

# BancSearch, Inc.™

July 2017

Volume 7 Issue 163

## Executive Search Consultants to the Financial Services Industry

### ***Corporate Learning Will Be Transformed And Will Take On More Importance***

It's time we take a look at the changing world around us. Corporations are coming face-to-face with the need of running their businesses differently. If you do not make the transformations needed, you will face difficult financial times.

It is best for you to understand that technology and the internet has opened doors for people that have never been opened before. These developments already have impacted your company and will continue to do so.

In order to be successful doing business in the future, you will need to make certain your staff is properly trained. Not only that they are trained but how you train your staff needs to be addressed. Corporate learning will take on a more important role. It is vital that your team have the training needed to keep up with the changes.

#### ***Focus on Building a Complete Learning Experience***

*Continued on page two – Corporate Learning*



Are You Employing Corporate Learning to Transform Your Organization?

### ***Reasons To Hire An Employee With Grit***

High turnover is expensive, time consuming, and frustrating.

Companies world-wide seek to avoid this issue because it hurts employee morale, job performance, and employee engagement. Most managers notice a decrease in staff productivity which negatively impacts business.

Since we know that turnover is detrimental to our business, hiring managers should make thoughtful decisions about recruitment. Grit is the one distinguishing factor to be considered when selecting your next new hire.

Grit is an HR term that's best described as a candidate with the ability to channel their passion, energy and drive for the long haul in a sustainable way. During the recruitment phase, hiring managers must choose whether they want the brightest candidate or the one with the most enthusiasm.

Your best bet is to find a candidate that possesses both qualities. Employees with grit have real staying power with the ability to pull off outstanding results. The following will explain why recruiters find gritty employees the best options for recruitment.

#### ***Failure Is Not an Option***

Who doesn't want their business to succeed? Managers must recruit zealous candidates with the goal to push the limits in order to ensure success. These new hires will fear failure and not allow themselves to fall short of the goal. Their grit will make all the difference.

*Continued on page two – Reasons*

## **INSIDE THIS ISSUE**

1. *Corporate Learning will be Transformed and will Take on More Importance*
2. *Reasons to Hire an Employee with Grit*
3. *One Minute Ideas*
4. *How Managers Should Engage New Hires*

All articles, quotes, and material in this newsletter are copyrighted. © 2017. No part can be reproduced in any form without specific written consent from copyright holder(s). All rights reserved worldwide.

Continued from page one – **Corporate Learning**

Using the internet to your advantage will help you to build a complete learning experience for your team. It is important that you focus on creating a learning environment. Here are some things you should do to make this happen.

- **Face-to-face learning** – there is always a place for sit down learning time. Whether this is in the form of a speaker or one on one meetings, you should have occasional face to face learning opportunities.
- **Videos** – many people are putting together educational and motivational videos that will teach your staff concepts you want them to have. These forms of learning will give your team the flexibility they need to schedule time to watch the videos.
- **Online courses** – people that are just hitting the job market from college are accustomed to online courses. There is convenience in this type of education as well as familiarity.
- **Reliable blogs** – there is a wealth of free reading material out there that you can point your employees to. Just be sure you are giving them websites that are written by those that are authorities in the field.
- **Job rotations** – to really understand a company and grow in skills, some companies are focusing on job rotations. They bring in untrained individuals and then train them from the ground up. After 6-8 months of working in one area, they are moved to another area of the company to learn that end of things. This makes for well rounded employees. Not only that, it keeps them feeling fresh in the job.



The many different ways you can teach your staff will continue to grow. If you want to stay relevant to the workforce as well as your customers, you will need to focus on training your staff. ❖

~ Written for us by our associate Gary Sorrell, Sorrell Associates, LLC.  
Copyright protected. All rights reserved.

Continued from page one – **Reasons**

**Get Staff Onboard**

Gritty employees won't settle for second best. They set goals and then achieve them. You'll want to get them completely onboard with your mission and vision. Most HR managers see the value of getting new staff to believe in the company's culture and goals. The first quarter is crucial to an employee building relationships and having buy-in to the company as a whole.



**How to Identify Grit While Recruiting**

During the recruitment process, you'll want to look for the signs of a gritty candidate. Be sure to ask pertinent questions and figure out their approach to work.

**Try the following:**

- Provide scenarios and questions that will reveal their style in the workplace.
- Ask questions about how they would handle obstacles.
- Probe a bit to figure out their goals for the future.
- Request information on their past projects and experiences.
- Find out about their achievements and how they feel about accomplishments.
- Ask them to take a personality assessment test to learn more about them.

While recruiting, you should do your "homework" on your candidate to gauge how gritty they will be for the company. An employee with passion and drive for the long haul is an outstanding find. ❖

~ Written for us by our associate Gary Sorrell, Sorrell Associates, LLC.  
Copyright protected. All rights reserved.

