

Elevating the Candidate Experience (and your Employer Brand!)

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Vice President, Administration: LeisureQuip, Inc.



**CAFFEINATE, NETWORK
AND GROW YOUR BRAIN**

NCET is a member-supported nonprofit organization that produces educational and networking events to help people explore business and technology

May 19, 2021

Discussion Points

- Why does a human-centric approach matter?
- Current market conditions (they are tough!)
- How your job ad can elevate your candidate pool
- Is your interview process a conversation or a firing range?
- Organizing and increasing communication touchpoints
- Simple ways to increase your employer brand visibility
- Utilizing feedback to improve the candidate experience
- Why a good onboarding plan matters

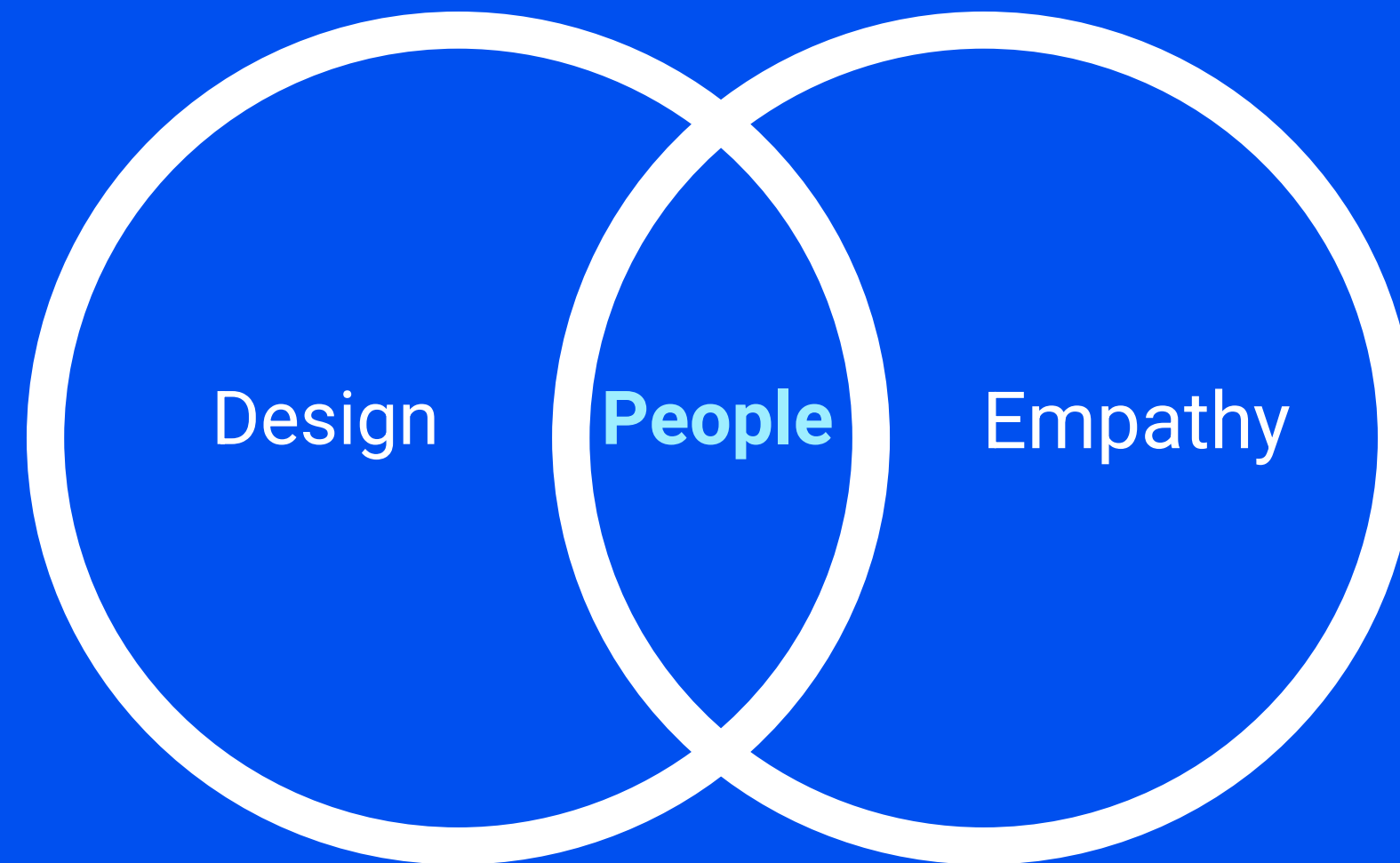
What does human-centric mean?

Adj: to hear, understand, move and acknowledge our nature with calm, empathy and nurturing thought that releases intelligent compassion in the world

Noun: a person whose behavior, personality or set of beliefs reflects a state of living and being that is in constant evolution as awareness of one's movement and action upon other people

Adj: Focusing on human beings; anthropocentric.

Recruiting can be defined as the act of **engaging** and **onboarding** talent for work- **things that require human touch and interaction!**



If we ***design*** our processes through the lens of ***empathy***, we build a connection with ***people***!



"Empathy is not connecting to an experience.
Empathy is connecting to the emotions that
underpin an experience."

