people **P**ower

Employee Retention
Performance Management & Development
Hiring & Selection

BEHAVIORAL
TECHNOLOGY

Selecting, developing and retaining the right people is no longer just an HR issue, it's a *business* issue.

Changing workforce demographics and the negative impact downsizing has had on employee loyalty has corporate America asking questions and searching for answers on how to recruit and retain their most valuable asset: talented people.

Behavioral Technology has the answers.

From a time-tested approach to hiring the right people to the critical skills and processes necessary to *develop and keep* those people, we offer research-based methods and proven approaches you can use in every aspect of your business.

BEHAVIORAL
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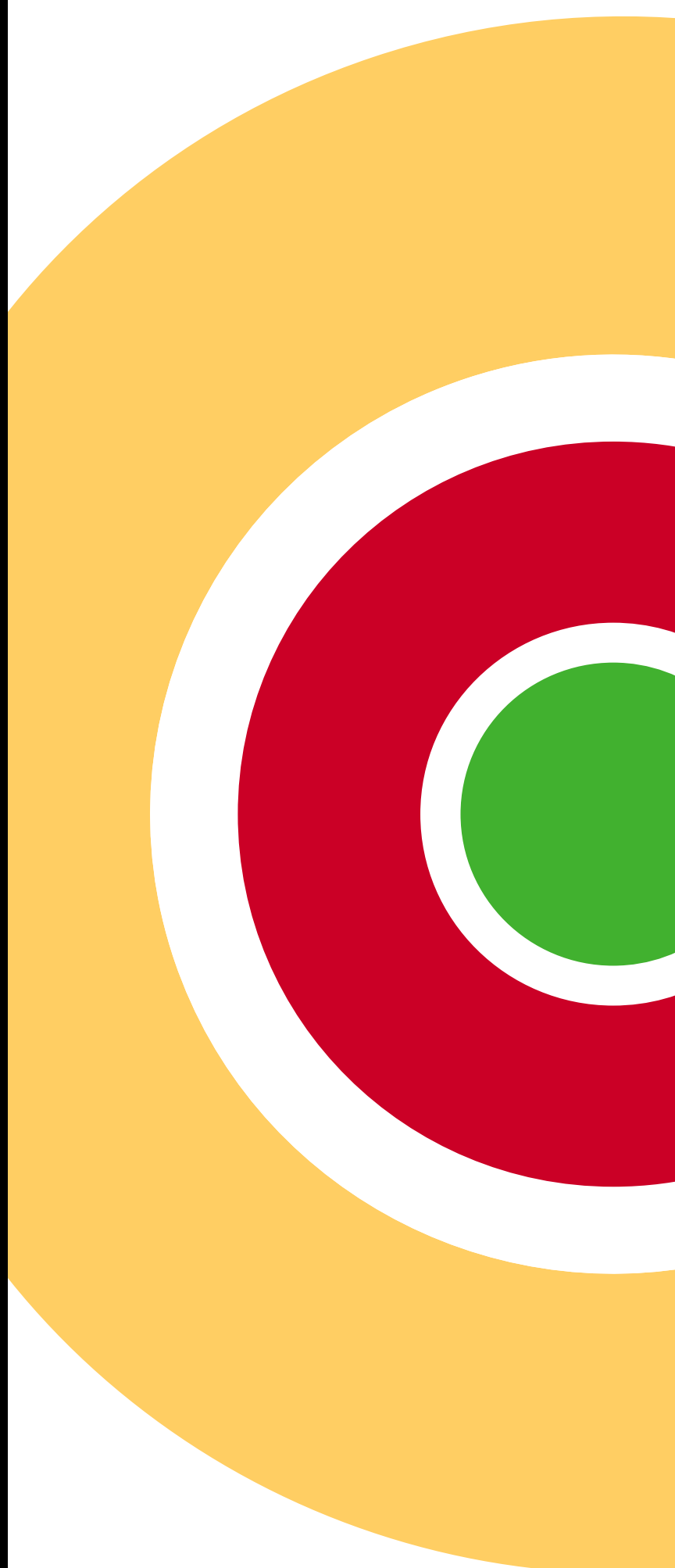
You can't move in the right direction… …with the wrong people

What if…

> *you only hired "keepers" and "winners"?*
>
> *your employees' skills were always in sync*
> *with your business needs?*
>
> *you retained more of your talented people?*
>
> *you could do all three of these things?*

Would you be…

> *more competitive?*
>
> *more productive?*
>
> *better able to accomplish your goals?*
>
> *better able to make your business strategy*
> *work?*

