

Improving Business Performance:

Overcoming Roadblocks to Success



Hosted by:

Joseph Skursky

President/Founder of Market Leader Solutions

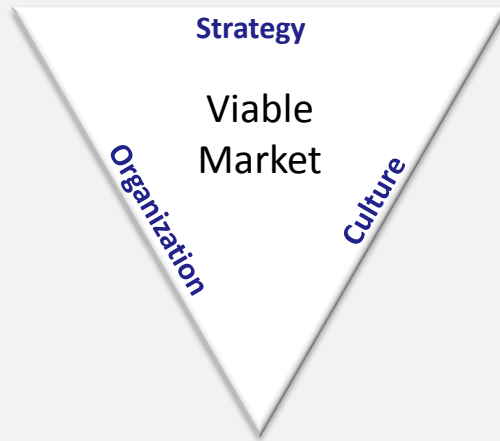
<http://www.marketleadersolutions.com/handout>

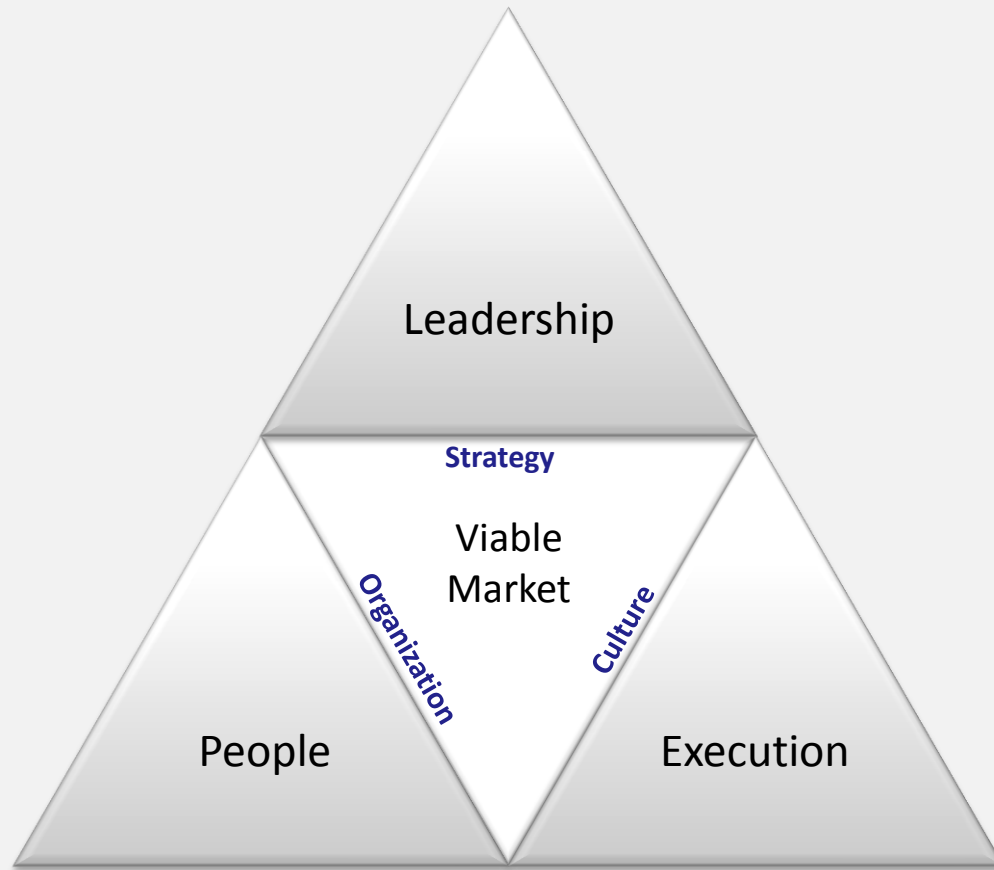
Outcomes

1. The single most powerful leverage point for increasing business performance
2. How to develop your existing talent for greater effectiveness by understanding the 3 primary reasons people fail in any job
3. Why the traditional recruiting system is broken and the 8 steps required to fix it