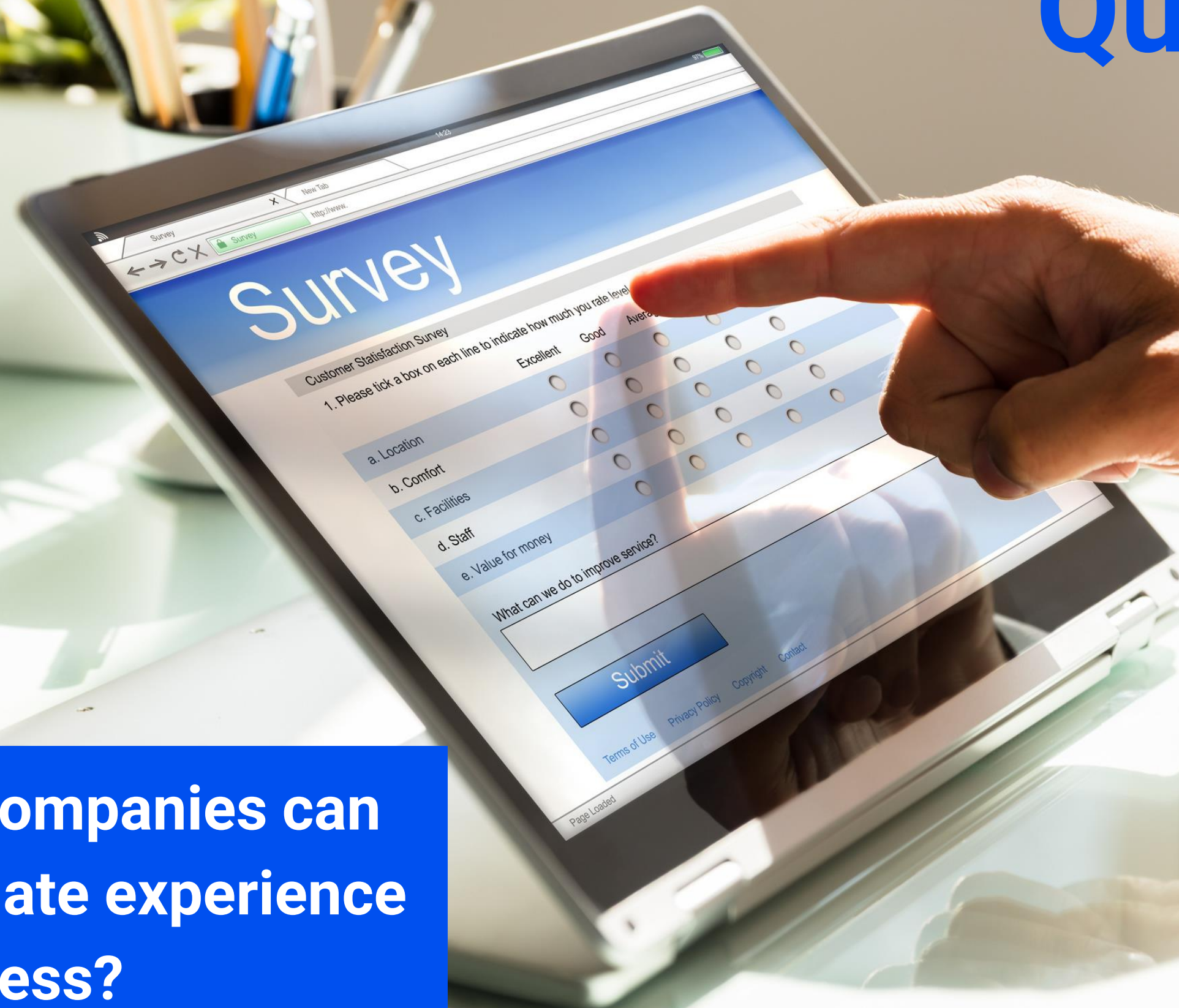
-Brené Brown

A magnifying glass is positioned in the upper left corner, its lens focused on the text. Below it, a single red human-shaped cutout stands out among a larger group of white human-shaped cutouts. The background is a solid, vibrant blue.

Current Market Challenges

- Extra unemployment benefits
- Strong Competition
- Remote Opportunities are now preferred
- Temp work has become more appealing
- Health & Safety concerns

Quick Poll



How do you think companies can improve the candidate experience and recruiting process?

My Super Scientific Survey Results

What do companies need to do to improve the recruiting experience for jobseekers?

You can see how people vote. [Learn more](#)

Provide realistic job scenario	21%
Increase # of status updates	21%
Give feedback on rejection	46%
OTHER. Post Comment Please!	13%

BTW- The 13% of "other" comments included pay range and more communication on what to expect during the hiring process!

Does your experience during any point of the recruiting process have an impact on your decision to pursue a position with a company?

You can see how people vote. [Learn more](#)

Yes- it says a lot.	96%
No- it doesn't matter.	4%
Other- explain in comment	0%

Do you think all job ads should include a salary range to support compensation transparency?

You can see how people vote. [Learn more](#)

Yes	88%
No	12%



Jump start
your Job
Ads

Job Ad 1

██ has a full time ██████████
████████████████████ position available in our ██████████ Reno, NV facility working full time
Monday - Friday

This is responsible position involving supervision of a packing and shipping function. The general purpose of the position is to supervise the packing of items or products for customers of the client such as retail consumer orders, and to assure that the closing, sealing, labeling, counting and record keeping of the articles packed are done so in a timely, accurate and cost effective manner.

The Supervisor works under the direction of the Operations Manager

Exercises direct supervision over the following: * General Production * Leads * Clerks

PRINCIPLE DUTIES AND RESPONSIBILITIES

- Plans and schedules the work of the packing and shipping function which is designed to pack items or products for clients' customers so that there will be a maximum effective utilization of employees and material. Sets up work area prior to arrival of workers in order to get them started immediately.
- Estimates the day before manpower requirements and advises management accordingly. Create and publish daily production reports. Discuss with leads and assigns employees to jobs, instructs them in the proper and safe performance of work and the use of hand tools (razor knife) and machines (tape machine, cold seal machine, box erector, glue machine, pallet jack).
- Familiarizes employees supervised with company policies and procedures.
- Maintains harmony among employees and resolves complaints. Initiates appropriate disciplinary action in accordance with company policies when necessary.
- Conducts performance reviews on a regularly scheduled basis and as needed to help subordinates achieve agreed upon objectives. Takes active role in overseeing programs designed to measure effectiveness of temporary personnel.
- Participates in the administration of Human Resource management programs. Initiates action for the approval of promotions, merit increases, transfers, leaves of absence and other personnel changes.
- Review employee's performance and maintain record of their attendance.
- Assures that supplies (corrugated, inserts, etc.) and products are available to workers. Requisitions supplies and products as needed.
- Monitors operational effectiveness of machines and equipment required for this function. Advises management of nature of equipment problem will have serious impact on production.

Job Ad 2

Description:

The Inventory Control (IC) and Receiving Supervisor is responsible for supervising the daily activities of the IC/Receiving staff, including regular and temporary employees. Activities include overseeing the receipt, unloading, sorting and put away functions of the department to ensure efficiency and productivity. Provide direct interaction with all team members involved in Cycle counting, up-stock verification, Restock, Case Picking, Receiving, Shortages, Returns and Product Transfers. Responsible for leading and motivating employees to perform at their highest levels to meet or exceed performance standards and meet or exceed cost and safety standards. This is a hands-on position, that will require a strong floor presence. Must adhere to the guidelines presented in the [REDACTED] Employee Handbook.

Hours, Compensation, and Benefits

Monday - Friday 4 AM - 1:30 PM

This position is Full Time, Exempt with competitive pay.

The company offers vacation time, a personal day, and sick time after waiting period ranging between 30 – 90 days. Other benefits include Medical, Dental, Vision, Life/AD&D and Short/Long term disability, yearly bonus, Flexible Savings Account (FSA) and 401K. The company also gives you the ability to grow and move up into different positions.

Major Responsibilities

- Oversee incoming shipment activities to ensure accuracy, completeness, and condition of shipments.
- Direct the receipt, unloading, sorting, staging and putaway of shipments.
- Utilize Advance Shipment Notice system to verify and keep records on incoming shipments against shipping documents for accuracy.
- Maintain a Receiving schedule for all inbound shipments
- Assign Cycle count batches to the appropriate team members and process cycle count review screen daily.
- Reconcile count discrepancies daily.
- Monitor restock progress and process to ensure accuracy and efficiency
- Reconcile the receipt of inbound goods against ASNs
- Monitor and correct the receiving Adjust Quantity Screen
- Troubleshoot and resolve issues related to the Returns process.
- Provide input in the planning and execution of Special Projects related to Inventory Control
- Maintain organized hard and soft copies of files and relevant documents, records, checklists, etc.

Job Ad 3

██████████ is a leading distributor of ██████████ products with a commitment to delivering these products to our customers in the most convenient way possible. To date, we have served over 400,000 customers via Amazon and our e-Commerce store, and we have no plans of stopping there! We are relentless in our pursuit to grow ourselves, each other, and our business through an entrepreneurial culture & spirit. We strive to bring value to everyone we encounter and provide the type of service (both internally and externally) that we are proud to tell the world about!

Sounds like an interesting company. I wonder what kind of positions they are looking to fill.

We are excited to be growing and are currently seeking a committed, motivated, and customer-focused **Fulfillment Specialist** (Material Handler) to join our operations team at our new distribution/3PL warehouse located in South Reno. To be successful in this role, you will have a deep understanding of the order fulfillment environment, the ability to execute a high volume of packages, and maybe even have some Amazon FBA prep experience. You will be participating in all aspects of the day-to-day functions of the DC, including picking, packing, shipping, storing, and receiving products. We promise that each day will come with variety, challenges, and the opportunity to learn new things. No groundhog days around here!