You can have the right technology, the right product and the right strategy, but you still need **the right people** to make it all work. Extraordinary employees who:

- have the skills required for the job at hand
- are able to adapt and excel as your business needs grow and change
- remain with you through complex business transitions to share their experience and knowledge for the good of the organization

To hire—and keep—great employees, your supervisors and managers need the skills to:

- precisely define the performance and technical skills required for success in each position they manage to ensure they know what to look for in new hires

- consistently recruit and hire extraordinary people to ensure organizational performance is not impacted when turnover occurs
- effectively coach and develop the best performance in their people so that everyone contributes their share toward organizational success
- lead in ways that retain the mission-critical, top-performing people so the organization always remains competitive

"With the right people performing and developing well… think what's possible!"

—Dave Erdman, President
Behavioral Technology

Behavioral Technology provides those skills. And we provide ongoing support with performance tools that help supervisors and managers implement their new skills back on the job.

Our consulting services, training and development programs, and on-the-job performance tools help organizations—and their leaders—effectively hire, develop and retain the right employees. Simply stated, we help leading organizations achieve success with the power of the right people.

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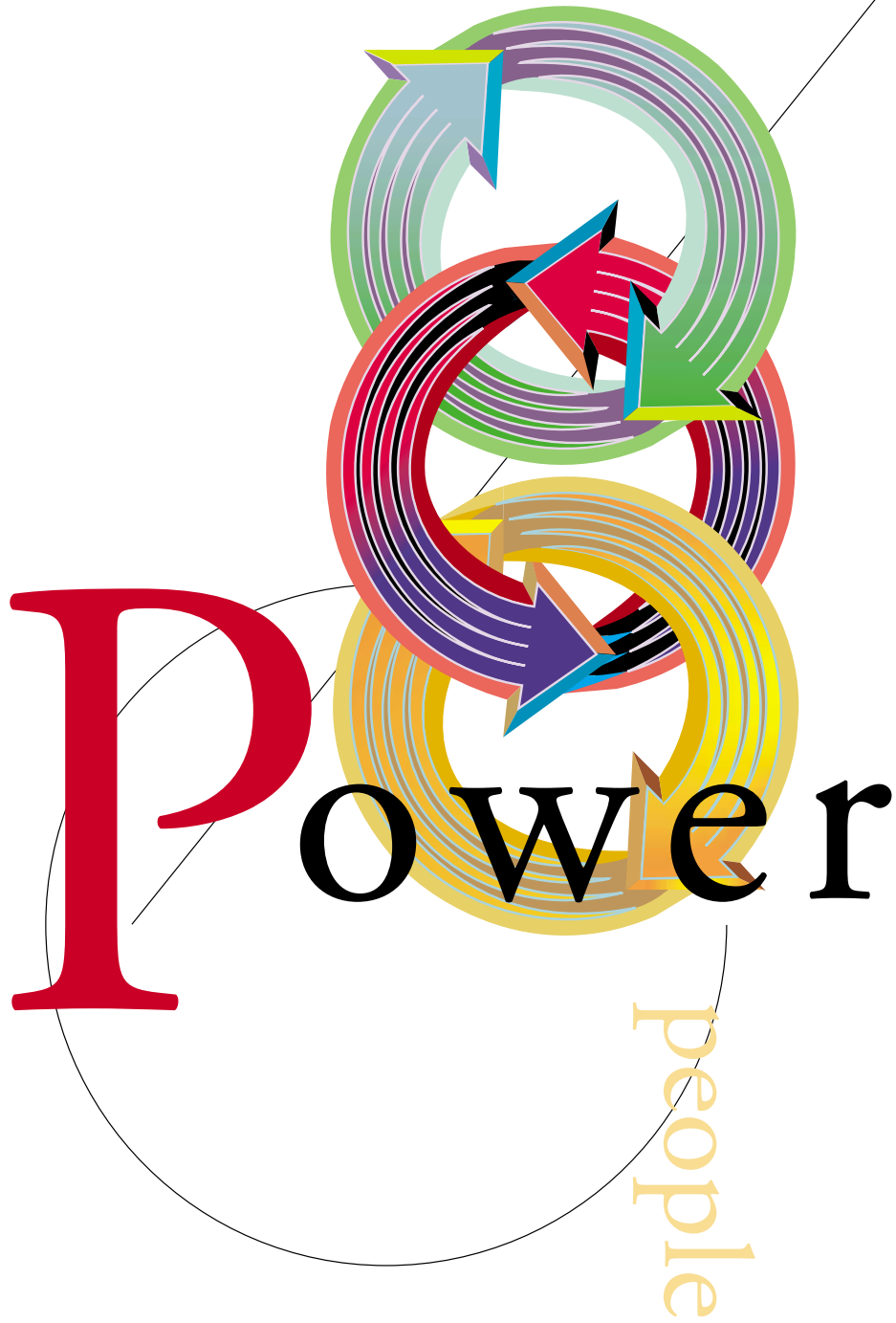
"*I* quit!"

