



# Sessions

## World Class Staffing Analytics MIGRATING TO A MANAGEMENT BY FACT ENVIRONMENT



The HR organization of today is being asked to demonstrate its value by measuring areas of key impact, one of the most important of these is the staffing function. World-class companies take a top-down approach at creating strategic plans linked to business objectives, and then align the staffing function and its metrics to achieve these objectives.

You will learn about the key metrics to capture quality of hire, efficiency of production, and even performance management of your recruiters. We will then explore the application of these metrics that will enable you to migrate to a management by fact culture for your staffing function. Leverage our in-depth interviews with staffing leaders and exhaustive research on staffing metrics to implement an effective staffing analytics program to continually demonstrate value and ensure ROI.

### Topics include:

- ▶ Aligning metrics to business objectives
- ▶ Understanding and defining the key metrics in evaluating and managing your staffing function
- ▶ Migration, change management, and performance management techniques to move to a management by fact culture
- ▶ Management routines and processes to ensure long-term success

### ABOUT BRADLEY SAVOY

Bradley Savoy is a Founder, and Managing Partner, of *LEAN* Human Capital. Bradley advises senior Human Resources and Staffing executives on strategic optimization of their human capital strategies and practices.

Bradley brings more than 18 years of Human Resources and Staffing leadership to *LEAN*. Prior to joining *LEAN*, Bradley served as the founder, Vice President, and practice leader for Hodes QTrac, a groundbreaking Brand Analytics offering for Bernard Hodes Group. Bradley has also held a variety of leadership positions in Human Resources and Staffing with world-class companies including Taleo, Bank of America, Arthur Andersen, Primix Solutions, and Price Waterhouse Coopers.

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### ABOUT LEAN

*LEAN* delivers a radical approach to Analysis, Process Optimization, and Continuous Improvement for your recruitment organization. By rationalizing your staffing supply chain, we help you create a proactive, efficient hiring strategy that will dramatically reduce time-to-fill and vacancy rates, improve quality and customer satisfaction, and reduce cost and waste.

**For more information, please contact us at [info@leanhumancapital.com](mailto:info@leanhumancapital.com) and 734-414-9822.**



# Sessions

## Managing the Multi-generational Workforce ATTRACTION AND RETENTION BEST PRACTICES



The increasingly multi-generational workplace is changing the makeup of both the labor pool and the approach needed to effectively attract and retain human capital. Organizational management and their employees require new awareness and skills to leverage various generational dynamics to continue to drive business results.

### What will be covered:

- ▶ The dynamics of high performance through the multi-generational workforce
- ▶ How to measure individual and/or group progress and achievement in managing, valuing and leveraging various generations
- ▶ Identification of challenges and opportunities to focus efforts to insure cost effective initiatives
- ▶ Measurements of effective multi-generational attraction and retention strategies

### How you will benefit:

- ▶ Learn the various behaviors that drive multi-generational dynamics in the workplace
- ▶ Enhance understanding, awareness and engagement for all employees enabling them to contribute their best through a multi-generational environment
- ▶ Gain an in-depth and detailed knowledge of your organization's multi-generational strengths and challenges
- ▶ Change generational behaviors to enhance business results

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## Recruiting 2.0



So should you Tweet? Recruit on Facebook? How do you better leverage LinkedIn? How does your website and brand come into play? In this informative session; Bradley Savoy, Founder and Managing Partner of *LEAN* Human Capital, will answer all of these questions and more. From an overview of the Web 2.0 space to best practices used by some of the world's best companies, you will learn how to establish a recruiting 2.0 strategy and leverage the latest tools to attract the right talent for your company.

### Topics include:

- ▶ Overview of Web 2.0 and the impact it has had
- ▶ How Recruiting 2.0 can be approached strategically using the most effective tools
- ▶ How to measure individual and/or group progress in the recruiting 2.0 environment
- ▶ Identification of challenges and opportunities to focus efforts to insure cost effective

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## Ensuring Staffing Process Excellence



Your process for hiring and onboarding talent is one of the most important factors within your organization. Yet many companies have aspects within this process that can be improved, and made more efficient, for all stakeholders. In this session, Bradley Savoy, Founder and Managing Partner of LEAN Human Capital, will walk you through best practices to ensure you have a more succinct and efficient staffing process that improves stakeholder satisfaction while also improving quality of hire.

### Topics include:

- ▶ Understanding your staffing process flow
- ▶ Getting to the Voice of the Customer – what do your candidates, hiring managers, and other customers tell you about your process
- ▶ Designing and measuring the optimal staffing process
- ▶ Ensuring ongoing monitoring and results

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## Best Practices in Staffing Performance Management



While many organizations utilize performance management approaches for most of their departments, the staffing function has largely been neglected. In this session you will learn how to create performance management programs for your staffing department to ensure you achieve your hiring plans and key business objectives.

### Topics include:

- ▶ Understanding which business objectives you need to tie your function to in order to achieve results
- ▶ How to align performance plans, incentive programs, and measurement systems to deliver on your goals
- ▶ Best practice examples of staffing performance management programs

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## Deal with 'Em MANAGING YOUR HIRING MANAGERS



They can be a pain in the butt, we all know it, but in the end they are our customers, and they're not going away. So how do you effectively manage, up, down, and across this important stakeholder group to achieve your goal of hiring top talent? In this fun and informative session, we will journey into the lives of some of the best (and worst) stories of how recruiters manage their hiring managers.

### Topics include:

- ▶ War stories to learn from
- ▶ Understanding what the hiring manager wants (Voice of the customer)
- ▶ Establishing rules of engagement and Service Level Agreements (SLA's)
- ▶ Ongoing management and monitoring of the hiring manager experience

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