That sure would be nice. Not to be limited to doing the same thing day in and day out. But wait... looks like there's more to learn about ██████████

While executing orders and maintaining the highest levels of safety, quality, and customer service are vital to this role, you will also take pride and ownership, knowing you contribute to yours, the teams, and the company's overall success. Our team members lead by example (especially when it comes to punctuality and attendance); they demonstrate and promote the company's vision, mission, culture, and behaviors that make working at ██████████ more than just another job and a paycheck. As a guiding principle for our actions and decisions, you will hear something quite often around here, **"There are no guarantees in life, only opportunities"**. Could this be yours?

Every company says they have a good culture. What makes these guys different?

We know there are several distribution/3PL centers in our area, but we believe it's time to do fulfillment *better*. We are relentless in our focus to create and foster a positive environment where accountability and empowerment are at the forefront. A place where all employees' opinions matter. A place where you can achieve personal and professional growth and have access to unlimited opportunities-if you want them. **Bottom line- if you invest in us, we will invest in you!**

This is sounding pretty amazing. Is there anything else I should know?

We should also mention we offer a work schedule that promotes a **healthy work-life balance** (8:00am-4:30 pm, Monday-Friday), a **convenient location** (South Reno, not USA Pkwy!) and a **distinctive culture** (you are a person, *not* a number). We pay living wages, provide subsidized medical insurance (with top-tier coverage), and offer supplemental insurance options (dental, vision, STD, Life, Accident, Critical Illness). **You will also earn a generous vacation accrual from day one, personal time off, paid holidays, and 401(k) retirement plan options from day one.**

What should an ideal Fulfillment Specialist will be able to say "yes!" to?

- High School Diploma, GED, or equivalent.
- 1+ years of experience in an eCommerce order fulfillment environment preferred.
- Ability to lift and move a minimum of 50 pounds without assistance.
- Ability to read, write, comprehend, and execute required safety protocols, instructions, and training in English.
- Savvy with technology, systems, and tools, including WMS and RF scanners.
- Ability to follow workflow layouts, including zones, rows, LPN's, and bin structure.
- Ability to meet deadlines and productivity goals.
- Experience with proper handling and storing hazardous materials a plus.
- Previous forklift/PIT equipment experience a plus.
- Familiarity with Amazon FBA prep/kitting/bundling a plus.
- Willingness and ability to positively influence others; create and foster a productive and engaged culture.
- Demonstrate and promote ██████████ behaviors and core values.
- Strong communication skills, both written and verbal; ability to actively listen; provide and accept feedback.

Now that you've gotten to know a little more about us and what we are looking for, it's time for you to tell (and show!) us how **YOU** can contribute to making our team and company even stronger.

Job Type: Full-time

Pay: From \$17.00 per hour

Checklist

-
-
-
-
-
-



Organization & Communication

Tips on Tracking Applicants

- ATS (Applicant Tracking System)
 - Typically used in larger companies to store applicant data
 - Beware of bias and missing a good candidate if you don't put some human touch on the process!
 - an ATS doesn't tell you about culture fit, attitude or potential
- Linked In
 - Sort applicants by status- Good Fit, Maybe, Not a Fit
- Indeed
 - Sort incoming applicants by status- Yes, Maybe, No
 - Ability to leave notes
- Excel/Whiteboard
 - Don't be afraid to create your own system!
 - Compile all qualified candidates from each platform you are actively engaged with to ensure communication touchpoints are met
 - Update the candidate's movement through the pipeline

Tips for Organizing Applicants

- Create a folder to house all info for the recruitment to include:
 - Job Ad/Job Description
 - Resumes & Applications
 - Phone Screen Questions/In Person Interview Questions
 - Completed Phone Screens
 - Candidate Tracker Log

Name	Phone	Email	Date Applied	Source	Phone Screen Date	Move forward to in person/video interview?	Application Completed ?	Video Interview Date	Update Due By	References Called?	No thank you call made?	Notes
Joe Smith	775-222-3256	Joes@gmail.com	5/1/2021	Indeed	5/5/21 @9am	Y	Y	5/8/21 @2pm	5/12/2021	Yes	Yes	
Matt Johnson	775-322-5233	mattyj@yahoo.com	5/2/2021	Linked In		n/a	n/a	n/a	n/a	n/a	Yes	5/3- LM to schedule phone screen, no response
Barry Anderson	775-219-8888	barrya235@gmail.com	5/2/2021	Indeed	5/4/21 @10am	Y	Y	5/9/21 @4pm	5/12/2021	Yes	N/A	Presented with offer 5/13, accepted 5/14, start date 5/31



Elevate Your Interviews

Tips for a Better Interviewing Experience

- Prepare your candidate!
 - Tell them who they are meeting with and how much time to set aside
 - Is it a phone call, video call, or in-person? Are there apps needed?
 - Provide directions to the company (if applicable) and a contact for questions
- Remember to use conversational style dialogue
 - Lead in with introductions, provide an overview of the process, company, role, etc.
 - Include cultural and behavioral driven questions
 - Dig into their responses- use phrases like "say more" when you want more info or clarity
 - Pause and give ample time for your candidate to process- dialogue creates dialogue!
 - Remember to smile, engage, respond, and be aware of your body language (even on video!)
- Provide info/timing of next steps
 - Follow through with frequent updates
- Don't let good candidates get away by waiting too long!
 - It's important to take your time when hiring but be mindful that if you think they are good, its likely others will too!

After the interview, don't leave candidates feeling like a lost package!

The screenshot shows the USPS.COM website interface. At the top left is the USPS logo and 'USPS.COM'. A search bar on the top right contains the text 'Search or Enter a Tracking Number'. Below this is a dark navigation bar with links for 'Quick Tools', 'Mail & Ship', 'Track & Manage', 'Postal Store', 'Business', 'International', and 'Help'. The main heading is 'USPS Tracking®'. To the right are two boxes: 'Still Have Questions? Browse our FAQs >' and 'Get Easy Tracking Updates > Sign up for My USPS.' The central tracking area shows the tracking number '9201990182632201016657' in red, followed by a progress bar and the message 'Status Not Available' in red. Below this, it says 'The Postal Service could not locate the tracking information for your request. Please verify your tracking number and try again later.' At the bottom, there are two boxes: 'Track Another Package' with a text input field and a 'Track It' button, and 'Manage Incoming Packages' with a description and a 'Sign up for My USPS >' link.



STOP GHOSTING PEOPLE!



Photo cred: <https://twitter.com/Ghostbusters/photo>

After the Interview

- As soon as you know it's a "no", tell the candidate.
- Always make a personal call when possible
 - This is a MUST if you have conducted a phone, video or in-person interview
- Ask their permission to share your feedback as to why they were not selected to move forward
 - Be honest and helpful
- Communicate with ALL applicants once a decision has been made- CLOSE THE CIRCLE!
- Get comfortable with having *uncomfortable* conversations!





Building your Employer Brand

Your Employer Brand Starts at the Door!

27% of candidates who had a negative experience would “actively discourage” others from applying for a job with that company

Candidates share their negative experiences on social media 34% of the time

41% of applicants with a poor candidate experience ditch brand loyalty



What happens when you get it right?



Candidates tell their friends about a positive interview process more than 80% of the time, and post on social media about it 50% of the time.

Hello, free advertising!

