

## Delivering **SOLUTIONS** today for the workforce of tomorrow



Corporations throughout diverse industries are experiencing high turnover of their entry-level workforce, costing them thousands of dollars each time they lose an employee. Many times, the entry-level worker looks at a new job as just a job, not a career. It is our belief that successful companies embrace a corporate culture that is aligned with their value proposition. Integrating information on the workplace culture and value propositions into a strategic training and development program have proven successful as initiatives for retaining entry-level workers.

Corporate culture has been described as the set of rules that aren't in the employee handbook. By explicitly describing the culture of a company and teaching new employees how to perform their job within that culture, we have found that companies will improve employee job satisfaction, performance and retention.

Research consistently acknowledges the link between training and successful retention. Employees who are provided with training in both skills and corporate culture will understand their job better and have more satisfaction and success on the job.

In addition, research indicates that poor life skills can limit the potential for learning and/or eradicate skill gains for entry-level workers. Helping entry-level workers build critical life skills will help them use their job skills more effectively and reduce the overall turnover rate.

By integrating these elements into a single program with consistent objectives, language and competencies, this approach will enhance the impact, drive performance and eliminate the confusion that can come from overlapping programs.

### The CWS Onboarding Model

#### Candidate Evaluation

- Recruitment
- Assessment
- Selection

#### Company Evaluation

- Culture and Values
- Identifying Attributes
  - Company Policy and Procedures
  - Human Resource: Benefits, Salary, etc.
- Strategic Outlook
  - Vision and Mission

#### Training and Development

- Life Skills
  - Ethics
  - Problem Solving
  - Communication

- Critical Business Skills
  - Team Work
  - Critical Thinking
  - Time Management
  - Customer Service
  - Dealing with Difficult Customers
  - Professional Conduct
- Technical Skills
  - Job-specific Skills
  - Computer Skills

#### Ongoing Reinforcement

- Retention
- Mentor Training
- Coaching
- On-the-line Training