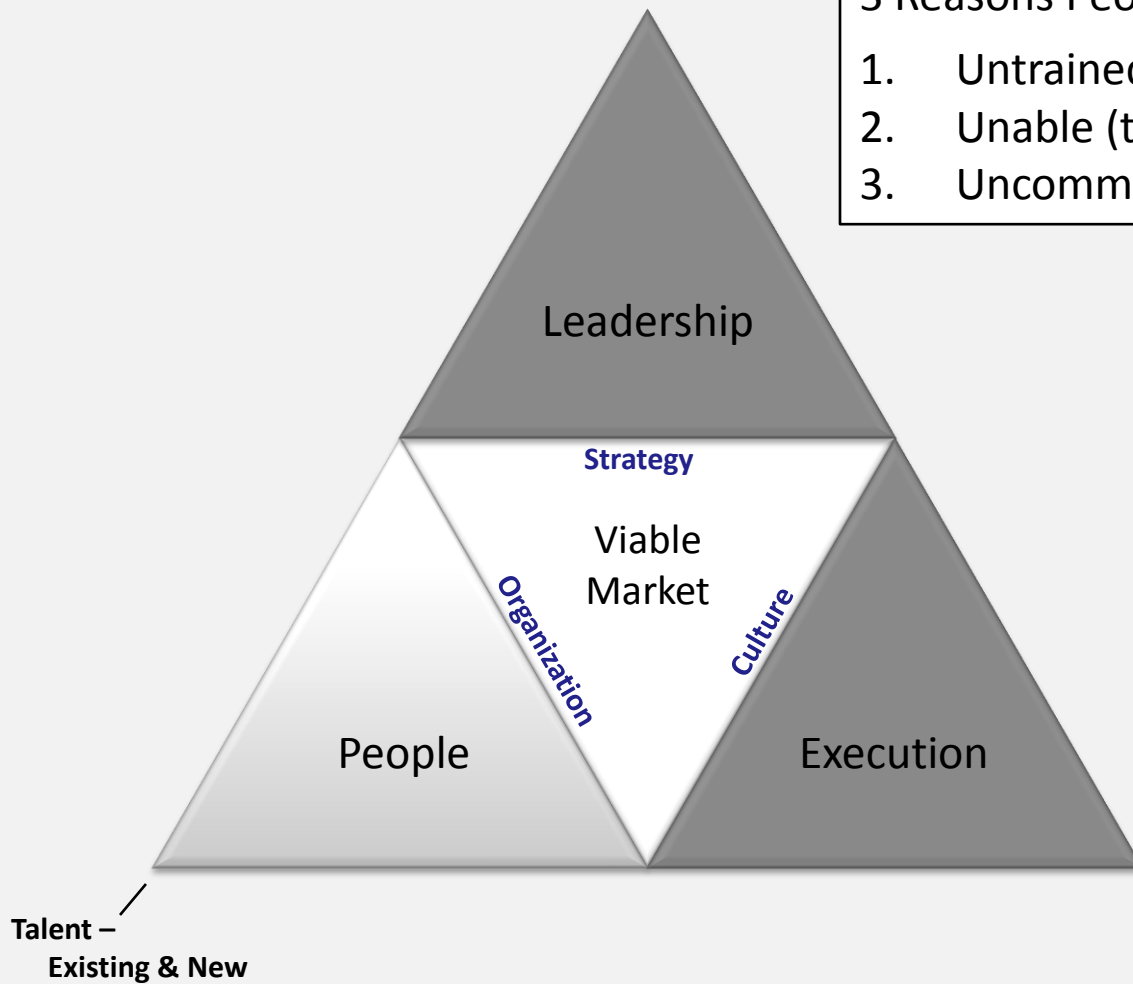
“Of all the decisions an executive makes,
none is as important as the decisions
about people because they determine the
performance capacity of the organization.”

