



## 5 Tips Every Club Should Know About HR

PEOPLE  
SPARK  
CONSULTING, LLC.



# ENGAGE!

What percent of full-time American workers are “engaged” at their jobs?

34%

What percent of full time American workers are “actively disengaged”?

13%

# ENGAGE!

How much more productive is an engaged employee?

21%

What percent of employees don't understand how the role they play helps the business meet its goals?

44%

What is the average  
COST of a bad hire?

**\$14,900**

\* According to a 2017 CareerBuilder survey.



# Tip #1

Incorporate values into a consistent set of behavioral based interview questions.



## Tip #2

Provide feedback that reinforces values and behaviors.

# BIT

**B** Behavior

**I** Impact

**T** Tomorrow

# BIT: Recognition

B

Behavior

Sam, I just saw your interaction with Mr. Baker. You called him by his name and anticipated his need by having his favorite drink waiting for him when he got here.

I

Impact

I could tell by the look on his face, his smile, that he appreciated your attention. In addition, the individual he is with is one of his clients who is also considering a membership here.

T

Tomorrow

Great job! This is a great example of the type of experience we want our members to have. Thank you!

For a manager to be perceived as a positive manager, they need a four to one positive to negative contact ratio.

Ken Blanchard

# BIT: Constructive

B

Behavior

Sam, I just saw your interaction with Mr. Baker. He had to ask three times for his drink. In addition, he waited for 20 minutes before you took his order.

I

Impact

Mr. Baker expressed his frustration with me when he left. Not only did he have a poor experience, but the individual with him is a client who was considering a membership here. Mr. Baker was embarrassed at the lack of attention in front of a client AND we may have lost a potential new member.

T

Tomorrow

This is not the experience we want our members to have. I expect that you respond as soon as possible to requests from members. If you are not able to provide them what they need, ask for help or at a minimum, give them an update on the status so they don't feel forgotten.

Culture is not what you say,  
it is what you allow.

Fredrik Backman  
“Beartown”

What is the average COST of  
losing a good hire?

**\$29,600**

\* According to a 2017 CareerBuilder survey.

# Tip #3

Give them attention.



Team leaders who check in once a week see, on average, see a **13% increase** in team engagement. Those who check in only once a month see a **5% decrease** in engagement.

# Keep Recruiting Them

Likes

Dislikes

Development

Recognition



## Tip #4

Your ears are  
your best  
management tool.

There is a difference between  
listening and waiting  
for your turn to speak.

Simon Sinek



## Tip #5

Helpful phrases are  
a leader's  
best friend.



- ✱ Help me understand.
- ✱ Tell me more.
- ✱ I understand this may be difficult.
- ✱ Let me be clear....
- ✱ This is not okay.



✱ Thank you.

✱ I appreciate you.

✱ I'm sorry.

✱ What am I missing?

✱ What I am hearing you say is.....

Are you playing to win?  
Or are you playing to not lose?

Erin Mies

# Are You Playing to Win?

Playing NOT  
to Lose

Playing to  
WIN

Focus on compliance.

Implementing basic  
human resources  
processes.

Aligning employees to  
business values and  
goals through HR  
processes.

Creating an environment  
aligned with your  
business values and  
activities that drive  
employee engagement.

Thank you!