

Human resource principles regarding recruiting, retaining, and developing staff



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The key to having a quality staff in any business is consistently recruiting (and retaining) staff that promote an alignment with the companys goals and values. Staff, especially core staff, should be recruited according to the companys long- and mid-term goals, and retention should be supported with the encouragement of individual career development, assessments of development progress. On-the-job training and staff development programs are crucial when needed (Toray, ??? Retaining Core Staff???)

Recruiting a staff is best handled when using a set method and knowing what employees the company needs. The hiring manager must know what the person they are hiring needs to do and how they have to do it. A profile should be set and every potential employee should be compared to it, so that the best employees can be recruited more quickly. This can start before the interview process ??“ a hiring ad can mention what is needed for someone to be a successful employee in the position needed ??“ but must be considered during the initial phone call and any subsequent interviews (Entrepreneur, ??? Recruiting and Hiring Top-Quality Employees???)

A candidate for employment must be assessed using a proven test that will explain if they are suited to the kind of work (for instance, someone in customer service will need to be proven to be extroverted). This can be made using the profile that was set for potential employees to be compared to. In an interview, consistent questions should be asked to every candidate, but the interviewer should be flexible enough to get the most pertinent information out of each candidate. One of the biggest challenges of having a quality staff is retaining good employees.

The best way to do this, of course, is to keep the work itself (not just the workplace) satisfying. The most satisfied employees know what they need to do to be successful, and what the outcome is if they do those things. They are also encouraged to continue to develop their skills and keep learning, which can be accomplished by creating opportunities for advancement, certifications, seminars, and even just group training. Of course, recognition, praise, and actual genuine caring about your employees also goes a long way ??“ the best employees want to be acknowledged, and being treated as an individual keeps most employees in a place for longer. Surprisingly, work environment, opportunities for growth, and the people they are working with are more important to most employees than salary and benefits. As mentioned above, one of the most important facets of retention is employee development. However, development planning is one of the most neglected aspects of business management.

Most employers use employee development beyond training as an afterthought (Victor Lipman, ??? Why Employee Development is Important, Neglected, and Can Cost You Talent???), not letting their talented employees advance ??“ and therefore potentially losing them to other companies that will allow them to. Employee development can be anything from offering scholarships to allow employees to pursue higher education to guiding them through certification processes, even simple ongoing or continuing training on-the-job or seminars can develop employees. Not only will this benefit the employee and promote retention, the company will have more quality employees that have been highly trained.

The goal for all employers is (or should be) an excellent staff. The best ways to achieve this are by first recruiting suitable employees ??” using a checklist or profile and being selective and consistent ??” then promoting retention ??” through development, benefits, a comfortable workplace, and paying attention to your employees as people ??” and continuing to provide development ??” with seminars, education, and opportunities for advancement. Staff should be selected to align with the companys long-term and mid-term goals, but it cant end there. Retaining the best employees can only be done with concentrated effort, and development of all employees is necessary, not just to promote retention, but also to continue to allow the employees to grow and meet all current and future needs of the company.

Works Cited