- Peter Drucker





- 3 Reasons People Fail:
1. Untrained (skills)
 2. Unable (talent)
 3. Uncommitted (attitude)



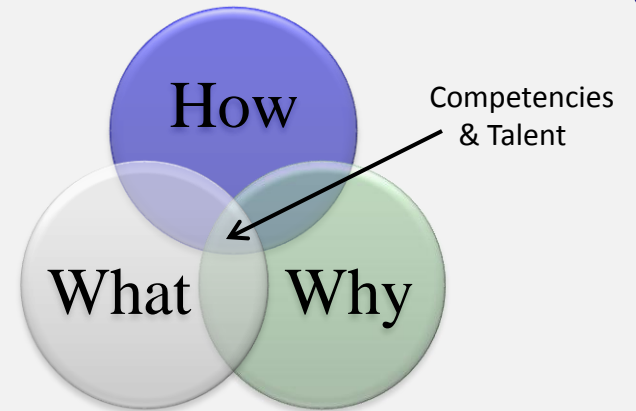
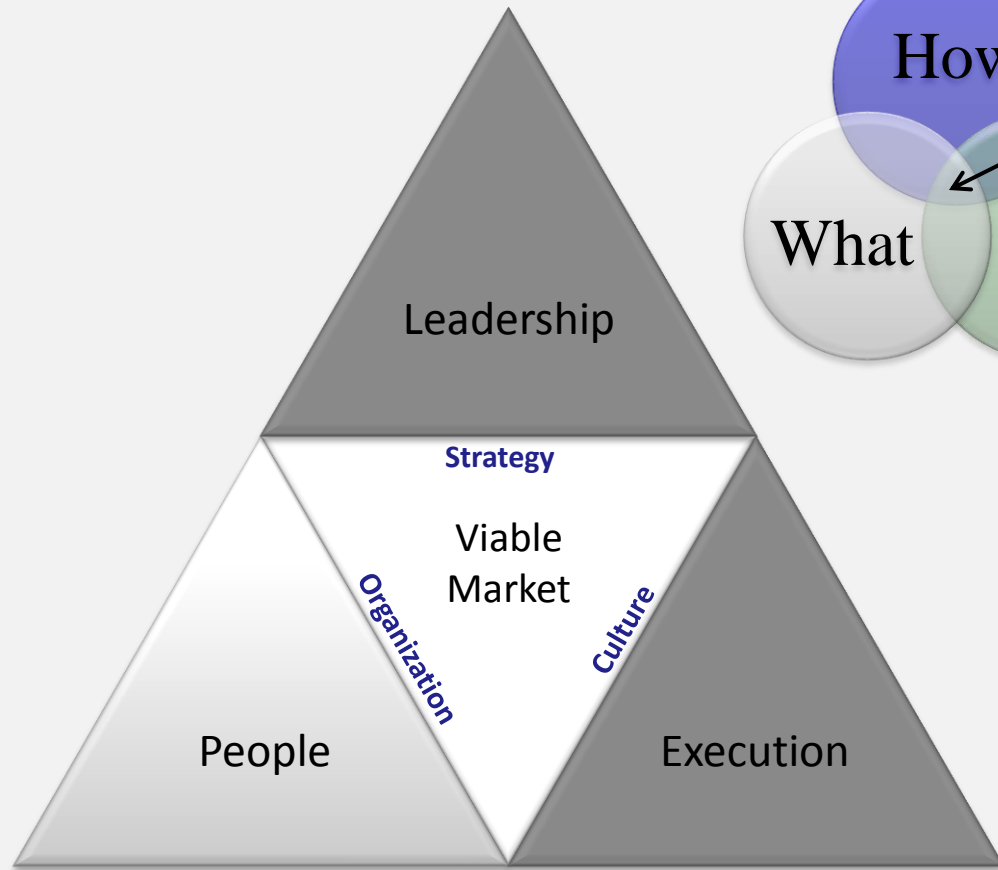
*“At the end of the day,
you bet on people,
not on strategies.”*

