



Arizona Head Start Association Recruitment & Retention

Colleen Neese

Non-Profit Practice Leader

- Proud Sun Devil – Graduated from ASU with Bachelor's in Communications, minor in Business
- 25 years of recruitment experience
- Recruits for all levels, all operational areas
- Recognized as the top female Executive Search Consultant in the State of Arizona in the 'Who's Who in Business' by the Arizona Republic





Learning Objectives

- Identify my agency's biggest recruitment and retention challenges today and how to address these challenges.
- Compete for talent in a world that is more competitive than ever by using recruitment and retention strategies discussed in this presentation.

Today's Market

Hard market for everyone

- Hiring leaders
- Recruiters
- Candidates

We are all on the same team and want the same thing – the position to be filled with a great candidate!



The Great Resignation

- 48 million people quit their jobs in 2021
- Gen Z-ers are the group that feels the least appreciated and underpaid



What Employees Want

- Well-being
- Salary
- Fairness and equity
- Upskilling and advancement opportunities
- Companies with values that match their own



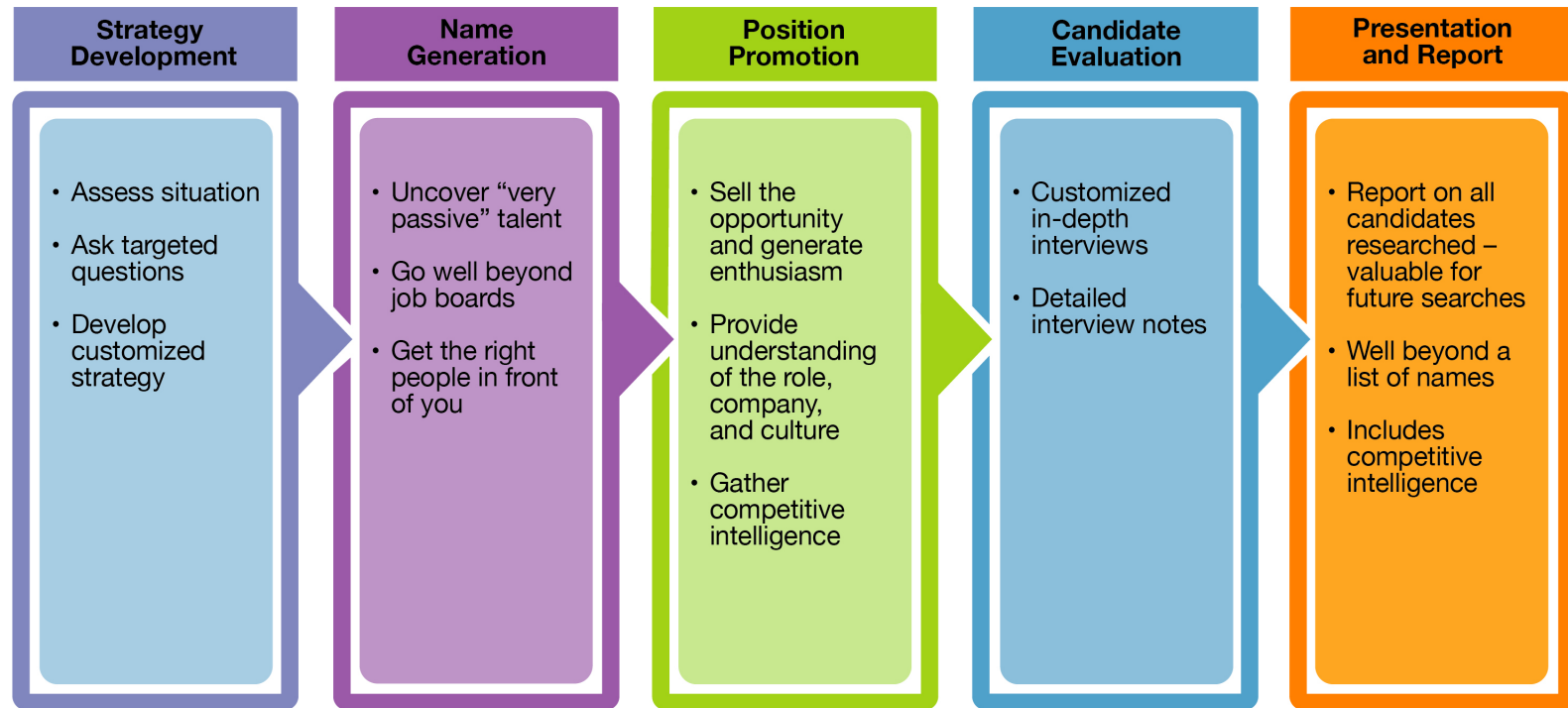
Biggest Recruitment and Retention Challenges:

- Compensation
- Supply/demand
- Competition – candidates have multiple offers
- Candidates want a remote or hybrid position
- Benefits
- Cultural fit
- Lack of internal recruiting support
- Needing a pipeline of talent

How It Works: A Five-Step Process

RECRUITMENT RESEARCH PROCESS

Duffy Group, Inc.'s approach is designed to provide flexibility and value to every recruitment task