Tips for Increasing Brand Awareness

- Brand your Glassdoor and Indeed Profiles
 - Elaborate on your culture and core values
 - Encourage current team members to leave honest reviews
 - Take action internally when there are negative reviews- maybe it IS you...
- Create a Linked In Company Page
 - Post regularly- exemplify your culture, recognize people, milestones, etc.
 - Give potential candidates an idea of what its like to work for you and why they should want to!
- Add a Careers page to your website
 - Tell your "why", feature employee testimonials, express your values, etc.
 - Give an option to apply even if you don't have an opening (sometimes you gotta get the right people on the bus and find a place for them later!)
- Align the recruiting experience to your company values
 - If you tout "people first" on your website and the poster in the breakroom- then you better walk the talk!
 - Tell potential candidates why you joined the company, vouch for them if they are getting it right!
- Demonstrate to candidates that you value potential and current employees
 - Show respect throughout the process
 - Be honest & timely

LeisureQuip Overview

Website: www.leisurequipinc.com Headquarters: Reno, NV
 Size: 1 to 50 Employees Founded: 2017
 Type: Company - Private Industry: Logistics & Supply Chain
 Revenue: Unknown / Non-Applicable

Competitors: UNKNOWN

Founded in 2017, LeisureQuip, Inc. has quickly become a leading distributor of pool, spa, and leisure products. We uphold a commitment to deliver all things leisure to our customers in the most convenient way possible. We are relentless in our pursuit to grow ourselves, each ...
[Read more](#)

Mission: We believe in creating a place to work where core values, shared agreements, and healthy behaviors are at the forefront of our success. We inspire each other every day to learn, grow, and be the best in the world at what we do!

OUR CORE VALUES:

TRUST-We empower our employees to be entrepreneurial in their own areas, allowing them the liberty to make the best decisions for the benefit of the company and each other.

COMMITTED-We are committed to the success of our company, ourselves and each other, while at the same time not being afraid to confront the brutal facts of the challenges and hard work that it is going to take to reach our goals.

SOLUTION- PROVIDERS-We relentlessly solve problems, whether this be for customers, vendors, employees, or even people calling on our business. We strive to bring value to everyone we encounter.

RESPECT-We treat all our customers and employees in the way we would like to be treated if we were in their position. We provide customer, client, and employee service that we are proud to tell the world about.

Work in HR or Marketing?
 Get a free employer account

LeisureQuip Locations

Reno, NV 5.0

[See All Locations >](#)

LeisureQuip Benefits

US Select an employment type

5.0 ★★★★★ 1 Ratings

Employee Benefit Reviews
 Showing 1-1 of 1 comments

Feb 11, 2021
 ★★★★★ Current Employee

generous time off, affordable health options with great coverage and supplemental options available

[Helpful](#)

Benefits Summary

List based on reports from current and former employees. It may not be complete.

Legend: ✓ Employer Verified No Data

Insurance, Health & Wellness

- ✓ Health Insurance
- Flexible Spending Account (FSA)
- Health Savings Account (HSA)
- Supplemental Life Insurance
- Occupational Accident Insurance
- Mental Health Care
- Accidental Death & Dismemberment Insurance
- ✓ Dental Insurance
- ✓ Vision Insurance
- ✓ Life Insurance
- ✓ Disability Insurance
- Health Care On-Site
- Retiree Health & Medical

Work in HR or Marketing?
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LeisureQuip, Inc.

Employer Tools

Snapshot **Why Join Us** Reviews Salaries ¹ Photos ¹ Jobs Q&A Interviews

About LeisureQuip, Inc.

LeisureQuip, Inc., is a leading distributor of pool, spa, and leisure products with a commitment to delivering these products to our customers in the most convenient way possible.



See all 1 LeisureQuip, Inc. photo



Why Join Our Team?

We are relentless in our pursuit to grow ourselves, each other, and our business through an entrepreneurial culture & spirit. We strive to bring value to everyone we encounter and provide the type of service that we are proud to tell the world about.

We believe in creating a place to work where core values, shared agreements, and healthy behaviors are at the forefront of our success. We inspire each other every day to learn, grow, and be the best in the world at what we do!

We offer competitive wages, subsidized health benefits package (medical, dental, vision) plus optional supplemental coverage plans (Life, STD, Critical Illness) as well as a 401(k) retirement plan.

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Always FREE SHIPPING on orders over \$49

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Hot Tub Chemicals ▾ Swimming Pool Chemicals ▾

Search



Careers

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Currently hiring:

[Material Handlers](#)



LeisureQuip, Inc.

187 followers

2mo • 🌐

We believe it should be #EmployeeAppreciationDay everyday, but it's nice to have an official holiday reserved for you, too!

#LeisureQuip would not be what it is today without each and every one of you. We are incredibly lucky that you chose us and have gone all in to help us solve problems on a daily basis.

"None of us is as smart as all of us!" -Ken Blanchard

#teamwork #employeesfirst #celebratetheteam #commitment #growth #problemsolvers #trust #respect



Thank you TEAM LQ for your commitment to greatness and devoting your time to the betterment of US!



LeisureQuip, Inc.

187 followers

1mo • 🌐

Please join us in giving a warm welcome to the newest member of #teamLQ, Sabrina Koop!

Sabrina joins #LeisureQuip as our new Customer Experience Manager and we are extremely excited to have someone with a passion for delivering a world class customer experience, or as we like to call it- sudden unexpected customer service!

Thank you for choosing us, Sabrina. We look forward to watching you accomplish great things as part of this team!

#team #welcome #thinkbig #opportunity #growth #solvingproblems #customerservice #excellence #sucs



LeisureQuip, Inc.

187 followers

1w • Edited • 🌐

This may look like your average pallet of product in a warehouse, but for us, it is much more than that!

Today marks a HUGE milestone for #TeamLQ. This is our FIRST pallet of product prepped and on its way to the #Amazon network from our new #DC in Reno!

To say it takes a village is an understatement. Thank goodness we have an incredible team that focuses on #solvingproblems to make things happen!

Thank you for all you have done to get us here--- Roger McNamara, Lisa Longdon, Jeff Spotts, Liam Shields, Michael Jolly, honorary employee Philip Neely and not pictured.... our photographer and fearless leader Brent Neely. We are stoked you got to be here this week to watch your vision become reality!

#thinkbig #leisurequip #teamwork #comingtogether #herewego #bigthingsarecoming #pool #spa #ecommerce #3PL #Reno #business #culturematters #success





Get Real
about
Feedback

Tips for Utilizing Surveys



- [Survicate](#)

- FREE
- Send to all candidates after the recruitment is closed
 - hint: use your candidate tracker or ATS to easily grab emails!
- Use the data to understand where your process is falling short with candidates

- [Survey Monkey](#)

- FREE (up to 9 questions)
- Send to new hires after 90 days
- Learn how you did *after* you got your candidate on board
 - Did you sell them something you aren't delivering on?
 - Are they getting the tools and support they need to do the job?

Survicate

⋮ Please rate your overall experience with our recruiting process.	☆ 02
⋮ What position did you apply for?	☰ 03
⋮ Please rate your experience with your initial phone interview.	☆ 04
⋮ Do you feel you received valuable information about the company, culture, and the main responsibilities of the role during your phone interview?	🟢 05
⋮ How did you feel after your phone interview?	😊 06
⋮ Please rate your overall experience with your video interview.	☆ 07
⋮ Do you feel the questions asked during your video interview allowed you to showcase your knowledge, skills, and abilities and how they relate to the role?	🟢 08
⋮ Do you feel the interviewer(s) were attentive and genuinely interested in getting to know you and your skills?	🟢 09
⋮ How did you feel after your video interview?	😊 10
⋮ What could we have done differently to make your video interview experience better?	☰ 11
⋮ Do you feel you received timely updates about the hiring process?	🟢 12
⋮ If you were not presented with an offer, would you consider applying with us again?	🟢 13

Do you feel the interviewer(s) were attentive and genuinely interested in getting to know you and your qualities?