- Larry Bossidy



Talent –
| Existing & New

- Good Fit
- Topgrading



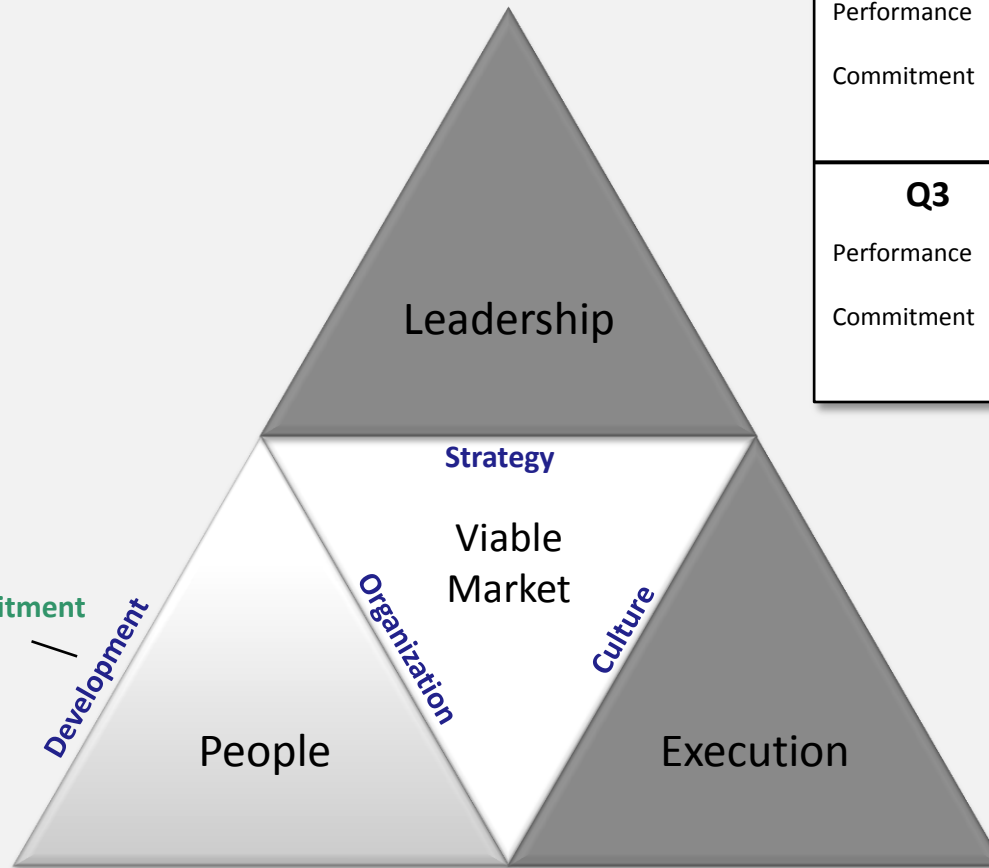