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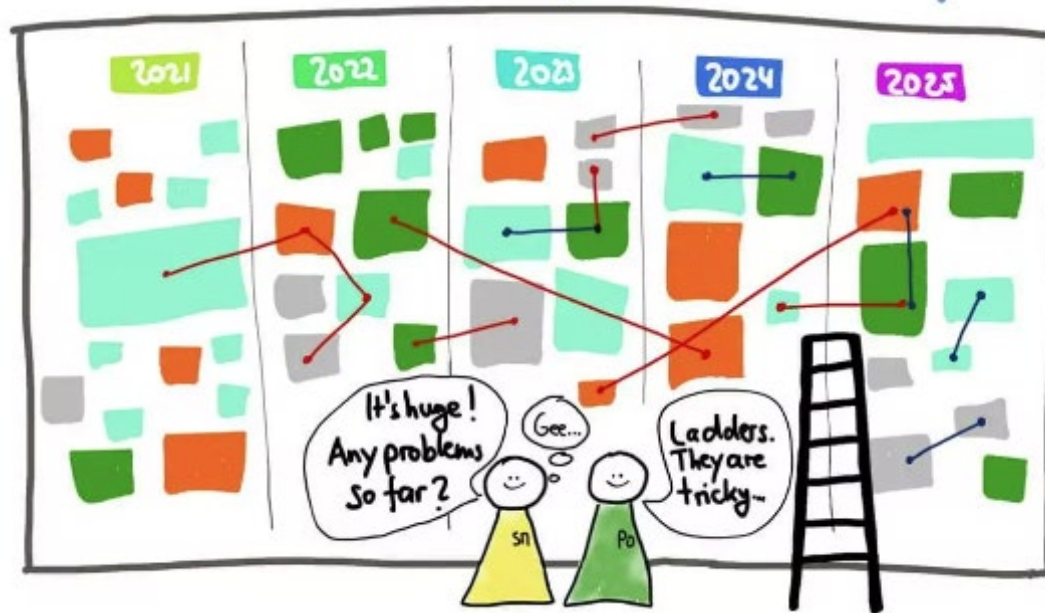


Find the Sizzle

- The company's competitive advantage
- The company's business goal
- What makes it special and different to reveal why a candidate would be thrilled to join the team
- Ask employees what they love about working at Head Start



Create a Roadmap



Recruiting Tools

 indeed

Linked

 zoominfo

hire

Recruiting Tips

- Target your Job Advertisements
- Work with Local Universities/Colleges
- Referral/Sign-On Bonus
- Silver Medal Candidates
- Passive Recruiting
- Remember ABC – Always Be Connecting!



Position Specifications

- What part of the job, from your perspective, will require the longest or most complicated learning curve?
- Breakdown of time spent in role?
- Three critical screening questions?



Recruiting Passive Candidates

- Recruiting targets – specific companies or industries?
- In what department is this person typically working?
- What titles/positions might this person be holding now?
- Who are our competitors/who has similar talent?



Performance Profile

- What will be the position objectives for the first 12 months?
- What personality style will best fit into your group?
- If you look at the top two individuals on your team, what characteristics make them successful?



Think Outside the Box

- Recent Graduates?
 - Child Development / Early Education Degree
- Elementary Schools – Target Pre-K – 3rd grade teachers
- Churches
- Previously taught a different grade
- Daycare experience



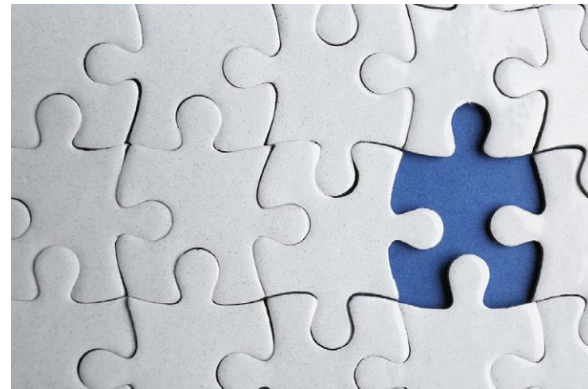
Best Practices

- Be Patient
- Have Urgency
- Source Your Applicants DAILY
- Call Qualified Candidates Quickly
- Interview Quickly
- Offer Job Quickly
- Keep Candidates Engaged
- Reject Candidates Softly



How to Prevent No-Shows

- Form a Professional Relationship
- Be Flexible
- Use Modern Interviewing Software
- Prepare for No-Shows
- Learn Why Candidates are No-Showing



Retention

Understanding turnover

- Exit Interviews
- Employee Surveys

How to retain employees

- Wage Adjustments
- Benefits
- Employee Development/ Invest in their career
- Culture
- Check-In Often
- Stay Interviews





Prepare for Your New Hire

- Background Process Takes A While
- Request Network Access/Equipment
- Get Workstation Ready
- Stay Connected with New Employee!
 - Start Building a Relationship Immediately
 - Call Weekly
- Create an Onboarding Plan



Let's Connect:

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