SINGLE CHOICE

YES

How did you feel after your video interview?

SMILEY SCALE

Extremely happy

What could we have done differently to improve your video interview experience?

TEXT ANSWER

I think the interview process was one of the best I've been a part of. Quick and great communication throughout!

If you were not presented with an offer, would you consider applying with us again?

SINGLE CHOICE

YES

Please rate your overall experience with LeisureQuip's recruiting process.

RATING

7

Would you recommend LeisureQuip to a friend or family member?

SINGLE CHOICE

YES

Survey Monkey

90-Day Employee Satisfaction Survey

1. Overall, what is your satisfaction level working at LeisureQuip, Inc.?

- Very satisfied
- Satisfied
- Neither satisfied nor dissatisfied
- Dissatisfied
- Very dissatisfied

2. The organization and/or my manager prepared me to be successful in my role.

- Strongly agree
- Agree
- Neither agree nor disagree
- Disagree
- Strongly disagree

3. I clearly understand the expectations of my role.

- Strongly agree
- Agree
- Neither agree nor disagree
- Disagree
- Strongly disagree

4. I feel positively challenged and engaged in my role.

- Strongly agree
- Agree
- Neither agree nor disagree
- Disagree
- Strongly disagree

5. What is your current job satisfaction level?

- Very satisfied
- Satisfied
- Neither satisfied nor dissatisfied
- Dissatisfied
- Very dissatisfied

6. I feel like my opinion is encouraged, listened to, and valued.

- Strongly agree
- Agree
- Neither agree nor disagree
- Disagree
- Strongly disagree

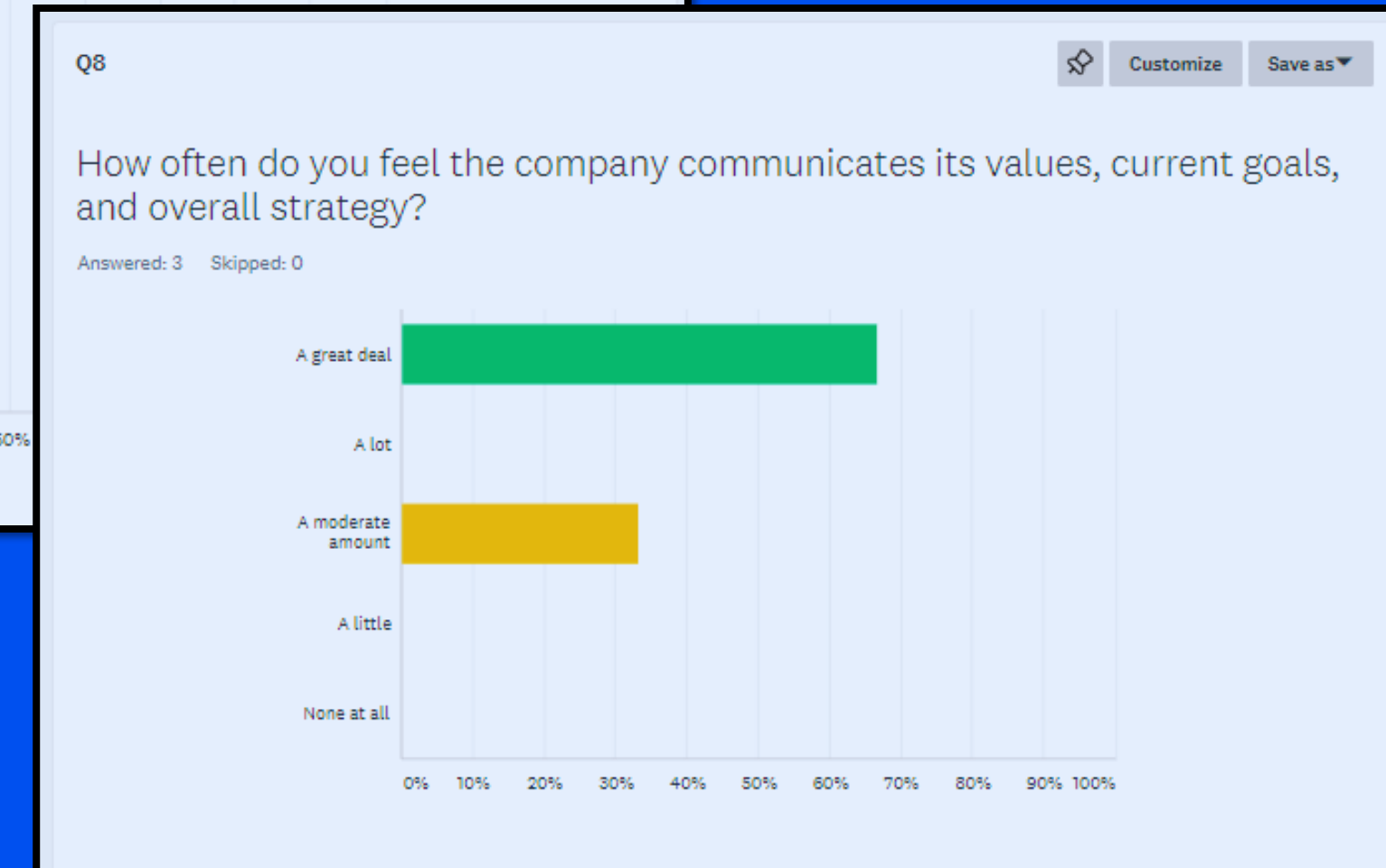
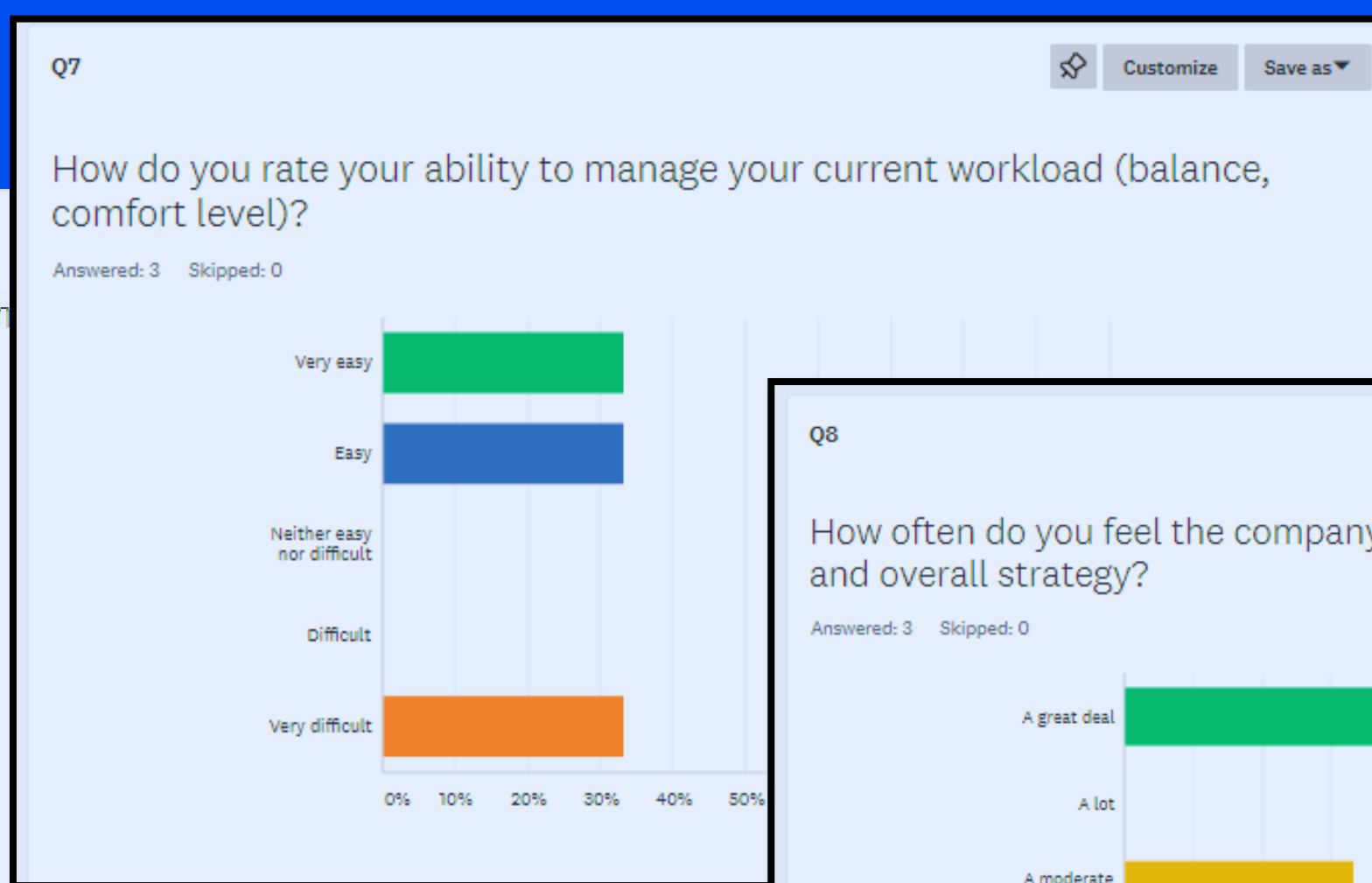
7. How do you rate your ability to manage your current workload (balance, comfort level)?