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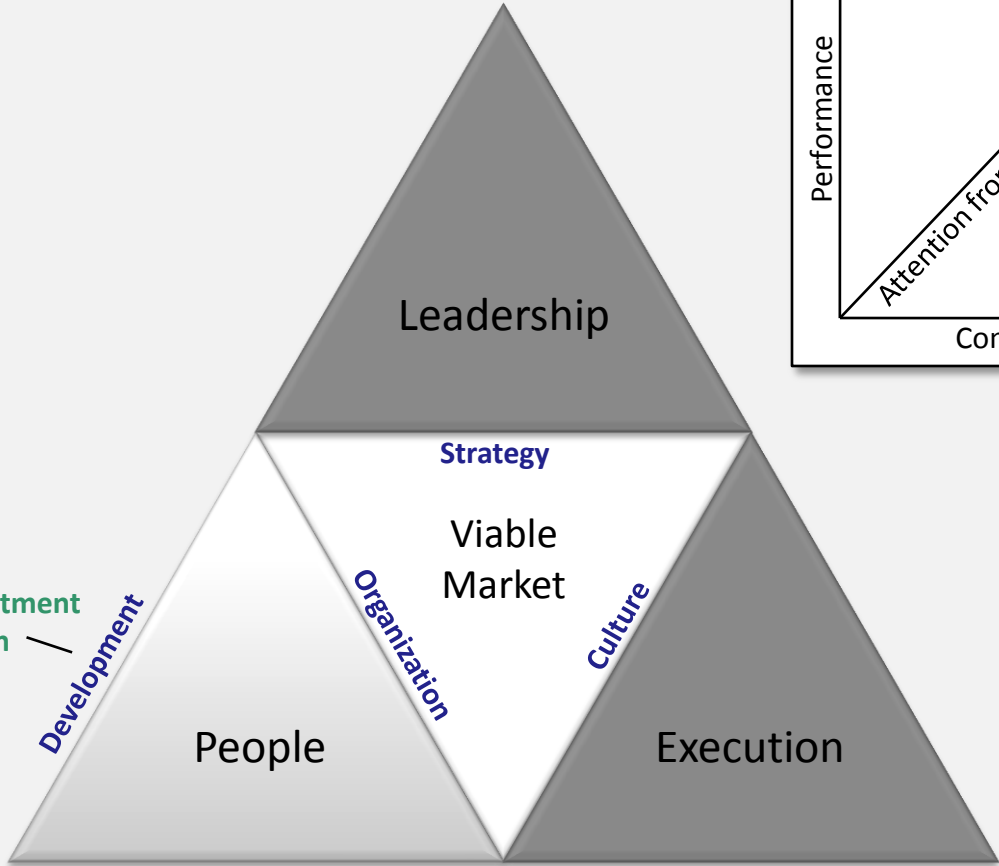
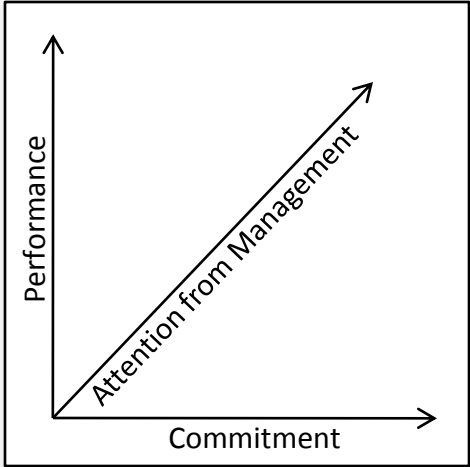
• Performance & Commitment