---

“Once you hire someone, you are largely stuck with their talents, whereas you can still impart new skills and knowledge.”

---

## How Managers Should Engage New Hires

The first 90 days for employees are crucial to their future success within the company. While they are nervous and a little green, management needs to swoop in to ensure their first impression is a positive one.

Managers should attempt to alleviate fears and make the new employee feel comfortable in their new position. If they pull this off, then the employee will stick around for the long haul which will help improve your bottom line and employee morale.



### Engagement Is Essential

Brand new employees tend to be more engaged because they are trying to put their best foot forward and learn the ropes. They are (at this point) still excited about their new position and the company.

Statistics show that 82% of new hires are more engaged in the first year while other employee's engagement is closer to 75%.

Managers have the ability to enhance their new hire's experience as they learn their role. In fact, their effort has a direct correlation on the level of results and success the new hire will bring the company.

Management is able to help facilitate better retention for employees. Here are four strategies that will help increase your new hire retention.

### Get Social

We live in a social world where people want to feel connected. New jobs are more enjoyable and less stressful if managers will include new hires in staff lunches and activities.

Be sure to introduce them to the entire team. *"Sometimes you want to go, where everybody knows their name."* Get social and you'll retain more team members.

### Career Development

Chat with your new hire about their career goals. Help them envision their future with your company while validating and encouraging their desire to grow.

These conversations are critical and enable the employee to envision their growth potential. Further, managers should clearly outline when these goals will be revisited and discussed in order to track success.

*Continued on page four – New Hires*



## One Minute Ideas

### The Top 10 Business Commandments From Sam Walton

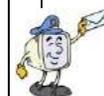
This might be the world's shortest top ten, but sometimes simple is better. When I saw these keywords taken from Sam Walton, I felt like sharing them with everyone as they will make a difference if you follow them — he did!

1. Commit to your business
2. Share your profits
3. Motivate your partners
4. Communicate all that you know
5. Listen to everyone in your company
6. Appreciate what your associates do
7. Exceed your customer's expectations
8. Control your expenses better than competitors
9. Swim upstream
10. Avoid conventional wisdom

Submitted by Mike R. Jay, The original source is: *Guerilla Marketing on Sam Walton*



## BancSearch, Inc.™



P.O. Box 700516  
Tulsa, OK 74170  
Tel: 1-800-776-6413

E-mail:  
[recruiters@bancsearch.com](mailto:recruiters@bancsearch.com)

Visit Our Web Site at  
[www.bancsearch.com](http://www.bancsearch.com)

## Don't Neglect Training

New hires will appreciate a well-designed training plan. Often, they are thrown into their position, with little training, and flounder about aimlessly. Talk about frustrating and a surefire way to lose them. If you train them, they will stay and make fewer mistakes in the long run.

## Survey New Employees

Ask your new hire to complete a confidential survey within the first 12 months of employment. Find out how you are doing as a manager and company, as a whole, by simply going right to the source for the information.

Managers that engage their new hires are able to retain them and ensure their success for the company.

Employees with proper training and encouragement will stay longer and be more equipped to achieve the results you want for your business. ❖

~ Written for us by our associate Gary Sorrell, Sorrell Associates, LLC. Copyright protected. All rights reserved.

---

## *Six Phrases That Every Customer Loves To Hear*

Customers respond to certain words and phrases more than others. If you can get your employees who deal with customers to start using these phrases, you should see an immediate improvement in your customer relations:

1. **"Welcome to our company."** This offer is warm and sincere, and it tells customers that you are glad to be talking to them. It's also a great way to calm down a frazzled customer, because it sounds soothing.

2. **"How may I help you?"** This question tells customers one important thing: that helping them is the purpose of your work, not just an interruption of it. A common mistake with this phrase is to ask the question and then continue talking. Once you ask it, let customers do the talking.

3. **"I understand."** This phrase is an immediate rapport-builder. It tells customers that you're on their side and that you know what needs to be done. This goes a long way toward building loyalty with customers.



4. **"Is this what you had in mind?"** Say this after you have listened completely to the customer's problem and presented your best solution. Give the customer time to evaluate your solution; if he or she

isn't happy, ask for ways to improve upon it. Eventually, the two of you will come up with a solution that works for everyone involved.

5. **"Is there anything else I can help you with today?"** This is a great way to end calls with customers without giving

the impression that you are trying to get rid of them. It also sends the powerful message that you are there to help not just with the current problem, but with anything else that comes along.

6. **"Has this transaction met your expectations?"** This is such a rare question, that when you ask it, customers really sit up and take notice. It's a great way to reaffirm that your number one goal is to serve the customer; it also gives the customer a chance to voice any complaints, which you should use to improve your service for the next person you deal with. ❖

~ Adapted from *Customer Service & Retention News*

---

# BancSearch, Inc.™