- Very easy
- Easy
- Neither easy nor difficult
- Difficult
- Very difficult

8. How often do you feel the company communicates its values, current goals, and overall strategy?

- A great deal
- A lot
- A moderate amount
- A little
- None at all

9. Please share any other comments that can help us improve the recruiting or onboarding experience at LeisureQuip, Inc.



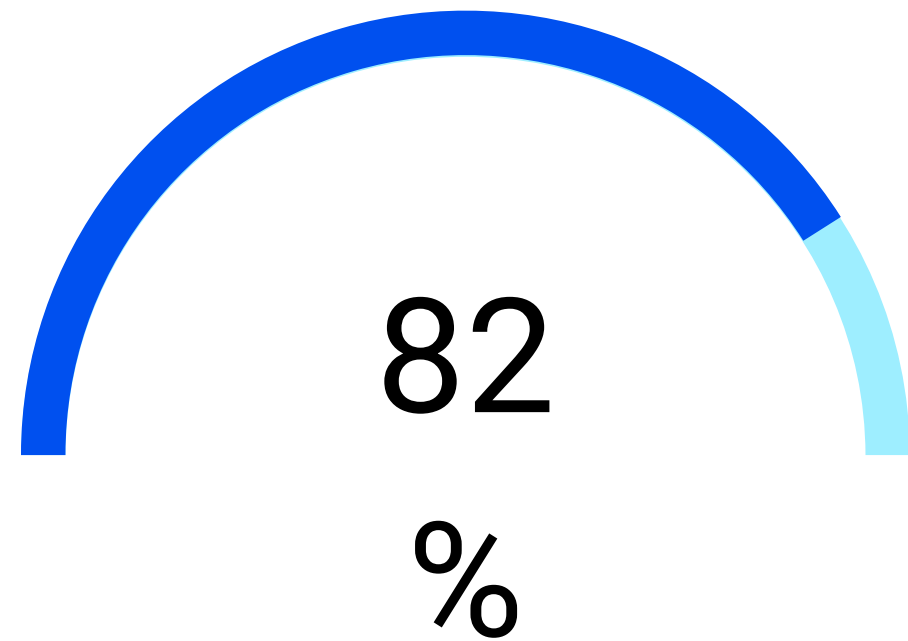
← Responses

The recruiting and onboarding experience was outstanding. The level of communication, engagement and speed of decision making exceeded my expectations. I cannot think of any area that needs improvement.



You made a
new hire.
Now what?

Why does the onboarding experience matter?



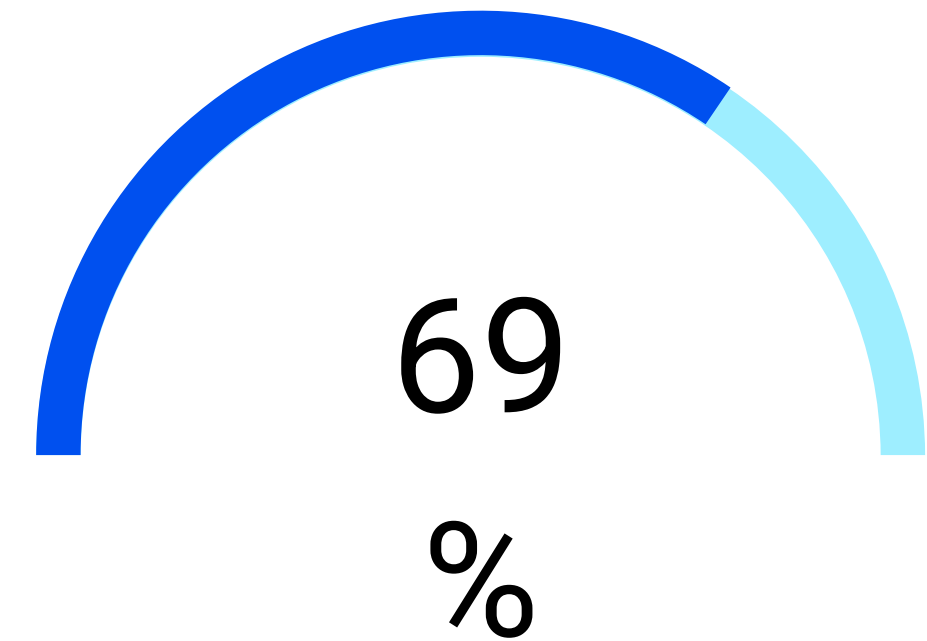
The percentage of new hires that are retained when a great onboarding plan is in place.

Glassdoor, 2015



The percentage of employees who had a formal onboarding process and hit their first performance goals.

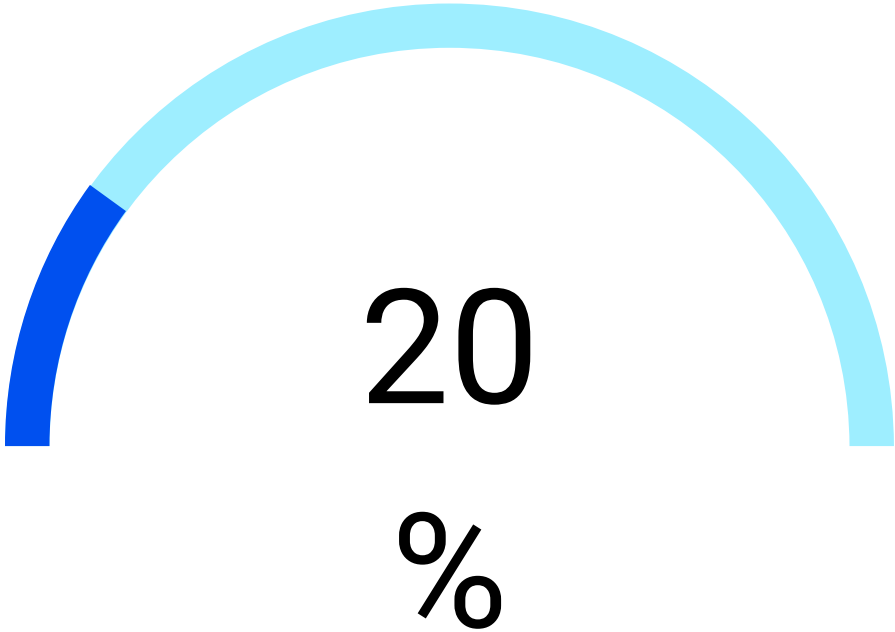
Urbanbound, 2018



The percentage of new employees that are more likely to stay with a company for three years if they experienced great onboarding.

