

# *Surviving the Workforce Crisis*

*(When it hits, will it be too late?)*

*Presented by*

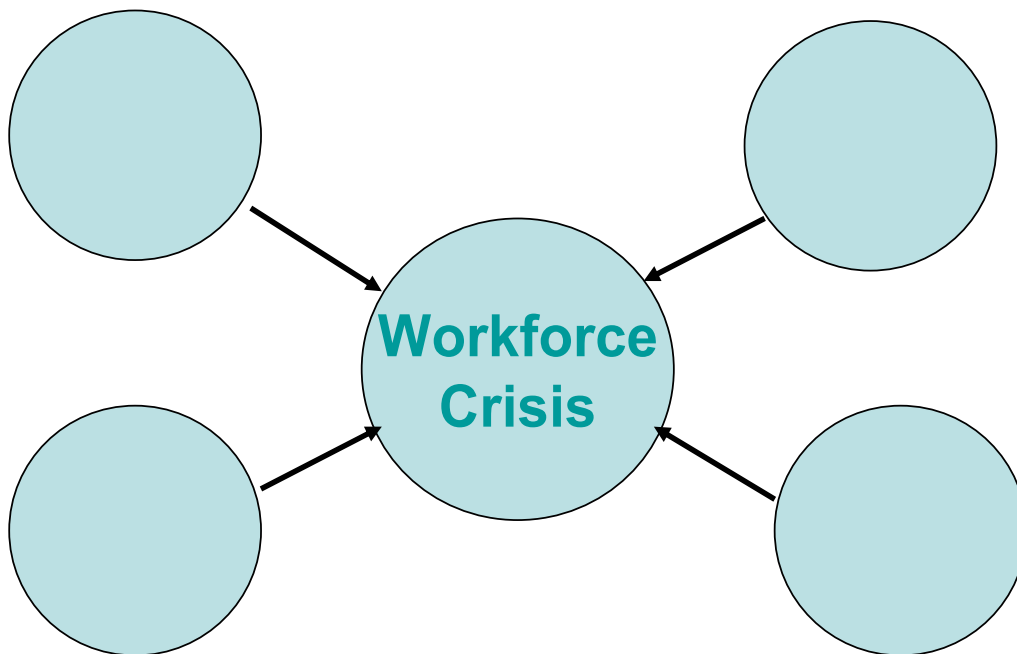
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*Your Survival as an Organization Depends Upon  
the Survival of Your Workforce.*

## Four Factors Converging



## 1. DEMOGRAPHICS

NOTES

Aging Workforce

+

Speed of Aging

+

Exit/Entry Ratio  
Getting Worse

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= We Need More Workers to Sustain Growth

BUT \_\_\_\_\_

*You Must Focus on Attracting, Hiring and Keeping the Best to Survive.*

## 2. DISENGAGEMENT

Younger Workers (Gen X & Gen Y) are more likely to be:

- Looking for a job at another company
- Feel they are at a dead end
- Fear being laid off

Less likely to:

- Care about the fate of their employer
- Be willing to put in an effort beyond normally expected to help the organization be successful
- Find their values are similar to those of the organization

Less likely to feel

- A good deal of pride comes from their work and career
- Time passes quickly when at work
- Energized by work

Source:

*The New Employee/Employer Equation*, The Concours Group and Age Wave, 2004

While disengagement is most acute for Generation X and Y, also affected are:

- Baby Boomers who got burned by mid nineties layoffs
- Experienced workers who now want to focus on lifestyle/early

*Low Loyalty = Low Productivity*

### 3. KNOWLEDGE TRANSFER GAP

There are significantly fewer people to assume senior leadership roles in the near future.

AND

Even fewer to take over from them!

*You cannot hope to attract them from overseas. They have opportunities at home!*

*Who Will Provide the Experience and Leadership in the Coming Years?*

### 4. Changing Needs and Wants

Younger workers are:

- \_\_\_\_\_ – many ‘raised themselves’
- \_\_\_\_\_ vs. structured – feel free to ignore rules, policies and procedures that they find restrictive
- \_\_\_\_\_ communicators – vs. ‘interpersonal’
- \_\_\_\_\_ – instant reward, no waiting
- Comfortable with \_\_\_\_\_ – unhappy with ‘one size fits all’ policies and management methods

Important for all workers (although definition may vary):

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*You Need to Adapt Workplace Policies and Practices to Meet the Priorities of Each Individual Worker.*

**SOLUTIONS**

1. \_\_\_\_\_
2. \_\_\_\_\_
3. \_\_\_\_\_
4. \_\_\_\_\_
5. \_\_\_\_\_

NOTES

*“Chances are good that up to 66% of your company’s hiring decisions will prove to be mistakes in the first twelve months.”*

Peter Drucker

*(Warning: This doesn’t mean that people will leave the organization – in fact, many of them will want to stay!)*

**1. Hiring Process Targeted at Top Performers**

*Superior **unskilled/semiskilled** workers perform **38% better** than non producers.*

*Superior **skilled** employees perform **64% better** than their non producing colleagues*

*Superior **managers** perform **96% better** than non producing managers.*

Frank Schmidt and John Hunter, “The validity and utility of selection methods in personnel psychology: Practical and theoretical implications of 85 years of research findings”,  
Psychological Bulletin, Vol. 124, No. 2,

## Individual Exercise

Position Title \_\_\_\_\_

Measurement Criteria (e.g. units produced per hour, sales per month, error free reports, files processed, successful installations, etc.)