No manager likes to hear those words, particularly when it's a surprise or—worse— when they come from a top performer.

Yet in today's full-employment, highly competitive marketplace, those words are said more often than ever.

Organizations are all too familiar with spending precious time and resources hiring and developing their employees, only to lose them. And once lost, the cost, time and resources associated with recruiting and rehiring are enormous.

You need Retention Power…
specific retention training and planning designed to give you a competitive edge with more talented and experienced employees!

Behavioral Technology gives your supervisors and managers the training and tools they need to:
• understand the factors that influence employee retention
• determine personal retention strengths and weaknesses
• build powerful and effective retention plans designed for mission-critical individuals
• preserve strong and lasting employee relationships

retention

"I know it's difficult, but we need to make a change."

These are costly and painful words to communicate to an experienced employee when their skills did not grow and change to keep up with the needs of the job and the organization. It isn't good for the organization, either, because you lose experience that is not quickly or easily replaced.

Your organization and your employees must embrace two dominant forces to survive and prosper: growth and change. However, growing and changing employees is not easy. It requires much more than an annual performance appraisal and the occasional pat on the back sprinkled with a "talking to" when needed.

You need Development Power…
methods and tools that develop the capabilities

your people and your company need, when you need them!

Behavioral Technology provides methods and tools to:

• identify and acknowledge employee strengths and areas for improvement to build a sense of pride and accomplishment and motivate growth in relevant skill areas

• conduct performance discussions in which the employee's role is as vital as the supervisor's or manager's to build ownership and follow-through on behalf of both the employee and the organization

• set performance expectations that align with the skills required in the hiring process, providing essential continuity to new employees in their formative months of employment

