

People Ops Pulse

Bringing you the most up-to-date and helpful People Operations (HR) information for small business owners, entrepreneurs and partners

Meme & Quote of the Month:



You must have a sophisticated recruiting strategy and process.

Me:



2024 – Don't Be Afraid to Do It Different!

Believe it or not – it's time to bid a fond farewell to 2023, and HELLO to 2024! A brand new year full of opportunities – and inevitably as we know as business owners, there will be some challenges that come down the pipeline. As the last few years have shown us – the possibility that we will need to "get creative" and "think outside the box" to meet these challenges is pretty high. But – did you know that some management methods and approaches that were previously "outside the box" have in fact become more of the norm? I'll share a few of those here in this month's newsletter. My goal for you – in 2024, don't be afraid to "do it different" – your business will thank you!



IN THIS ISSUE

Company Culture – Who Do You Want Your Company to Be?

The company culture doesn't start with employees – it starts with the company itself and its leadership. Moving into 2024, learn strategies that you can take to ensure your culture is aligned with your company vision.

Performance Reviews – Shifting from Anxiety to Empowerment

Even the phrase "performance review" can strike nervousness for both the employees receiving the review – as well as the leaders that write them. Find out how you can enhance your performance review process to make it employee-success-centric.

Behavior-Based Interviewing – Going Beyond

It can become routine to say "pass" on an employment application based on answers to a list of standard interview questions, or words on the page on a resume. We'll discuss how looking beyond the standard can help you find the highest quality candidates.

Performance Reviews – Shifting from Anxiety to Empowerment

The time is coming to look back on all that has been accomplished in 2023, including by your most valuable asset – your employees. However – according to the Harvard Business Review:

“A McKinsey survey indicates most CEOs don’t find the appraisal process in their companies helps to identify top performers, while over half of employees think their managers don’t get the performance review right.” Yikes! Where is it going wrong?

A key overall point is - success and progression are not straight lines upward. When it comes to completion of job duties, working with others, and gaining skills – the days of a “ladder hierarchy” have shifted to a “360 matrix” that can go in multiple different directions. To effectively do work and contribute to company success, employees need to be able to work in multiple different directions effectively. It’s important that performance reviews look beyond the “bare basics” of the role, and incorporate this 360 matrix into their evaluation process.

Now you’re saying, “Bonnie, I can’t have my eyes everywhere” – this is absolutely where 360 feedback becomes a very effective component of performance evaluation on the *why* and *how* behind an employee’s performance.

Tips a successful performance evaluation discussion:

- Convey your positive intent – the intent is to help, not hurt.
- Be specific – what was the behavior, and what was the impact?
- Provide the employee an opportunity to respond *throughout* the review – don’t just wait until the end.
- Establish a plan for the “now what?” – set a path, expectations and follow up plan moving forward.

Need help with your performance evaluation process? I can help!

Company Culture – Who Do You Want Your Company to Be?

Think back to your mission and your vision on who and what you wanted your company to be, and why – is the current culture with your employees aligned with your vision, or is there a need to look to hit the reset button in 2024? According to SHRM, culture comes down to three key areas that leaders need to be active in:

- **Collaboration:** support and empower employees to collaborate together, including cross-team, to most effectively complete their work. This develops a climate that removes silos between teams, and also establishes a culture of support, assistance, and accountability.
- **Trust:** also called “assuming good intent”, support a culture of coming in with a “no one is out to get anyone” mindset. Everyone is trustworthy to be working in what they feel is in the best interest of the team and the company.
- **Learning:** no one is ever going to know *everything* – support a culture of learning, sharing and growing; it helps make everyone better!

Need help with a culture reboot? Let’s connect!

Behavior-Based Interviewing – Going Beyond

Now more than ever, leaders are encouraged to look beyond the black-and-white on paper during the interview process, by focusing not just on the “what” (on paper) but the “**how**” (**behavior-based interviewing**). This can help you identify candidates for your company that have both the skills *and* behaviors to be successful. Here are a few key components of behavior-based interviewing: **be specific** – ask about situations using the STAR method (Situation, Task, Action, Result). Also **focus on soft-skills** – for example, how did they communicate with someone on another team to solve a problem, or help a difficult customer? Finally, **adaptability and accountability** are two skills necessary for success. Don’t be afraid to ask – when was a time that something *didn’t* go according to plan?

Want to fine tune your hiring strategy? Let’s chat!



From recruiting to onboarding, to training and ongoing management, and everything in-between: let Wolf-Rose People Solutions help put strategies into place to support the success of your employees – and in turn support the success of your small business.

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In-person and virtual consultations are available – providing services nationwide

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