A successful person in this position produces \_\_\_\_\_ per \_\_\_\_\_.

<u>Top Performers</u>		<u>Poor Performers</u>
	Names	
	Characteristics	

### How to confirm differences:

- \_\_\_\_\_
- \_\_\_\_\_
- \_\_\_\_\_
- \_\_\_\_\_
- \_\_\_\_\_
- \_\_\_\_\_

NOTES



## **2. Implement a Creative Recruitment Process**

Find out what about your organization appeals to your *Top Performers*.

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How?

- \_\_\_\_\_
- \_\_\_\_\_
- \_\_\_\_\_

Where to find other potential *Top Performers*?

- Birds of a feather ...
- Write an ad that appeals to THEM!
- Explore non traditional sources
- Be creative and open in where to look

Contact [bill@BillGilbertSpeaker.ca](mailto:bill@BillGilbertSpeaker.ca) about his booklet (A lot of) Ways to Find *Top Performers*

## **3. Establish an Effective Selection Process**

Screen *Top Performers* IN and Poor Performers OUT

- \_\_\_\_\_
- \_\_\_\_\_
- \_\_\_\_\_
- \_\_\_\_\_
- \_\_\_\_\_

How to Hire the Best?

- \_\_\_\_\_
- \_\_\_\_\_
- \_\_\_\_\_
- \_\_\_\_\_
- \_\_\_\_\_
- \_\_\_\_\_

Negotiate the Offer

- Timing is of the essence (Get authority in advance)
- What is/is not negotiable
- Remind candidate of benefits of your position/organization
- Put in writing

**GET THEM ON BOARD QUICKLY AND WITH OPEN EYES**

Contact [bill@BillGilbertSpeaker.ca](mailto:bill@BillGilbertSpeaker.ca) for his Employee Assessment Tools Checklist

## 4. Fine Tune Your Workplace

### Create a **Retention Workplace**

- Environment & benefits
- Comprehensive orientation
- Professional Development Opportunities
- Motivating Leadership

### Have a **Comprehensive Orientation**

- \_\_\_\_\_
- \_\_\_\_\_
- \_\_\_\_\_
- \_\_\_\_\_
- \_\_\_\_\_
- \_\_\_\_\_

### Offer Appealing **Professional Development**

- \_\_\_\_\_
- \_\_\_\_\_
- \_\_\_\_\_
- \_\_\_\_\_
- \_\_\_\_\_
- \_\_\_\_\_

### Ensure Motivating **Leadership**

- \_\_\_\_\_
- \_\_\_\_\_
- \_\_\_\_\_
- \_\_\_\_\_

**GET OUT OF THE WAY!**

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## 5. Fast Track Knowledge Transfer

### Develop a Succession Plan

- \_\_\_\_\_
- \_\_\_\_\_
- \_\_\_\_\_
- \_\_\_\_\_
- \_\_\_\_\_
- \_\_\_\_\_

## Think It Is Not Worth the Effort?

Cost of replacing an employee is \_\_\_\_\_% to \_\_\_\_\_% of their annual income.

Costs will increase as supply of potential applicants' decreases.

Higher per person productivity will not only help you survive the crunch, but thrive compared to your competitors!

(Contact [bill@BillGilbertSpeaker.ca](mailto:bill@BillGilbertSpeaker.ca) to obtain your free Excel spreadsheet which can assist you in calculating YOUR cost of a bad hire.)



**Bill Gilbert** is a speaker, trainer and coach who, for more than 15 years, has helped leaders achieve their potential in the workplace.

He is a Professional Member of the Canadian Association of Professional Speakers (<http://www.canadianspeakers.org>). He is active in a variety of professional, community and charitable organizations.

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### Keynotes and Presentations

**The Workforce Crisis** (*Will you survive? Can you thrive?*)

There are some pretty dramatic statistics emerging that should strike fear into the heart of business leaders. Bill shows how the bad news is coming together and shares some ideas for organizations to cope with the situation – before it is too late!

**Secrets Job Applicants Don't Want You to Know**

Job applicants are looking for “a job”. You are looking for a **Top Performer**. Who will succeed? In this presentation learn how to peel back the façade and identify the real **Top Performers** for your organization.

### Workshops/Breakouts

- ✓ **Heads You Win. Tails You Lose!** (*The information gap stopping you from having more Top Performers.*)
- ✓ **Hiring Right!** (*Attracting Top Performers to YOUR Organization*)
- ✓ **Hiring Right!** (*Hiring Top Performers for YOUR Organization*)
- ✓ **Hiring Right!** (*Keeping Top Performers in YOUR Organization*)
- ✓ **Hiring Right!** (*Hiring Process Audit*)
- ✓ **Leading** (*Your People Through*) **Change**