• equip employees with the training necessary to take themselves and the organization in new directions required to survive and prosper
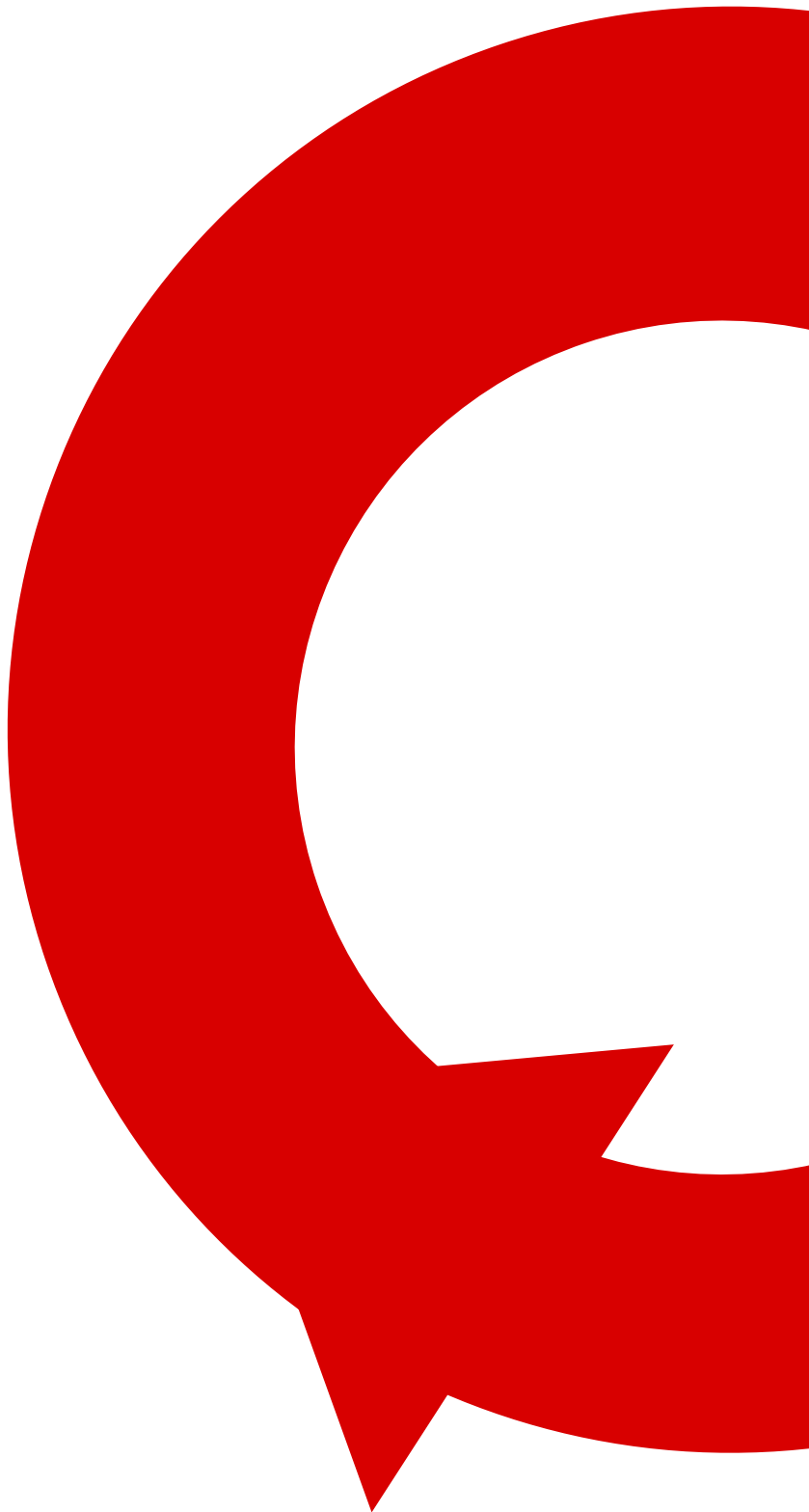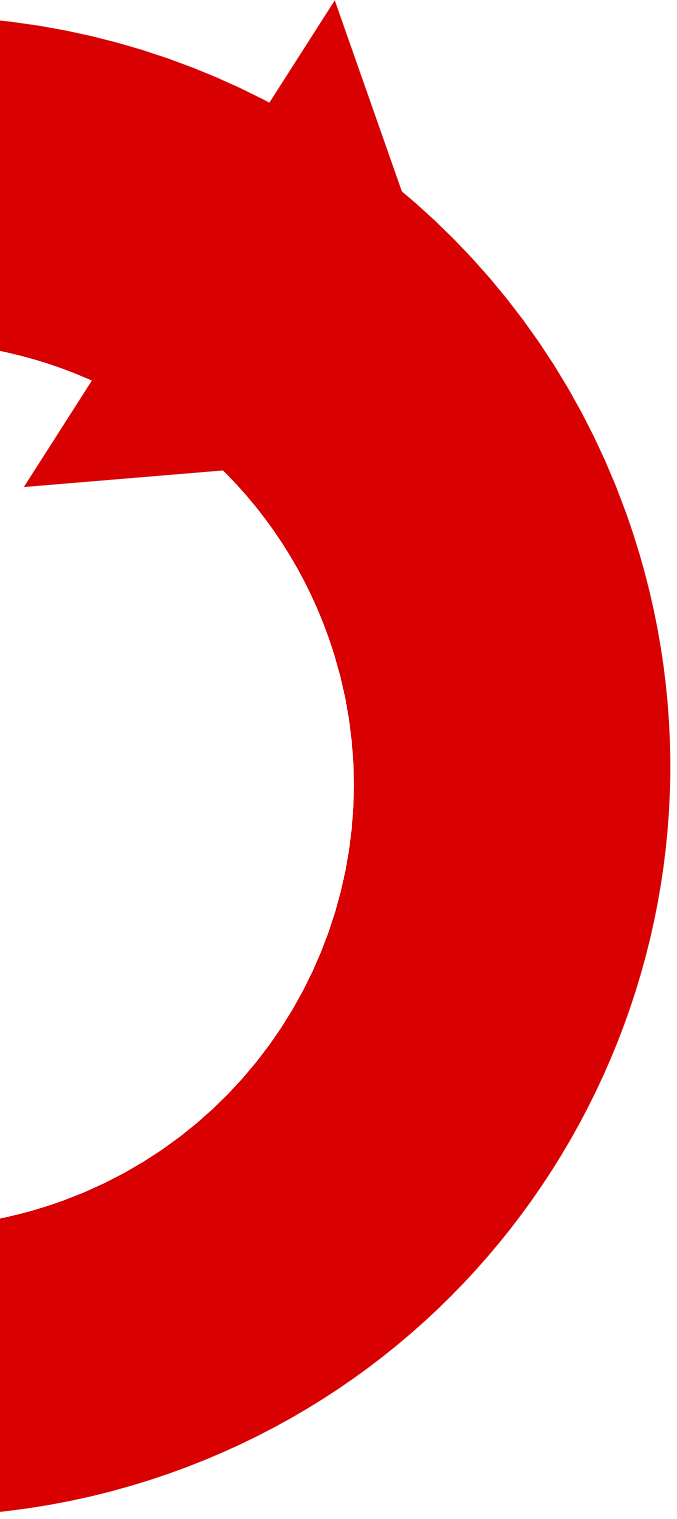
development

"I'm pleased to offer you…"

These are either the happiest words you say to a new hire—or words you soon live to regret! Why? Because the cost of a hiring mistake is enormous.