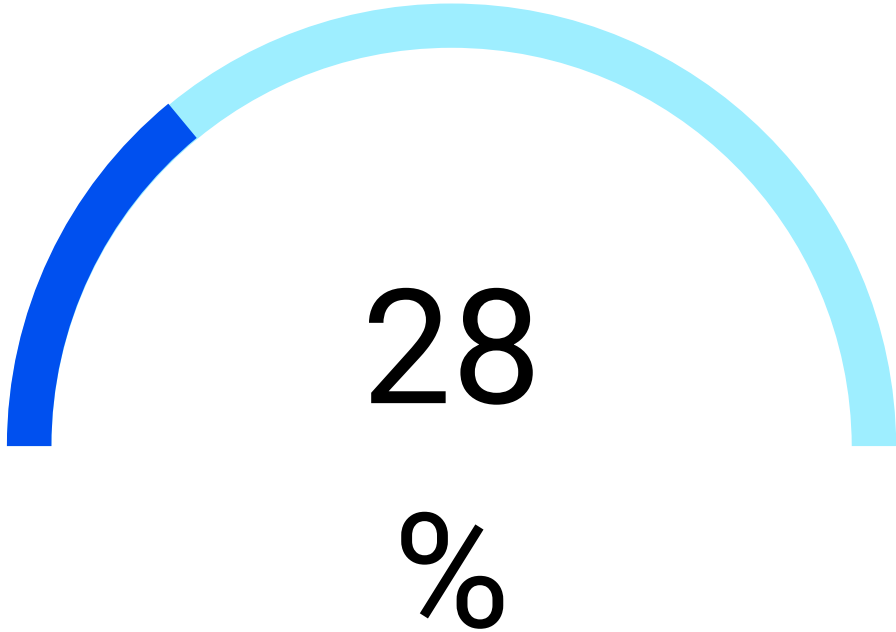
SHRM, 2017

Time is of the essence!



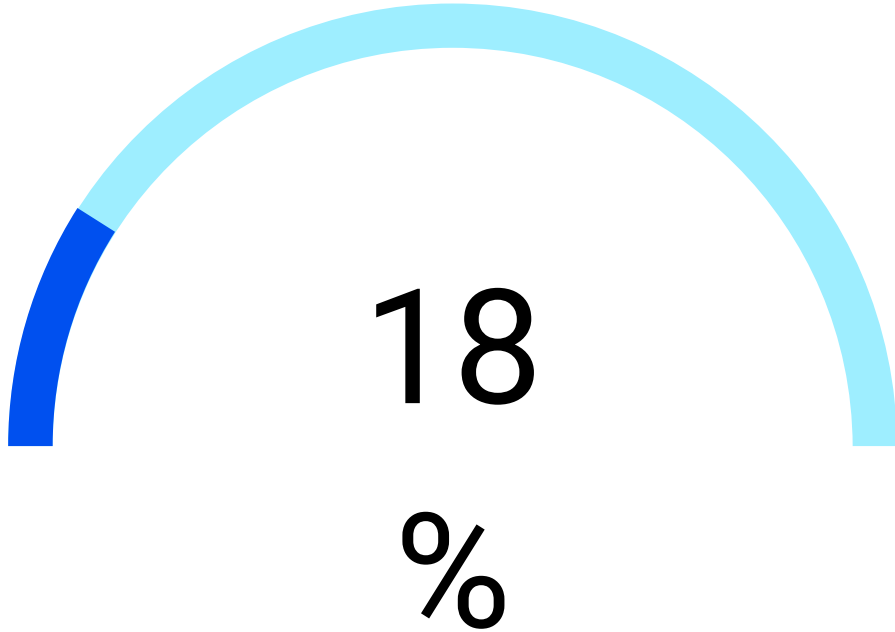
The percentage of new hires that leave a job for a new opportunity within the first 45 days on the job.

HCI, 2016



The percentage of employees who leave just six months into a new job.

SHRM, 2017

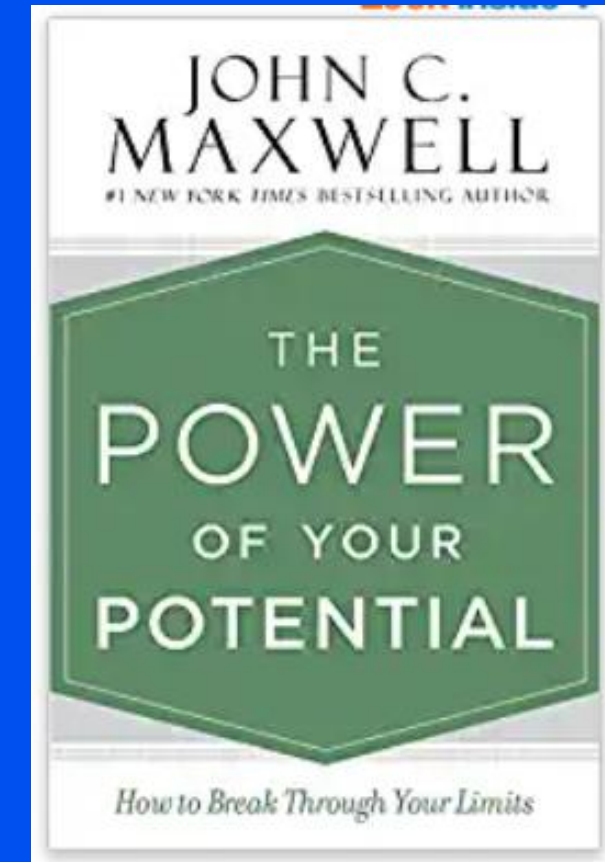


The percentage of the salary it costs the company to replace an employee.

Contract Recruiter, 2015

Tips for a Great Onboarding Experience

- Have a plan!
 - Designate an Onboarding Champion
 - Have the hiring manager make a welcome call after the offer is accepted
 - Send companywide announcement telling everyone about the new hire
 - Prepare their workspace, make sure all equipment is ready for their first day
 - Develop their first week's schedule (trainings, meetings, etc.)
 - Give facility tour w/introductions (or arrange a virtual meet 'n greet)
 - Arrange a welcome breakfast or lunch with their new team
 - Purchase welcome gift (company swag, coffee mug, notepad)
- Develop Initial Assignments
- Review performance evaluation criteria & set initial goals
- Solicit ongoing feedback
- Schedule formal 1:1 check ins (weekly, bi-weekly, monthly)
- Determine and schedule professional development opportunities
- Conduct New Hire Survey (1 week, 1 month, 3 months)



Make a great welcome gift for under \$40!



Technology should amplify – not replace – the human touch.

