Staff, Staff, Staff
Tools for Recruiting, Retaining & Engaging Staff

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Two Different Approaches
Micro vs Macro Level Implementation
Meeting People’s Needs Where They Are

- **DIY**
- **DIFM**
- **DIWM**
- **Full on Shared Services**
Exploring the Shared Services Models

Overview & Goals

EARLY LEARNING SHARED SERVICES ALLIANCE

ELSSA

➤ DIFM / DIWM
➤ Team of dedicated staff
➤ Recruiting for ECE Alliance members
➤ Intake, screen, identify, schedule appointments for qualified candidates
➤ Check references, background checks
➤ Embeds resources from Shared Resources FL

SHARED RESOURCES FLORIDA

(ECE Shared Resources)

➤ DIY
➤ Online toolkit of business pedagogical resources
  ➤ Job Descriptions / Job Ads
  ➤ Behavioral-based interview guides
  ➤ EEOC guidance for interview process
  ➤ Phone screen, reference check guides
➤ Job posting, Applicant Acquisition, Candidate Management Service

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Real World Experiences

### ELSSA

- HR services
- Market analysis
- Host ECE Job Fairs for alliance members
- Business coaching
- Benefits solutions
- Budget modeling
  - Run wage increase scenarios
  - Utilize Federal Grant dollars for recruiting & retention initiatives
- Share qualified candidates across providers
- Provider experiences - meeting people where they are

### ECE Shared Resources

- Acquire4Hire
  - Self service tools, built in ECE specific job descriptions
  - Fully customizable
  - Posts jobs to 8 most popular job sites & manages applicants in a single dashboard
  - 2020 over 900K applicants!
  - Free to users in the ECE Shared Resources Network
  - Meeting people where they are

- Reducing costs
  - Pre-negotiated savings
  - NH examples
#1

Get Your Ducks In Order
Preparation for Recruitment

➤ Job Descriptions
  ➢ Do you know what your ‘teacher’s’ actually do?
  ➢ Do job descriptions align with the actual job?
  ➢ How frequently do you verify/validate?

➤ Salary Scale
  ➢ How do you align salary to experience or to the job?
  ➢ Does current world pressure create out-of-whack compensation?
  ➢ Or, if a candidate is particularly persuasive, will you compensate them above your salary scale?

➤ Benefits & Compensation strategy
  ➢ Put it in writing & make it concrete
  ➢ Shows real world value of the actual total compensation
  ➢ Salary analysis - understanding the competition
Equity in the Recruitment & Retention Journey
Equity in the Workplace
ELSSA

➤ Advocate for fair wages for ECE providers
➤ Financial modeling to demonstrate feasibility and affordability of increasing staff wages
➤ Aggregate cost of care data across providers
   ➢ Utilize to advocate for state subsidy increases
➤ “Hands on” training and coaching to access ECE Shared Resources tools and templates
Equity in the Workplace
ECE Shared Resources

➤ Demonstrated consistency throughout entire process
➤ Acquire4Hire - Candidate ‘Workflow’ process
➤ Salary Scale & Benefits
  ➢ Equitable, well-supported compensation
➤ Two-way dialog with staff
  ➢ Quarterly one-on-one meetings
  ➢ Annual performance evaluation
  ➢ Assessment of actual job vs. job description

Workflow Steps

1. Entry Exam/Test
2. Schedule Phone Interview
3. Schedule In Person Interview
4. Perform In Person Interview
5. DPS Background Check
6. Reference Check
7. Confirm Fingerprint Clearance Card
8. Extend Offer
Early Childhood Education Salary Scale Sample

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<th>Position</th>
<th>High School Diploma</th>
<th>High School + CDA</th>
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<th>B.A. in ECE</th>
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*Hypothetical in a particular geography; for illustrative purposes only.
**ABC Learning Center**

**Teacher Benefits & Compensation**

**Salary**
- Teacher Salary: $15 / hour
- Annual performance increase (dependent upon performance)
- Overtime

**Paid Time Off**
- 9 sick / personal days / year
- 5 vacation days year 1
- 10 vacation days year 2 - 4
- 15 vacation days year 5+

**Employer Subsidized Benefits**
- Telemedicine/Docs by Phone for you & immediate family
- Group Health
- Group Dental / vision insurance
- Retirement/403k with 3% employer match

**Professional Development**
- Job shadowing plan
- Leadership training
- NAEYC membership
- Paid attendance at 5 local training/pd events annually

**Onboarding & Engagement Success**
- 90 day Orientation Plan
- One year on-going engagement success plan
- Mentor/partner assigned from day one

**Other**
- VIP Teacher Mentor program
- Staff emergency /crises fund
- Flexible work schedule
- Paid planning time
- Longevity bonus - $500 after 5 years; $1,000 after 10 years of service

**Optional**
- Workplace Safety Committee Participation
- Welcome Committee
- Staff Activity Committee
- Family Bulletin Board Leader

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Creating a Workplace Where Staff Want to Stay
Retention

Staff come to work every day ready to deliver best of their abilities
Onboarding

RESOURCES

The following resources align with the subjects in the Human Resources portion of the orientation.