Consider these very real costs your business incurs every time you make a hiring decision:

• cost of rehiring

• cost of training

• reduced productivity during transition

• missed opportunities during transition

• customer satisfaction impacted during transition

• negative impact on employee morale

Hiring the right employees for the right jobs is not luck. Rather, it is the hiring managers and supervisors applying the right skills and the right tools within a structured process. It requires training and discipline to select people who have the precise skills required for success and who fit your culture. People equipped to do the job better than anyone else can.

You need Recruiting and Selection Power… *skills and tools to ensure you hire right the first time, every time!*

Behavioral Technology offers research-based, time-tested skills and tools to:

• eliminate the confusion and chaos often associated with candidate screening by easily and specifically defining as the first step in the process the exact performance and technical skills required for job success
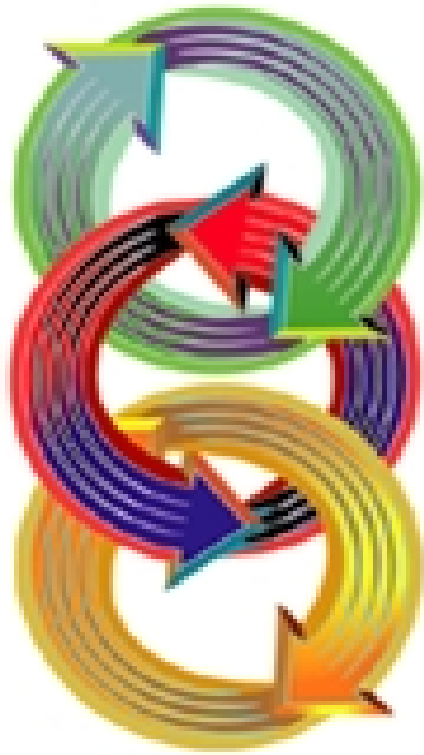
• implement a realistic job preview to help applicants compare their skills with current successful job holders, offering the opportunity to self-screen themselves out and save you a hiring mistake

• conduct structured interviews where each question is specifically designed to provide accurate information about an applicant's job-related skills and experience, putting you in a strong position to gauge future job performance

• avoid unnecessary litigation by ensuring interviews and selections focus on job skills and experience

• reduce employee turnover by selecting the right people with the right skills and experience to succeed

selection

Power
people
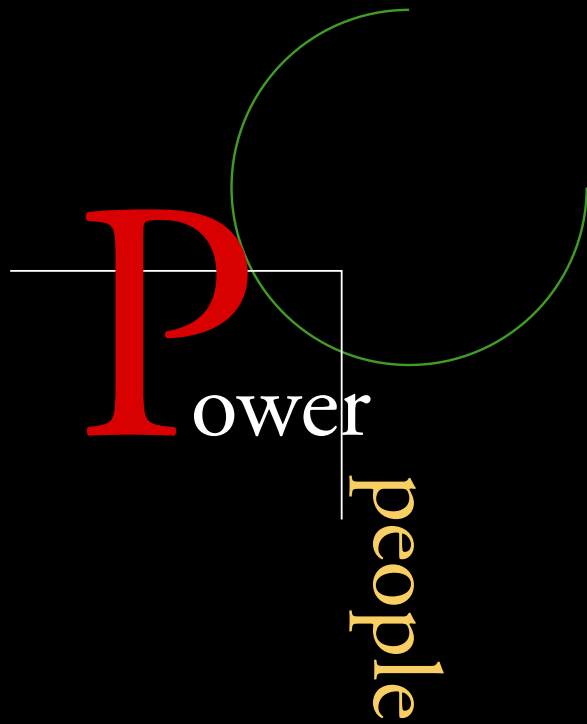
Behavioral Technology, A Part of the PROVANT Solution, is a professional services firm with offices throughout North America. Our consulting, training and development programs and performance support tools help organizations improve their selection, development and retention of top-performing employees.

For more information on Behavioral Technology's capabilities and how we can help you select, develop and retain employees who are committed to moving your organization in the right direction, contact us at 800-227-6855, or visit www.btweb.com.