

RECOGNISE – RECRUIT – RETAIN

WEBINAR SERIES



Proud member of



Trusted to Deliver. Driven by Service.

We understand that a highly skilled and capable workforce is critical to business performance no matter how large or small you are.

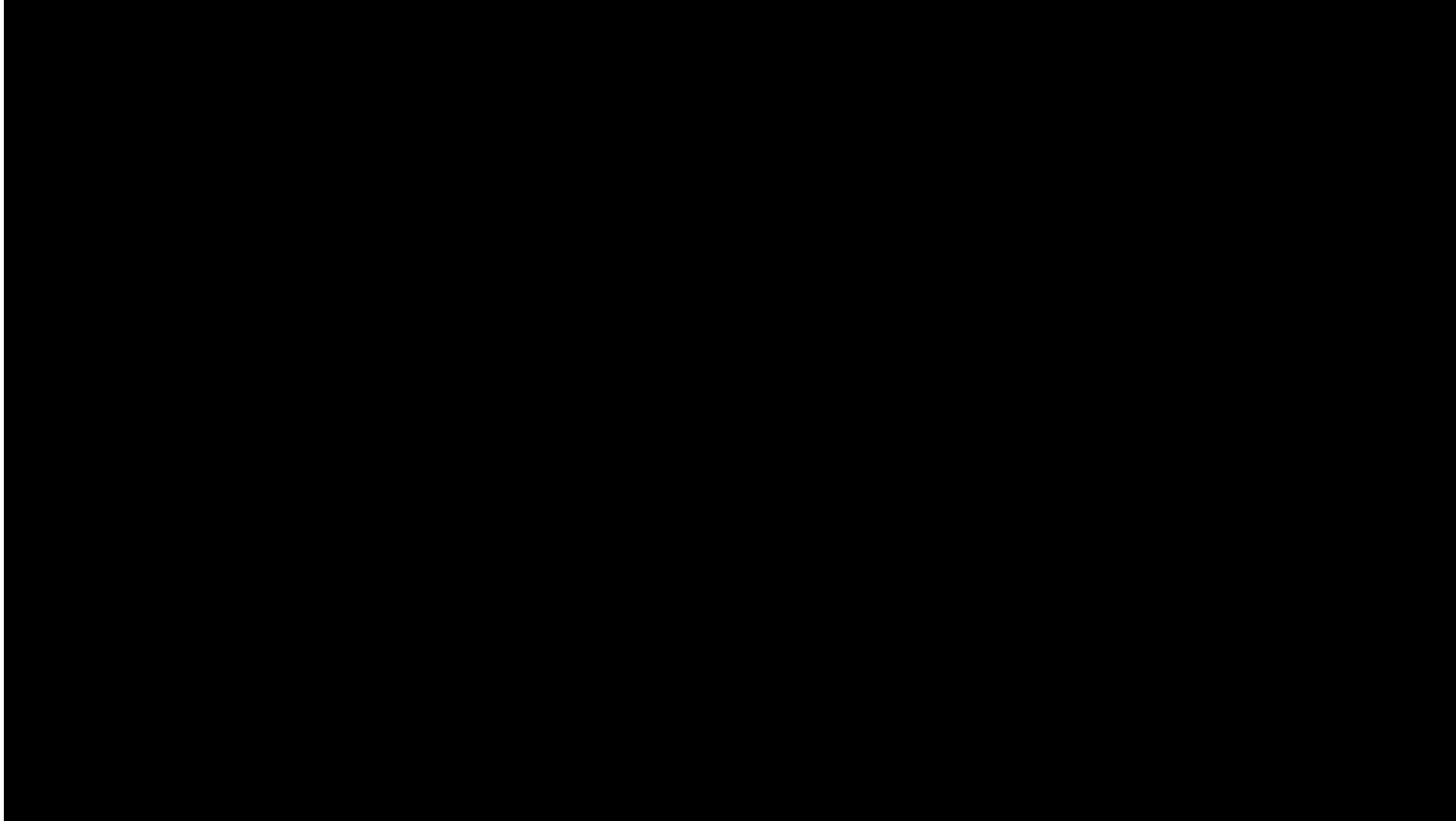
Webinar 3 – Retain



- Retention strategies using Cognisess tool
- Mentoring Strategies
- Handy Tips for Retention

INTRODUCING PREDICTIVE ANALYTICS TO AUSTRALIA

Libby Harrington Account Manager - Cognisess



Danielle Veivers
Gateway and Mentoring Manager

Australian Apprenticeship Support Network
BUSY At Work

MENTORING





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BUSY At Work In-Training/Mentoring

In-Training and Gateway was introduced into the Australian Apprenticeship Support Network (AASN) contract to address low retention/completion rates of Apprenticeships and Traineeships.



In-Training Support ... tailored for success

BUSY offer In-Training Support for apprentices or trainees and for employers, individually tailoring these to your needs. We offer many support services to help both on and off the job.

In-Training Support is at no cost to your business and we have supported hundreds of businesses keeping their apprentice or trainee on track and completion.



In-Training Support ... may include

- A combination of face to face, over the phone or online engagements to address needs and concerns of the apprentice/trainee or the employer.
- A tailored support plan to address and advise on any work performance issues, or personal issues affecting their performance.
- Assistance with life issues including effective communication and relationship help, budgeting, paying bills and saving goals (eg saving for that new car!)
- Advice and linkages to broader referral services (eg counselling and accommodation assistance) for apprentices or trainees experiencing personal issues or addictions.



