

THE PATH

To Improving Recruitment and Retention

REVIEW 10 QUESTIONS

This Self-Assessment allows you to review best practices in recruitment and retention to see if there are opportunities to improve. If you find everything you need here, this is your exit.



DIG A LITTLE DEEPER

Review the 47 ideas to consider when improving your recruitment and retention strategies. If you find everything you need here, this is your exit.

WATCH A RECORDING

We have a 45-minute webinar that provides more detail on how to use those ideas to consider. If you find everything you need here, this is your exit.



ATTEND A WORKSHOP

Attend a live 3-hour in-person workshop that takes a deep dive into some of the most frequently missed steps to improving recruitment and retention. If you find everything you need here, this is your exit.

INDIVIDUALIZED SERVICES

If you would like to pursue these ideas via individualized consultation (unsubsidized costs covered by you), please reach out to set up an assessment.



ABOUT US

The Workforce Innovation Board of Western Illinois received a grant from the Illinois General Assembly and the IL Department of Commerce and Economic Opportunities to develop tools for businesses to expand their current efforts to recruit and retain employees.

www.wiworkforce.com



Enhance Your Recruitment and Retention with Our New Self-Assessment Tool

We are pleased to introduce a new self-assessment tool aimed at helping your business improve its recruitment and retention strategies. This tool has been developed by the Workforce Innovation Board of Western Illinois to provide you with actionable insights and practical ideas.

Purpose of the Self-Assessment

The goal of this self-assessment is to encourage you to think critically about your current recruitment and retention practices. By reflecting on these areas, we can uncover new ideas and approaches that may help address any challenges faced with our workforce.

What Does the Self-Assessment Include?

The self-assessment consists of 10 main questions, each with several sub-questions (47 in total). These questions are designed to guide you through different aspects of your recruitment and retention strategies, offering specific angles and perspectives for you to consider.

Time Commitment

Completing the self-assessment will take less than 5 minutes. It is a quick and efficient way to evaluate your current practices and identify potential improvements.

Benefits of Participation

By completing the self-assessment, you will:

- Gain new insights and ideas for improving your recruitment and retention efforts.
- Identify specific areas where you can make changes to enhance your workforce strategy.
- Access further support through upcoming video and in-person workshops.

Next Steps

We will be creating a video workshop to explain the sub-items of the assessment in more detail. Additionally, we will offer in-person workshops for a deeper dive into some of the promising practices suggested in the self-assessment.

Accessing the Self-Assessment

You can access the self-assessment in two ways:

1. Opening the attached PDF document.
2. Following this link <https://wiworkforce.com>

For any questions or further assistance, please contact me or Blanche Shoup at bshoup@westernillinoisworks.net.

We are confident that this tool will be a valuable resource in enhancing your recruitment and retention strategies. Thank you for your dedication to improving workforce practices.

Best regards,

A handwritten signature in cursive script that reads "Joanne Beeler".

Joanne Beeler, Chair
Workforce Innovation Board of Western Illinois

QUESTIONS TO
CONSIDER

-01-

**WHAT IS YOUR RECRUITMENT PLAN TO
REACH ALL POTENTIAL CANDIDATES IN
THE COMMUNITY?**

Our community is full of talented people who need
great employers like you!

-02-

**HAVE YOU REVIEWED YOUR JOB
DESCRIPTIONS TO ENSURE THEY ARE
ACCURATE AND FREE FROM BIAS?**

It can be challenging to describe jobs accurately and
in a way that protects your company while attracting
the right candidates!

-03-

**WHEN WAS THE LAST TIME YOUR
ONBOARDING PLANS WERE UPDATED?**

A new employee's first impression comes via
onboarding!

-04-

**WHAT DOES YOUR BUSINESS' IMAGE
CONVEY TO POTENTIAL CANDIDATES?**

Are you marketing your culture as well as your jobs?

-05-

**IS YOUR APPLICATION AND SCREENING
PROCESS SET UP TO SCREEN PEOPLE IN?
OR SCREEN CANDIDATES OUT?**

It's so easy for people to apply, yet we need to screen
unqualified candidates while welcoming everyone
else!

QUESTIONS TO
CONSIDER

-06-

**ARE YOUR CURRENT TRAINING
PROGRAMS TARGETED FOR EMPLOYEES'
CURRENT POSITIONS? OR FUTURE
POSITIONS?**

Help employees know about internal opportunities
and help them gain any extra skills needed.

-07-

**WHAT CAUSES TURNOVER IN YOUR
MOST NEEDED POSITIONS?**

Have you explored why people are leaving your
crucial roles?

-08-

**HOW HAVE YOU PREPARED YOUR
EMPLOYEES FOR ANY NEEDED
TECHNOLOGY CHANGES?**

Technology changes so fast; communication and
training can really help these transitions.

-09-

**HOW DETAILED ARE YOUR SUCCESSION
PLANS?**

With so much focus on getting everything that needs
to happen today, be sure to carve out time to review
crucial roles that may need replacements.

