

Ch2 | *Best People*

Turning Ideas Into Action

Here are several suggestions on how you can take some of the main ideas of this chapter and begin to implement them immediately. Some of them might work perfectly for you; others will need some adjustment and customization. Read them carefully and start thinking about how you can make them work for you in your organization.

- 1.** If one does not already exist, create a systematic process for finding, recruiting, interviewing and hiring the most talented people you can find.
- 2.** Make sure that anyone involved in the interviewing process has had ample training in how to conduct effective interviews.
- 3.** Direct and empower a key HR person to become your new “Talent Czar.”
- 4.** Create a competency model that clearly identifies the characteristics, skills, abilities, knowledge and attitude you are looking for in both current and future employees.
- 5.** Conduct a survey to assess the current culture of your organization and the level of engagement of your employees.
- 6.** Create a formal and informal recognition and rewards program to ensure that employees feel appreciated for the work they do.
- 7.** Establish a committee to develop innovative ways to make your workplace more fun, supportive and friendly.
- 8.** Encourage managers to have an open door policy, make more time to meet with their people, and practice MBWA (management by walking around).
- 9.** Whether you send small groups of employees out for skills training at a seminar, ask your top performers to teach in-house seminars and training sessions, or create an internal “University” for advanced executive education... make training and development a top priority across all layers of your organization.