Talent –
Existing & New

- Good Fit
- Topgrading



Q1 Performance ↑ Commitment ↑	Q2 Performance ↑ Commitment ↓
Q3 Performance ↓ Commitment ↑	Q4 Performance ↓ Commitment ↓

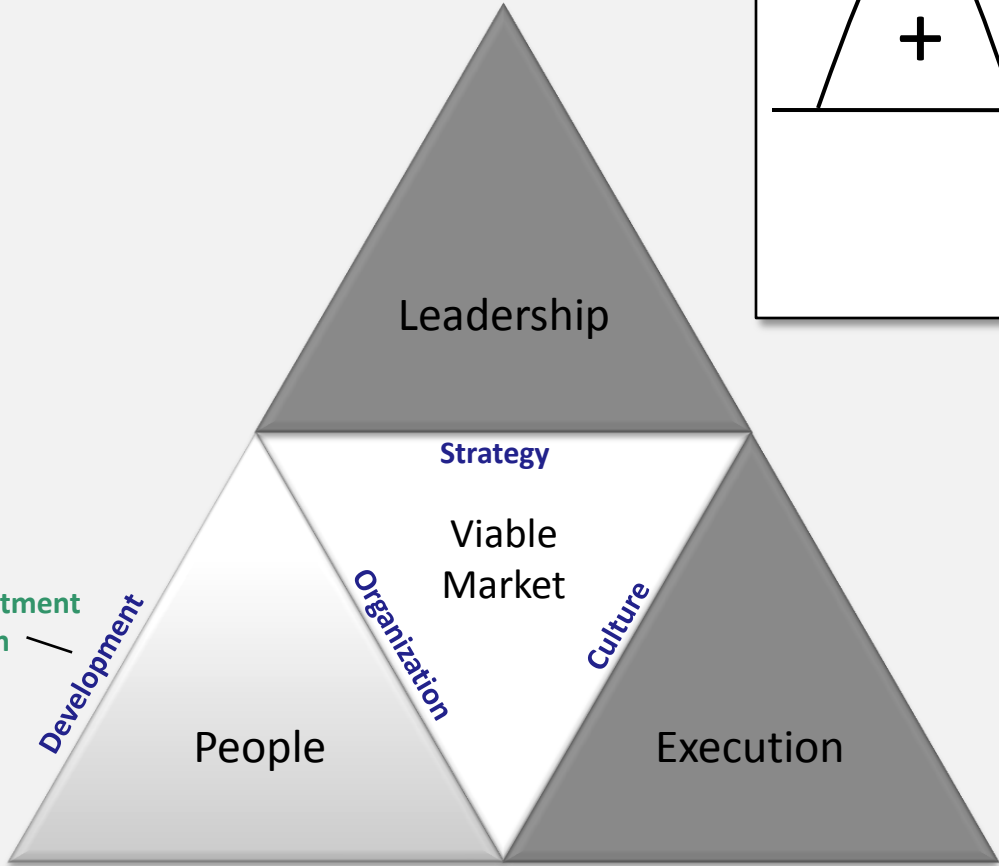
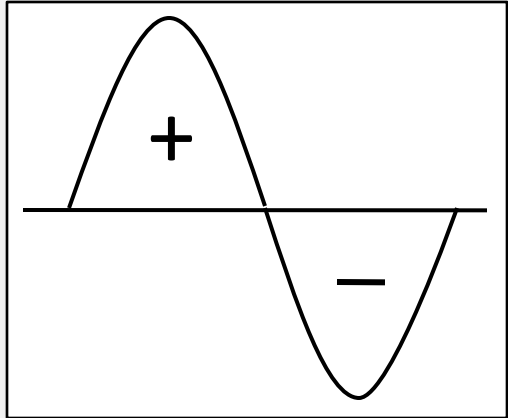


