

NHPA LEADERSHIP SERIES

Leading a Diverse Staff

Finding Ways to Bridge Culture Barriers During Job Training





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Co-founder and CEO
A Few Cool Hardware Stores



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INSIGHTS

What We Will Examine



SECTION 01

Annual Pay Equity Study



SECTION 02

Tracking Employee Satisfaction



SECTION 03

Turnover Reporting



SECTION 04

How to Take Action



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SECTION 01

Annual Pay Equity Study





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SECTION 01

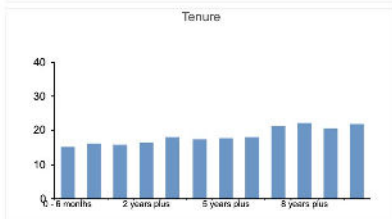
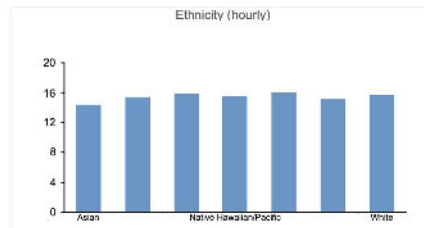
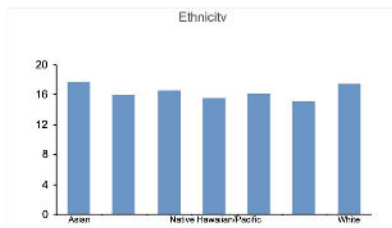
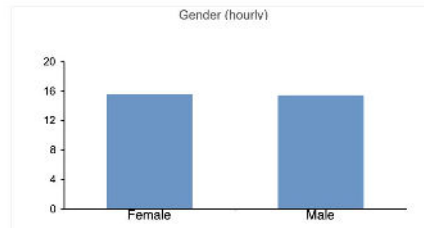
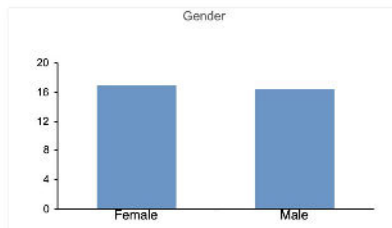
Annual Pay Equity Study

Annual Measurement

Communicating the Results

ANNUAL PAY EQUITY STUDY

Annual Measurement





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SECTION 01

Annual Pay Equity Study

Annual Measurement

Communicating the Results

ANNUAL PAY EQUITY STUDY

Communicating the Results



Review: CEO/CF0/Director of HR



Present: To entire leadership team for input and transparency



Follow Up: Any changes that need to be made, issues or opportunities that arose

- Areas of improvement documented
- Owner of improvements assigned
- Time frame noted for accountability
- Each item has an owner and a deadline

SECTION 01

Q & A





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SECTION 02

Employee Satisfaction





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SECTION 02

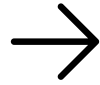
Employee Satisfaction

Gathering the Data

Communicating the Results

EMPLOYEE SATISFACTION

Gathering the Data



Employee satisfaction is done anonymously and sent to all levels of employees.



Highest satisfaction is 80 percent or above. Mid-tier is 70 percent.



Completed annually with exception of stores that don't meet our goals.



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SECTION 02

Employee Satisfaction

Gathering the Data

Communicating the Results

EMPLOYEE SATISFACTION

Communicating the Results

- ➔ **Review:** CEO/CF0/Director of HR
- ➔ **Present:** To entire leadership team for input and transparency
- ➔ **One-on-One Meetings:** Director of HR meets with individual store managers if red flags arise or numbers are low
- ➔ **Follow Up:** Any changes that need to be made, issues or opportunities that arose
 - Areas of improvement brainstormed and documented
 - Owner of improvements assigned
 - Time frame noted for accountability
 - Follow up employee survey is scheduled for 6 months later to re-measure results



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SECTION 02

Employee Satisfaction

Gathering the Data

Communicating the Results

EMPLOYEE SATISFACTION

Communicating the Results

Example Follow Up Summary

- Training
- Communication
- Praise and Appreciation
- Future Plans

The image shows a sample 'ONE-ON-ONE FOLLOW UP SUMMARY' form. The form is titled 'ONE-ON-ONE FOLLOW UP SUMMARY' and includes fields for 'Employee Name', 'Manager Name', and 'Date'. It is divided into five main sections, each with a list of bullet points and a corresponding line for notes:

- 01 TRAINING**
 - Have the team used the self-assessments and design insights based on the results learned?
 - Schedule time for them to complete their issues.
 - Be sure each one has their own training.
- 02 COMMUNICATION**
 - Make sure team members appreciate their participation in the survey (food).
 - Conduct periodic check-ins with each member of the team (should have at least 1 done with each person).
 - Conduct periodic follow-up with the team - see Community events, huddle, etc.
- 03 PRAISE & APPRECIATION**
 - It's essential to have a plan.
 - Use the Employee Satisfaction of Community.
 - Make frequent, even and appropriate praise and appreciation.
- 04 FUTURE PLANS**
 - Conduct a survey again in March 2021 to assess progress, improvements, and how many are by COE or individual?
 - Check the 2021 with each person and have a strong action plan based on the findings.
 - Give them feedback on their performance and communication to City. Make sure they have an ongoing.
- 05 ADDITIONAL NOTES**
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SECTION 02

Q & A





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SECTION 03

Turnover Reporting





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SECTION 03

Turnover Reporting

Why and How We Track Turnover

“Stay” Interviews

TURNOVER REPORTING

Why and How We Track Turnover

- It costs \$2,000 to \$2,500 to onboard someone, so it's important to do this.
- We track turnover quarterly and annually.
- If it's been less than 60 days, we are hiring incorrectly or onboarding isn't working.
- Remove seasonal employees from the data. ROI at a year.

SECTION 03

Q & A





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SECTION 03

Turnover Reporting

Why and How We Track Turnover
“Stay” Interviews

TURNOVER REPORTING

“Stay” Interviews

- Quarterly
- Sent to a random sampling of employees who have been with us XX amount of time
- Five questions about why they stay.
- Reviewed with CEO

SECTION 03

Q & A





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SECTION 04

How to Take Action





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SECTION 04

How to Take Action

Ongoing Events and Recognition

Vendor and Supplier Diversity

HOW TO TAKE ACTION

Ongoing Events and Recognition



Black History Month, Gay Pride, Women's History Month, etc.



Employee of the Month.



Celebrate anniversaries, birthdays, sobriety milestones.



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SECTION 04

How to Take Action

Ongoing Events and Recognition
Vendor and Supplier Diversity

HOW TO TAKE ACTION

Vendor and Supplier Diversity

- Work with local makers.
- Licensed as a woman-owned business through the city.
- Have started evaluating service providers.

SECTION 04

Q & A



YourNHPA.org/webinar



North American Hardware
and Paint Association



@your_NHPA