-10-

**HOW DO YOU COLLECT INFORMATION
ABOUT CURRENT EMPLOYEE INPUT
ABOUT THEIR EXPERIENCE WORKING
FOR YOU?**

Are you able to easily know what employees are
thinking about their jobs and you, as their employer?

RECRUITMENT CONSIDERATIONS

Are you using all potential sources for talent?

- a. Online job board/services like Indeed, Zip Recruiter, Illinois Worknet, Facebook, LinkedIn,
- b. Employee referrals: (if yes, do you offer a reward/bonus for referrals? Or just for successful hires?) How do you encourage employee referrals?
- c. Collaborations with local trades/schools/unions
- d. Job fairs
- e. Flyers in community locations like churches, food banks, social services, etc.
- f. Billboards

Have you reviewed your entire workforce strategy lately?

- a. What is working? What seems to not be working?
- b. Are processes built on what has worked in the past? Or do they look at new mechanisms?
- c. Are you proactively hiring, or does it always seem to be reactive?
- d. How do you use trend data of years past to plan for now and the future?

Have you reviewed your selection process to ensure:

- a. Your job descriptions accurately reflect the important functions in each position and reflect "need to have" vs "nice to have"? Your job descriptions have removed gender coded words or age-related terms?
- b. Application process is accessible and offers assistance or alternate ways to enter the "pool"?
- c. Interviewing/selection process tests for ability to do job well, not just to cultural fit?
- d. Orientation and on-boarding cover all aspects of company culture and employee policies?
- e. New employee training leverages best practices of job shadowing, mentoring, and your trainers have the knowledge needed to use adult learning style variances?
- f. You have new employee welcoming programs like mentoring or buddy programs?
- g. Information about opportunities for up-skilling, promotion, and movement into other positions?
- h. Your background checks screening out individuals who could be excellent employees? Using bonding or other measures to protect your company with candidates that appear to offer greater risk?
- i. You make it easy for people who have worked for the company be rehired?

RETENTION CONSIDERATIONS

Does everyone understand what your business stands for?

- a. Are your mission/vision and values clearly stated?
- b. Are managers rewarded for reinforcing those values?
- c. What image do your current marketing efforts reflect (to customers and potential employees)?
- d. How do you describe your business on Facebook and your website?
- e. Do you post testimonials from customers and employees?

How are you exploring ways to decrease turnover?

- a. What positions have the highest turnover rate?
- b. Do you conduct exit interviews?
- c. Have you requested input from current employees?

How do you provide a welcoming environment to employees?

Does your company offer training to embrace a multicultural workplace?

- a. Are you addressing generational variances in your workplace?
- b. Do you have maternity/paternity leave?
- c. Do you have translation services available for employees with English is their second language?
- d. Are your managers able to offer instructions and feedback in the preferred learning style of the employee (verbal, in writing, demonstration, etc.)?
- e. Are you communicating training opportunities or succession plans?
- f. What is your approach to communicating changes to your employees?

RETENTION CONSIDERATIONS

What does training look like?

- a. Do you use a buddy system for training? Or does training occur before the employee starts to "do the job"?
- b. Have your employees who train others received train the trainer information?
- c. Do your current employees receive training to keep their skills updated?
- d. Do current employees have an opportunity to cross train for other positions?

How detailed are your succession plans?

- a. Do you have a succession plan for employees planning to retire in the next 3 years?
- b. How do you identify which employees are ready to move "up to the next level"?
- c. Do you offer any opportunities for employees to "stretch" or experience new assignments/roles?

How do you use feedback from current employees?

- a. Do you ask employee for ideas to improve recruitment or the employee experience?
- b. If yes, how do you collect the information? Via pulse surveys, engagement surveys annually/bi-annually, in exit surveys, during all-company meetings?
- c. Do you communicate feedback to employees when information has been collected so they know you are listening and considering their ideas?
- d. When major changes are announced, do you request input from employees?

How have you prepared your employees for any needed technology changes?

- a. Have you or do you plan to introduce new technologies?
- b. How have you prepared employees for this change?
- c. Do you need classroom or on the job training to support the changes?

The **Workforce Innovation Board (WIB) of Western Illinois** serves as a representative forum of community leaders in the counties of Adams, Brown, Hancock, Henderson, Knox, McDonough, Pike, Schuyler, and Warren.

It is an assembly of Business, Economic Development, Education, State Agencies, Community-Based Organizations, Labor Unions, and Elected Officials to establish local policies relating to the design of the workforce development system for both youth and adults in Western Illinois.

The WIB is the advocate for the resolution of workforce development challenges in Western Illinois by providing an array of resources for businesses and job seekers.

This self assessment tool and supporting resources are funded by a grant from the Illinois General Assembly and the Department of Commerce & Economic Opportunity. The self-assessment content and supporting resources were provided by James Emmett and Company.