- Performance & Commitment
- Management Attention

Development

Talent –
Existing & New

- Good Fit
- Topgrading

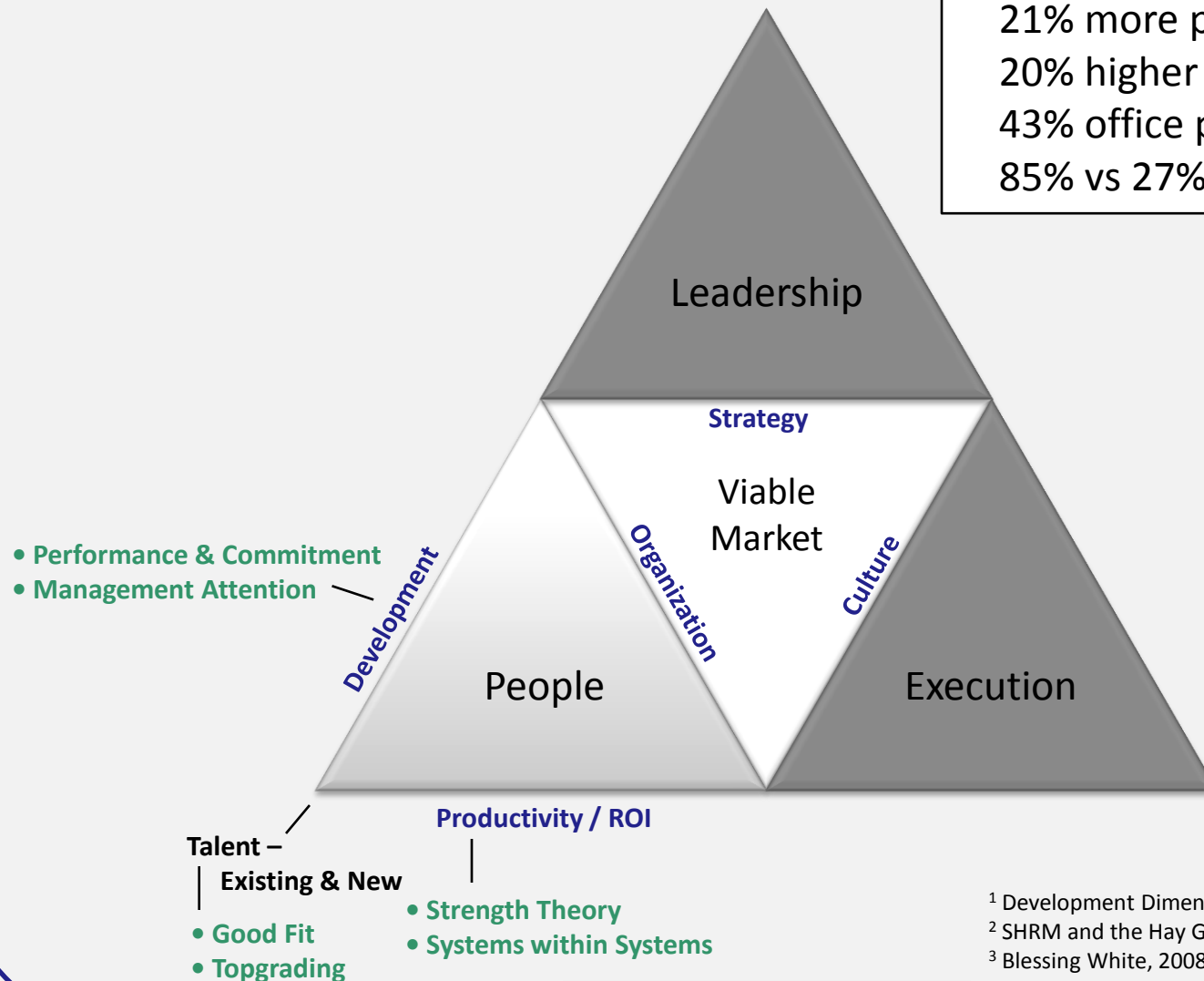


- Performance & Commitment
- Management Attention

- Talent – Existing & New
- Good Fit
- Topgrading
- Productivity / ROI
- Strength Theory

