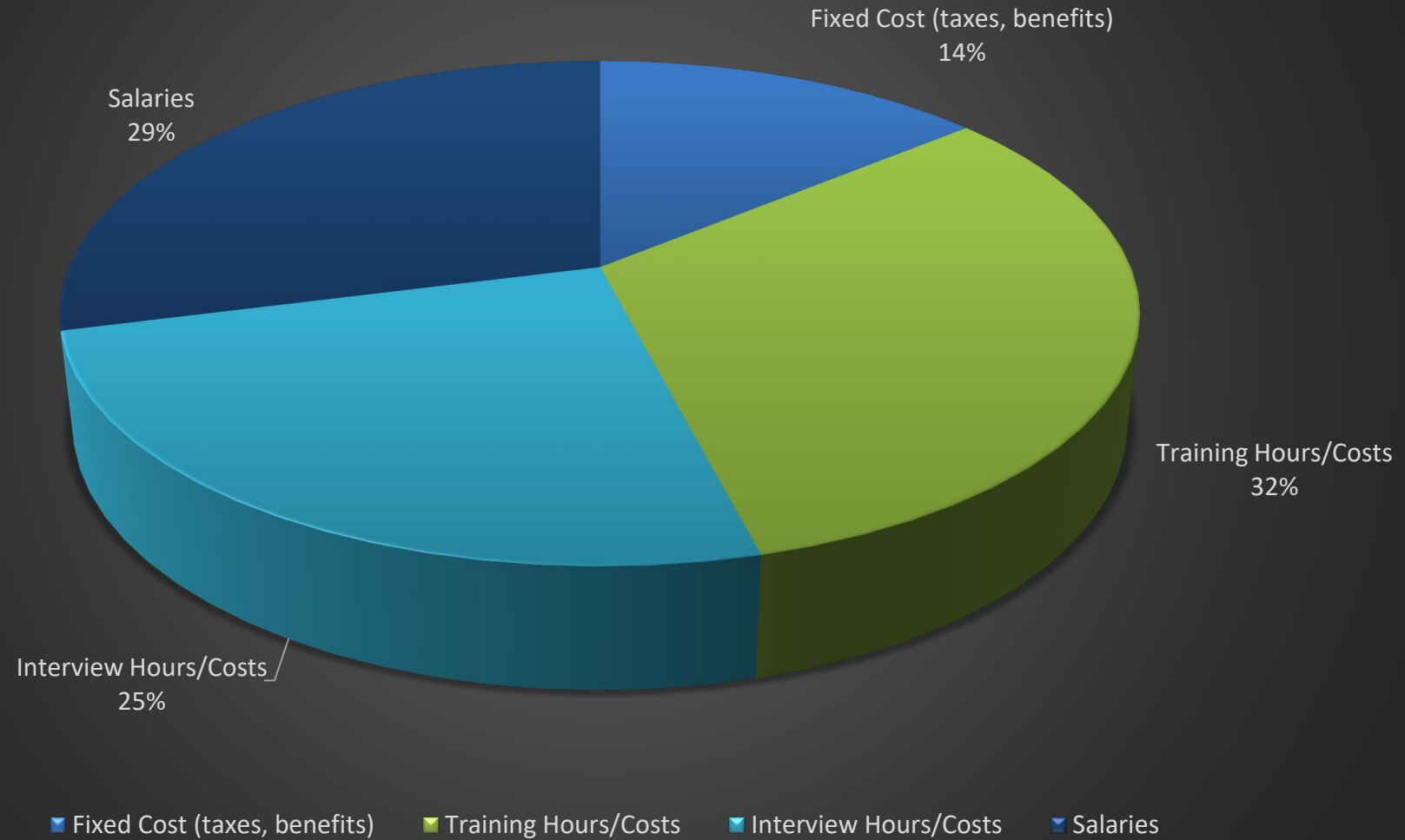
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Why Employees Leave?



Turnover Costs

***based on a 500 employee company**



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Hiring Culture???

- Leadership at all levels needs to be extensively trained on the company's:
 - Mission
 - Vision
 - Values
- Once this takes place, the staff needs to go through the same extensive training.
- When the time comes to bring on a new employee, the leader & team members of the group the new employee will be joined should be included in the onboarding process.

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Hiring Culture???

- Brings to life the actual values a company is built upon before a candidate is hired.
- Is a very intentional process that consists of every member of the organization.
- Welcoming. When you build a culture that does little to welcome new hires, you immediately show what the company is like.