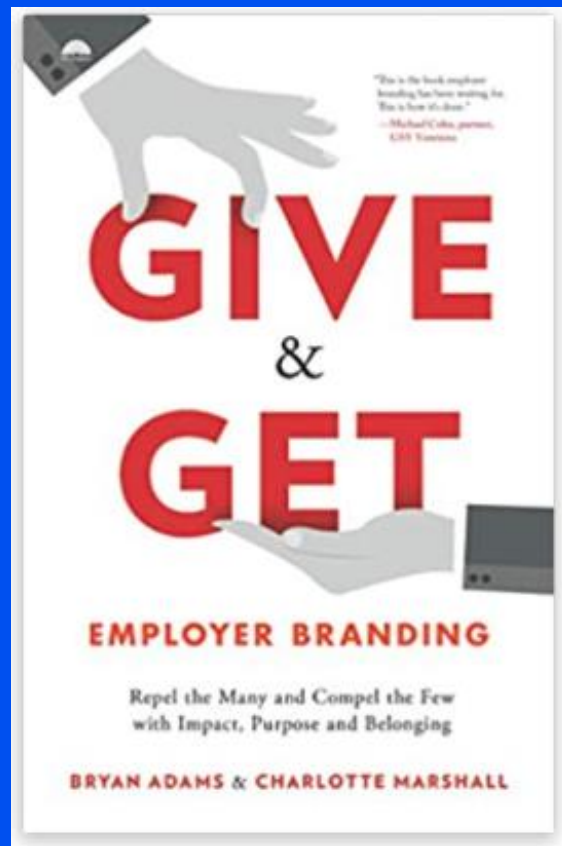
Q & A



**CAFFEINATE, NETWORK
AND GROW YOUR BRAIN**

NCET is a member-supported nonprofit organization that produces educational and networking events to help people explore business and technology

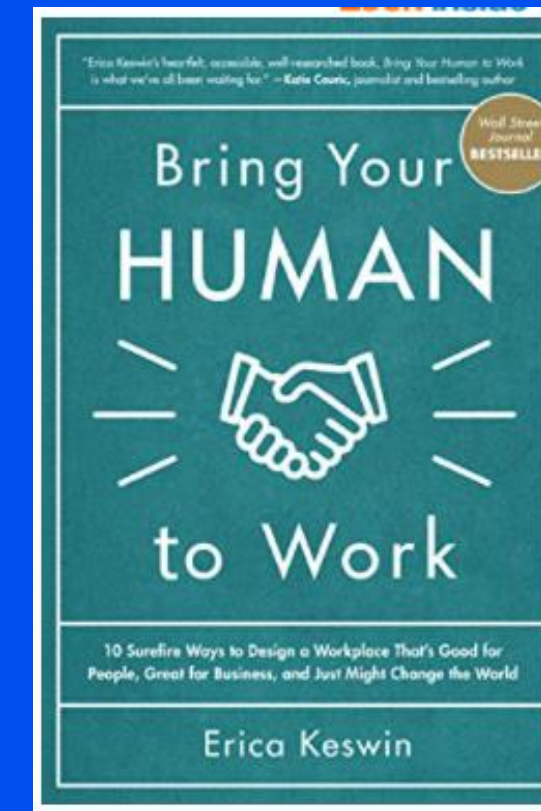
Recommended Readings



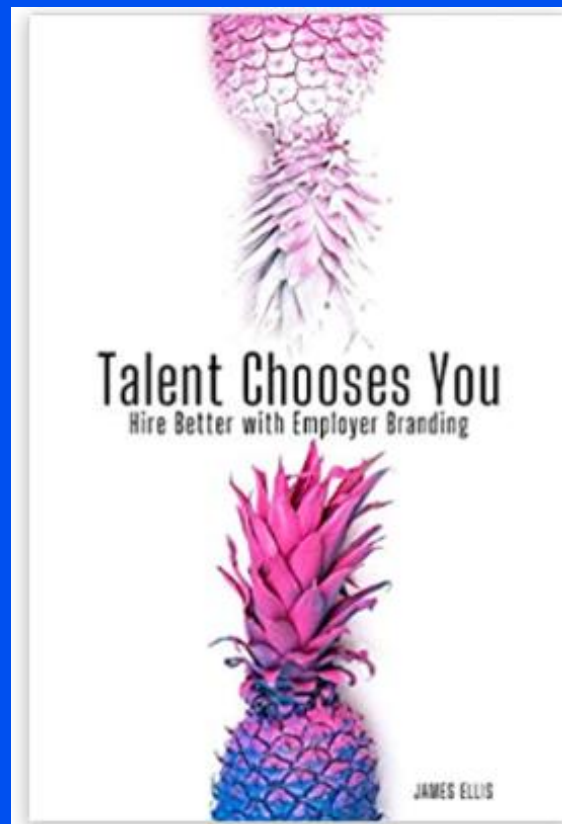
Give & Get
Bryan Adams & Charlotte Marshall



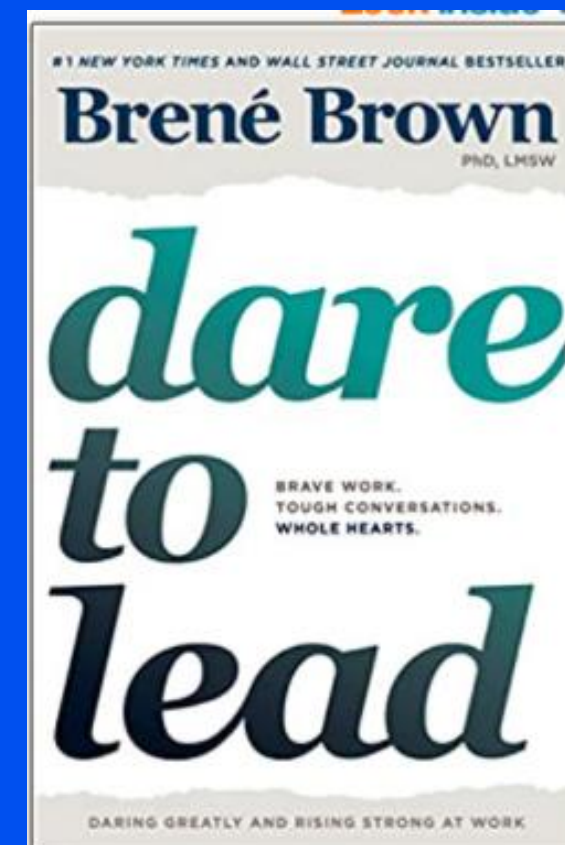
Culture Driven Recruiting
Lee-Anne Edwards



Bring Your HUMAN to Work
Erica Keswin



Talent Chooses You
James Ellis



Dare to Lead
Brené Brown

Helpful Links

[50 Onboarding Statistics to Improve the Employee Experience](#)

[The Case for Providing a Positive Candidate Experience](#)

[10 TIPS TO IMPROVE THE EFFICIENCY OF YOUR RECRUITMENT PROCESS](#)

[A Guide to a Good Recruitment Experience](#)

[Want to Improve the Candidate Experience? Start with Communication](#)



Lindsay Bradley, MBA, CAPM
Vice President, Administration

LeisureQuip, Inc. is a leading distributor of pool, spa, and leisure products with a commitment to delivering these products to our customers in the most convenient way possible. To date, we have served over 400,000 customers via Amazon and our e-Commerce store, and we have no plans of stopping there!

We are relentless in our pursuit to grow ourselves, each other, and our business through an entrepreneurial culture & spirit. We strive to bring value to everyone we encounter and provide the type of service (both internally and externally) that we are proud to tell the world about!

Our Core Values:

TRUST - COMMITMENT - RESPECT- SOLUTION-PROVIDERS

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