Engaged Employees

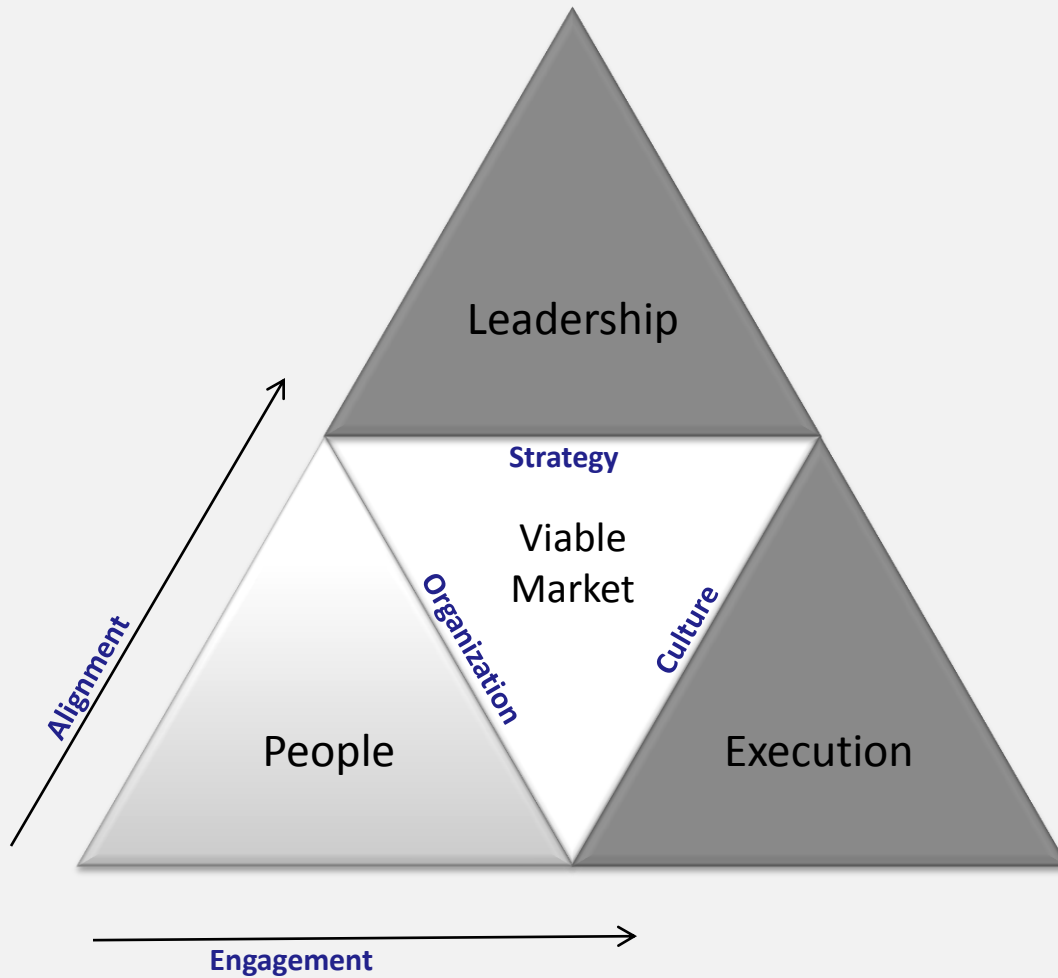
21% more performance¹
20% higher productivity²
43% office productivity²
85% vs 27% retention³



¹ Development Dimensions International, 2008

² SHRM and the Hay Group

³ Blessing White, 2008



“The ability to make good decisions regarding people represents one of the last reliable sources of competitive advantage, since very few organizations are good at it.”

“[People decisions] reveal how competent management is, what its values are, and whether it takes its job seriously.”

- Peter Drucker

Candidate System

1. Lie #1

- Exaggerated resume

2. Gather intel

- Self leverage for likeability
- Jargon & news
- Name dropping

3. Lie #2

- Interviews
- What you want to hear
- High-level, disguise facts

4. Hedge

- Comp, perks, etc.
- Counter-offer
- Loyalties
- Resistance to change

Traditional Recruiting

1. Concentrate on skills

2. Market based on JD

3. Source through:

- Existing DB 1st
- Ads
- Sourcing

4. Who is most likeable

5. Screen In

- Shallow, quick
- Kid gloves
- Best in pack

6. Prep candidate

MLS Recruiting

1. Focus

- Talent

2. Fit

- Objective culture and values analysis

3. Measure

- Performance-based measurements with timeframes
- Validate objectives

4. Find

- Company network (qualified)
- Ads
- Sourcing

5. Candidate Control

- Set expectations - UFC
- Why wouldn't they move?
- Who else involved in decision?

6. Negative Bias

- Multiple hurdles
- Assessments
- Deep drilling
- Qualify/Prove
- Best in class

7. Clarify

- Post sell
- They justify the move

8. Prep Client

Thank you for attending.

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www.marketleadersolutions.com

Joseph Skursky

919-854-2788

joseph@marketleadersolutions.com

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