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KEY REASONS FOR THE ENGAGEMENT OF MENTORING

In the Workplace:

- Wages – Allowance/overtime/leave entitlements
- Communication breakdown between Employer and Apprentice/Trainee
- Apprentice/trainee obligations to the employer eg: attendance, training, Code of Conduct, WH&S
- Employers obligations eg: pay wages & entitlements as per award, release for training, WH&S

On a personal level:

- Bullying: workplace or outside of workplace
- Breakdown of personal relationship
- Mental Health challenges, anxiety
- Lack of confidence
- Loss of licences
- Budgeting/finances
- School based transition stress
- Training/study
- Work/Life balance

Benefits of Mentoring for Trucking Employers

The benefits of mentoring programs include:

- Less turnover – which helps reduce recruitment and training costs
- Improved productivity, teamwork, integration and retention
- Improved individual performance
- Increased skill-building – in job-specific skills, leadership, networking, diversity and inclusion competence
- Increased organisational commitment
- Enhanced recruitment efforts
- Improved company performance
- Increased promotion opportunities – the talent pipeline is filled with people ready to manage and lead,
- A greater awareness about progression routes
- Increased knowledge transfer – which helps with succession planning for critical roles
- Increased support for diversity and inclusion



Benefits of Mentoring for Trucking Employers

Benefits to new employees are:

- The ability to learn from an experienced employee what the company expects
- Reinforcement of safe driving techniques they may have learned and dismissed in trucking school
- Learning good driving habits they will carry with them throughout their career
- Older employees will benefit because:
 - They understand that the company appreciates them and their safe driving record
 - The ability to develop management skills by training others
 - The ability to be recognized by their peers for their achievements



“ It’s a very gratifying job. My former students call me months after their training to tell me how good they are doing and how much they appreciate what I’ve taught them. That’s the best part of being a mentor.

Gary C.
6 years experience

10 Awesome Facts About Mentoring

- 71% of Fortune 500 organizations have a formal mentoring program
- 94% of employees say they would stay longer at a company if they were offered opportunities to learn and grow
- Nine in 10 workers who have a career mentor say they are happy in their jobs
- 67% of businesses reported an increase in productivity due to mentoring
- 55% of businesses felt that mentoring had a positive impact on their profits
- 87% of mentors and mentees feel empowered by their mentoring relationship and develop greater confidence
- 89% of mentees go on to mentor someone themselves and contribute to a culture of learning.
- Mentees are 5 times more likely to be promoted
- In one study, mentoring programs boosted minority representation in management from 9% to 24%
- 84% of CEOs said mentors had helped them avoid costly mistakes

Source - Harvard School of Public Health and The National Mentoring Partnership



Mentoring Program – How to get started

- When looking to create a mentor program at your company you need to make sure you choose the right employees for the job. Look for drivers who have a reputation for safety, are dependable and have the personality that encourages others to listen to what they have to say.
- Because these mentors aren't managers, they will have to encourage new employees to listen to them and do what they say without any official authority. Not everyone has the skillsets to become good mentors, so the company will have to select participants carefully to make sure they have a good match.

WOMEN TAKE THE WHEEL – INITIATIVE

Attracted over 1100 applications



JJ Richards partnered with Department of Transport and Main Roads under the *Women take the Wheel* initiative.

Together they designed a fresh approach to attracting, training and employing women in non-traditional driving roles.

‘We already had the right environment; we just needed to promote it in the marketplace.’

*Josh Richards
General Manager Fleet & Engineering
JJ Richards & Sons Pty Ltd*

“ I became a mentor so I could help others.

Not only do I love teaching, but I can make a difference in the lives of these future drivers.

I've been a mentor for 16 years.

It's been a great experience for me.”

Ricky P.

22 years experience





Questions?

Jenny Gill
Corporate Solutions Manager - Workforce Planning

CORPORATE RETENTION STRATEGIES



Workshop 3

Retention Strategies



Provide Career Development Opportunities

- more than half of organisations (53%) don't offer any training and development programs or regularly review salaries (58%).

When Recruiting Ensure Accurate Job Descriptions

- Employees who leave soon after recruitment have often had an unrealistic view of the job during the recruitment process.

Onboard for Success

- Every new hire should be set up for success from the start.

Mentorship Programs

- Mentors can welcome newcomers into the company, offer guidance and be a sounding board. Existing staff can also benefit greatly from a mentorship program.

Employee compensation

- It's essential for companies to pay their employees competitive compensation, which means they need to evaluate and adjust salaries regularly.

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Retention Strategies



Perks

- Perks can make your workplace stand out to potential new hires and re-engage current staff, all while boosting employee morale.

Wellness offerings

- Keeping employees fit — mentally, physically and financially — is just good business.

Communication

- Your direct reports should feel they can come to you with ideas, questions and concerns at any time.

Continuous feedback on performance

- Many employers are abandoning the annual performance review in favour of more frequent meetings with team members.

Training and development

- As part of providing continuous feedback on performance, you can help employees identify areas for professional growth, such as the need to learn new skills.

Recognition and rewards systems

- Every person wants to feel appreciated for the work they do. Be sure to thank your direct reports who go the extra mile and explain how their hard work contributes to the organisation.

Workshop 3

Retention Strategies



Work-life balance

- What message is your time management sending to employees? Do you expect staff to be available around the clock? A healthy work-life balance is essential to job satisfaction.

Flexible work arrangements

- Many companies are preparing for the fact that some of their employees will still want to work remotely, at least part time since the pandemic.

Effective change management

- Every workplace has to deal with change, good and bad. Employees look to leadership for insight and reassurance during these times.

An emphasis on teamwork

- You should encourage all your staff members, not just star players, to contribute ideas and solutions.

Provide Exit Interviews to Understand Why your Employees are Leaving

- Part of maximising retention involves paying better attention to employees who are leaving.

WRAP UP

