



Your People Professionals

redefining human resources

APPLICANT AND EMPLOYEE EVALUATIONS...

Most employers are all too familiar with the dilemma of hiring a job applicant who has glowing work references and very good skills but who does not work out successfully as an employee for their company.

Even if you are "good with people" and believe that your "gut feeling" or first reactions will be accurate in determining good work performance by people you hire, the reality is that you may not be assessing what you think you are, and the individual may still not work out in the position, even if they are likable and did well in their former jobs.

Inaccurate hiring costs companies a fortune. You may also be considering current employees for promotions or for other positions. How will you be able to assess their ability to perform the new job requirements?

A good way to improve your odds in hiring people who will fit the particular culture and expectations

of your company is to conduct pre-hiring assessments of those individuals who have been prescreened and who are possible candidates.

As a representative for Profiles International, Inc., **Your People Professionals can provide you with excellent psychometric evaluations** as an additional tool to assist you in hiring the right people and in maximizing the performance of those already working for you.

We can develop specific job match benchmarks for your company so you can compare new potential employees to effective performers already working in your company in the same or similar positions.

We can also provide you with **reports for applicants and current employees so you can see how they compare to your customized benchmark** and so you will know in what areas the person may need additional help or development.



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What Motivates Employees...

Try our employees' needs survey

Here's a question to help you test your employee-relations savvy? Do you know what motivates your employees? A recent survey asked managers to rank their employees' most valuable "job rewards."

Managers ranked the employees' needs this way:

- 7) Tactful discipline
- 8) Full appreciation of work done
- 9) Sympathetic help with personal problems
- 10) Feeling of being in on things

Before reading on, rank these ten "job rewards" yourself. Which do you think are most valuable to your employees?

Now consider the same list as ranked by employees themselves:

- 1) Interesting work
- 2) Full appreciation of work done
- 3) Feeling of being in on things
- 4) Job security
- 5) Good wages
- 6) Promotion and growth in the organization
- 7) Good working conditions
- 8) Personal loyalty to employees
- 9) Tactful discipline
- 10) Sympathetic help with personal problems

Surprised? A mistake many employers make is basing their reward system on what they think employees value.

Want to know what employees really want from your company? A sure-fire solution is to ask them. A novel approach, no doubt, but effective, since no two employees' interests and needs are identical. If you base your reward system on faulty assumptions, your whole employee motivation plan may backfire.

For more ideas about constructing a superior employee motivation plan, or for ideas for creative employee incentives and rewards, contact a member of our Human Resources Team today.



My Ranking

- 1) Good wages
- 2) Job security
- 3) Promotion and growth in the organization
- 4) Good working conditions
- 5) Interesting work
- 6) Personal loyalty to employees

A Healthy Workplace...

Help your Employees be more Productive People

Making employee health and wellness part of corporate culture is important for companies who want to attract and retain the best employees.



Here are some terrific ideas adapted from a list published in HR Wire that you may want to implement in your own workplace:

- 1. Pay attention to ergonomics.** Paying attention to complaints about poor lighting, or uncomfortable desks. You'll eliminate strain-related injuries, and improve morale and productivity.
- 2. Use an employee bulletin board or newsletter** as a means of educating your employees about health issues that affect them.
- 3. Encourage healthy eating habits** by providing healthy snacks in vending machines (pretzels, granola, fruit, and juices, for example). Make sure healthy foods are offered at company functions. Encourage brown-bagging by providing a microwave and refrigerator (home-packed lunches generally beat a burger and fries for nutritional content.)
- 4. Promote an in-house exercise program.** Set aside a corner of the warehouse for weight training equipment, or begin a break-time walking program. Hold company-sponsored events like a 5K fun run or a "reduce your percentage of body fat" competition.
- 5. Encourage your employees to maintain a healthy balance between work and personal life.** Make sure an employee's personal time is not consistently compromised by deadlines that require frequent overtime.
- 6. Improve employee morale** and your community through a program of corporate volunteerism.

Contact our Human Resource Department for ideas about programs that we can help you implement today.

What Your Employees Want To Know

In today's business world, changes occur all the time. Sometimes, when our companies change strategic direction, as business leaders we struggle with how to communicate that information to our staff.



How do you know when you're communicating most effectively with your employees? Most people have very simple communication requirements. **They want to know what, if any, problems the company faces, how you intend to address these problems, and what their role should be.**

They want to hear these things from people of authority, and usually want to know "why" things are the way they are. Don't wait for problems to arise, or for your employees to ask questions.

Regularly communicate these key messages to your staff:

- ◆ "This is our mission ... and here is how you fit in."
- ◆ "What you do here is important because..."
- ◆ "Here's how our department/company performed this quarter."
- ◆ "We made a mistake, and here's how we're going to fix it."
- ◆ "What are your thoughts or ideas on this topic?"

We all know that in the absence of good information, people will create their own ideas. Why not communicate regularly with your employees and stop the rumor mill in its tracks?

For more ideas on solving communication problems, contact your Human Resources representative.



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The Profiles International assessment tools lend themselves very well to customization for your unique needs. **They measure aptitudes in many areas, including customer service, honesty, reliability, work ethic, attitudes about drugs, teamwork abilities, effective management and sales skills, and multiple behavioral traits.** The assessments have been developed and refined over several years via extensive studies and validity and reliability analyses.

In other words, Profiles International has evaluated the degree of consistency of the test items and the extent to which the assessments measure what they are supposed to evaluate. They are used all over the world.

Profiles International assessments **will help you to more accurately predict candidate job performance, potential for promotion, training success, employee reliability, attendance, and follow-through.** By hiring more suitable employees, turnover rate is often reduced.

In addition to job match, they may be used for individual assessment for hiring, management development, coaching and development, cross-training, team building, and succession planning.



The evaluations also include a distortion gauge that indicates to what degree the individual tries to create an exaggerated false positive impression, rather than answering questions honestly.

Your People Professionals can provide evaluations at our offices or arrange to have applicants take them anywhere, since they are web-based.

Contact your Human Resource Specialist if you would like more information about how YPP can provide you with these invaluable tools.



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