- Benefits for ECE Professionals - Sample (English) (Spanish)
- Compensation / Salary
- Goals
- Health Risk Disclosure Form
- Occupational Safety & Health
- OSHA Hazard Communication Fact Sheet
- Organizational Chart – Chain of Command
- Performance Appraisals
- Staff ID Template
- Affordable Care Act
  - FAQ on the Affordable Care Act Notice to Employees
  - Model Notice for employers who do not offer a health plan
    - (English) (Español)
  - Model Notice for employers who offer a health plan to some or all employees
    - (English) (Español)
- Workplace Safety Plan & Compliance Resources

5 Records Required for Every New Hire

In order to comply with certain federal and state laws, an employer must complete new hire paperwork when bringing a new employee on board. ADP provides an overview of what new hire forms are required, and how employers can satisfy these requirements.

SEE OVERVIEW
COACHING YOUR TEAM FOR HIGHER PERFORMANCE

A Success Focused Framework

- Grow Coaching Workbook
- Grow Coaching Webinar slides

Welcome to:
The Unstoppable Brand:
Endurable to Irresistible

Your Host: Denise Sayer
Featuring: CCA University

Goal
- What is the goal?
- What is it that you need or would like to accomplish?
- What do you want from this discussion?
- Is this goal a SMART Goal?

Reality
- Briefly tell me what's happening with...?
- What have you tried so far? What were the results?
- Where should you be? What is your sense of your obstacles?
- Tell me your thoughts on your performance and what is the desired performance? What is the gap?

Options
- What do you think you can do? What options do you have?
- If you were the other person, what would you have to hear/see to get your attention
- If you were watching this conversation, what would you recommend?
- What else can you think of?
- Would you like a suggestion from me?

Way Forward
- What options do you want to proceed with?
- How will you go about it? (Think SMART)
- What might get in the way? How might you overcome that?
- What and when is the next step?
- What seems realistic?
Healthy Workplace Culture

BUILDING A POSITIVE WORKPLACE CULTURE

Positive Workplace Culture

- Leadership Essentials – Building a Positive Workplace Culture
- Workplace Culture – A Step-by-Step Process for Engaging Your Team
- Healthy Workplace Survey
- Tips for Conducting a Workplace Survey
- Comprehensive Guide to Conducting and Analyzing a Survey
- Healthy Workplace Survey - Memo to Staff
Workplace Morale

BOOSTING MORALE

Appreciation is the Key to Engagement

- Boosting Staff Morale - How to Guide
- Boosting Morale Quick Start Guide - Simple ideas organized from low cost/effort to high cost/effort
- 27 Ideas to Recognize Staff

BOOSTING STAFF MORALE

Simple and sincere forms of appreciation can go a long way.

Strive for recognition on a regular basis. It’s important to show appreciation to employees regularly, not just when they’ve done a great job or have experienced a crisis.

Examples:
- Kudos
- Thank you notes
- Public recognition
- Celebrate milestones

Boosting Morale Quick Start Guide

- $: Kudos
- $$: Thank you notes
- $$$: Public recognition

With employee recognition, a little creativity goes a long way. In May Angerola said, “People will forget what you said, but people will never forget how you made them feel.” Word leaders understand that recognizing employees really pays off in terms of engagement, productivity, retention, and creating a place where people generally feel good about going to work. Here are a creative, budget-conscious ways to make someone’s day.

1. Quick notes:
   - “Thank you for your dedication to our team.”

2. Build the recognition:
   - “When I first met you, I was struck by how much energy you brought to our team. I’m so glad I have you in my corner.”

3. Celebrate milestones:
   - “Today is a special day for our company. We’re not just any old company, we’re the kind of company that cares about each other.”

4. Be specific:
   - “Thank you for your hard work on the latest project. Your dedication and attention to detail are truly inspiring.”

5. Offer opportunities:
   - “You’re an outstanding employee, increasing awareness by recognizing them and some other support services.”

6. Setting a tone:
   - “We want to encourage a culture of recognition and appreciation.”

7. Call them by name:
   - “Hi, how are you doing today?”

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Conclusion

NO SUCH THING AS ‘ONE SIZE FITS ALL’ SOLUTION

FLEXIBILITY & ABILITY TO MEET PROVIDERS UNIQUE NEEDS

ALLIANCES & SHARED RESOURCES PLATFORM STRATEGIES ARE STRONGER TOGETHER
Interested in learning more? Reach out:

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