

# Manager's Toolkit



**Congratulations!** You are growing your business and recognize that having the right people in place is a critical success factor.

When we co-create your **Manager's ToolKit**, we focus on your specific goals and priorities. As you scale up and grow, this will be a key resource that you turn to again and again over the life of your business.

Your **Manager's Toolkit** is developed in three steps: 1) Strengthen the foundation, 2) Develop sound recruiting, interviewing and hiring systems and 3) Put into practice proven management and development tools.



## STEP 1 ~ Strengthen the Foundation

*"Culture is our competitive advantage. ~ Ryan Martens, Founder & CTO, Rally Software*

Together we will:

- ▶ Fine tune your company's vision/mission/values statement. A solid vision statement that is shared with others aligns people in a purposeful way and makes the tough decisions easy.
- ▶ Identify all the functions needed for the business to thrive, today and in the future. This takes the guessing out of what skills and knowledge you need on your team.
- ▶ Articulate the working environment (culture) that supports your vision for the business. This sets the tone for hiring and managing staff.

## STEP 2 ~ Develop sound recruiting, interviewing and hiring systems

*"The cost of replacing a bad hire is roughly two and half times that person's salary."*

*~ Society for Human Resource Management*

Deliverables include:

- ▶ **Recruiting ads.** Well written ads attract the right people to your business. When people self-qualify, the right person finds you, and your success in hiring right the first time increases. We will write ads for up to five positions so that you don't waste time with resumes of people who don't qualify.
- ▶ **Interview process.** Some people interview very well and then show up as someone else on the job. Hiring right avoids the costly expense of turnover. Together we will develop a process that helps you hire people who are a good fit for the job *and* your environment. We will write questions for up to five positions that help you learn who the person is, and not just hear what they think you want to hear.

# Manager's Toolkit ~ page 2

- ▶ **Interviewing best practices.** Everyone who is involved in the interview process will be equipped with essential tools for conducting productive interviews. These practices show you how to start setting clear expectations right from the beginning.
- ▶ **Hiring criteria.** Objective criteria helps you choose the best candidate without relying on your gut feeling. This tool is especially helpful when more than one person interviews each candidate.
- ▶ **Offer letter.** We will co-create a standard offer letter that represents the company and the job while expressing enthusiasm for the candidate.

## STEP 3 – Put into practice proven management and development tools

*“70% of employees are not engaged or actively disengaged.” ~ Gallup*

Deliverables include:

- ▶ **Job descriptions.** Well written job descriptions set expectations while fostering flexibility and creativity. It's essential to have well thought out job descriptions before starting the recruiting process. Together we will create up to five job descriptions.
- ▶ **On-boarding process.** Setting a new hire up for success means more than putting a plant on their desk. We help you create a custom on-boarding process that helps new hires quickly understand your business and their contribution to its success. It enrolls them in your environment, instilling engagement early on.
- ▶ **Performance management and development tools.** Well-developed performance management systems make the employee feel part of something and clearly shows how their work contributes to the overall success of the business. These tools integrate accountability and two-way communication, which increase employee engagement and productivity. We refer to Gallup's "12 Key Indicators" when helping you develop your management practices. You may also consider our manager training, "*Liberation Through Delegation*", quoted separately.
- ▶ **Templates** with best practices to use again and again are given to your managers.

Leigh-Ann Zaharevich  
303.981.9088  
laz@AlignedPerformance.com