Employment Practices + Job Specific Training = Productive Employees and Higher Profits

This session is eligible for
1 Continuing Education Hour
And 1 Contact Hour.

To earn these hours you must:

- Have your badge scanned at the door
- Attend 90% of this presentation
- Fill out the online evaluation for this session

For Reference of NECA 2015 San Francisco Attendees Only
What’s in Your Mirror?

What’s in Your Company’s Mirror?

• Mission
• Vision
• Initiatives
• Practices
• People
• History
Who Is Accountable for Culture?

Leadership
Supervisors
Employees

EVERYONE!!!

What Makes Up a Culture?

Mission
Vision
Initiatives

PROFITABILITY
Practices
People
History
What Makes Up a Culture?

- Mission
- Vision
- Initiatives
- Practices
- People
- History

- Employee Retention
- Vendor Relations
- Employee Morale
- Employee Onboarding & Training
- Employee Benefits & Recognition
- Safety Culture
- Business Continuation
- Community Involvement
- Association Involvement
- Cyber - Blogs
- Hiring Process
- Background Check
- Reputation
What Makes Up a Culture?

- Employee Retention
- Vendor Relations
- Reputation
- Hiring Practices
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- Employee Morale
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- Safety Culture
- Mission
- Vision
- Initiatives
- Practices
- People
- History
- Association Involvement
- Community Involvement
- Business Continuation
- STRONG CORPORATE CULTURE

How Do You Bring About Change?

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Lead. Don’t Manage!

Great Coaching Characteristics

- Results
- Individual Characteristics
- Individual Performance
- Lead from the front line
Great Coaching Characteristics

Results

- Process Efficiency
- Best Practices
- Innovation

Individual Characteristics
Great Coaching Characteristics

Individual Performance

- 1 on 1 attention
- Consistent and Timely Feedback
- Ongoing Training / CE
- Practice Makes Perfect
- What Makes them Tick?

Great Coaching Characteristics

Lead from the Front Line

- Active Involvement
- Performance Feedback
- Encouragement
Training

Continuous

Training

Personalized
What Impact Does this Have?

**Compensation/Pay**
ranked “very important” by 60% of respondents

**Job Security and Opportunities to use skills/abilities**
ranked “very important” by 59%

**Relationship with immediate supervisor**
ranked “very important” by 54%

**Overall benefits package**
ranked “very important” by 53%

**Organization’s financial stability**
ranked “very important” by 53%

**The Work Itself**
ranked “very important” by 51%

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**What Impact Does this Have?**

- **60%** of their salary
- **90-200%** of their salary
What Impact Does this Have?

Relationship with immediate supervisor
- Productive Relationship = higher engagement
- Efficient and effective skill utilization
- Trust and Respect = higher engagement
- Willing to go the extra mile
- Buys in to difficult decisions

Opportunities to use skill/abilities
- Clear expectation of job duties and skills
- Regular performance reviews and feedback
- One on one attention
- Understand the wants and desires of each employee
- Builds stronger employment bond and loyalty

Relationships with co-workers
- Networking
- Work in teams
- Open communication channels
- Camaraderie
- Moral support network
- Productivity boosts

What Impact Does this Have?

Underwriter Judgment
- Hiring Practices
- Training/Education
- Experience/Turnover
- Previous Claims History
- Safety Programs/Culture
- Accident Investigation
- Safety Meetings
- Continuous Training
What Impact Does this Have?

Underwriter Judgment

0.75 (Excellent)
1.0 (Average)
1.25 (Below Avg)

Continuous Training
Comprehensive Hiring

Accident Investigation
Safety Programs

Previous Claims History
Safety Meetings

Training
Low Turnover
What Impact Does this Have?

Underwriter Judgment

<table>
<thead>
<tr>
<th>Poor Hiring</th>
<th>Accident Investigation</th>
<th>Safety Programs</th>
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<tbody>
<tr>
<td>No Continuous Training</td>
<td>No Safety Meetings</td>
<td>Inadequate Training</td>
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<tr>
<td>Previous Claims History</td>
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<td>Safety Programs</td>
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<tr>
<td>Inadequate Training</td>
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<td>Safety Programs</td>
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<tr>
<td>High Turnover</td>
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<td>Safety Programs</td>
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.75 (Excellent)  1.0 (Average)  1.25 (Below Avg)

What Impact Does this Have?

Underwriter Judgment

<table>
<thead>
<tr>
<th>$75,000 (Excellent)</th>
<th>$100,000 (Average)</th>
<th>$125,000 (Below Avg)</th>
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What’s in Your Mirror?

Thank You!

This presentation is intended to provide general information and recommendations. This is not provided as a substitute for any regulatory requirements or standards which may apply. It should not be considered legal advice regarding your unique needs nor a guarantee of specific results. Qualified counsel should be sought regarding questions specific to your circumstances.

Don’t forget...
9:00 am - 1:00 pm NECA Show
11:15 am - 2:30 pm Closing General Session
7:15 pm Closing Celebration