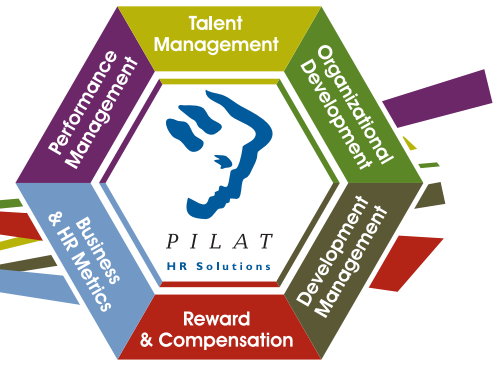


# ENGAGING & RETAINING EMPLOYEES



HR TALENT MANAGEMENT WORKSHOP 13th November 2008 - 9am-1pm

Impact the organization's human capital results and bottom-line performance by...  
**ENGAGING** employees to perform at their highest level  
**RETAINING** employees to support the business strategy

The purpose of this workshop is to build participants' ability to take action on-the-job to keep all employees fully engaged and contributing to the organization's success.

### Who Should Attend?

This workshop is designed to help Leaders, Managers, HR Professionals and Training & Development Leaders implement the solutions required to engage and retain employee talent.

### Workshop Process

Participants will get hands-on experience with a number of proven talent solutions targeted at building a solid understanding of what it takes to engage and retain employee talent.

By equipping participants with the tools needed to take action and impact the organization's human capital results, participants are able to implement the actions that will make the greatest impact on their organization's performance.



### Results

The workshop is designed to directly impact employee engagement, performance and retention. All participants will be equipped with pragmatic talent solutions that they can immediately implement into their work environment in order to impact the organization's human capital results and bottom line performance.

### Learning Objectives

By the end of the workshop, participants will be able to do the following:

- Describe the underlying concepts impacting employee engagement and retention.
- Outline what is "most critical" to engage and retain each individual employee.
- Assess the current performance of the organization, a team, or an individual employee on the critical talent variables.
- Understand why people disengage and leave organizations to determine the length of service intentions.
- Utilise the Talent Strategy Grid to prioritise the time and resources needed to impact Talent results.
- Perform a rich, robust one-to-one dialogue with employees to identify the factors impacting employees' engagement and retention.
- Develop a Team Member Talent Plan to determine the actions needed to impact an employee's performance and desire to stay with an organization.
- Use the Team Talent Plan to identify actions that can leverage team strength and build on their weakness.
- Outline the manager accountabilities needed to impact employee Talent results.
- Complete a self-assessment on the critical manager actions impacting employee engagement and retention.
- Utilise the Fast Action Development Guide to identify actions that can be taken in 48 hours, 7 days, 30 days and 90 days to deliver human capital results.





## Workshop Outline

Engaging and Retaining Employee Talent: Half Day Workshop

### Introduction

- Review the workshop's purpose, goals and deliverables

### Core Concepts

- Outline the critical Talent results and organisation needs
- Define the employee engagement levels
- Describe how "FIT" impacts employee engagement and retention

### Bottom Line Impact of Talent Results

- Calculate the total cost of turnover
- Outline the financial impact of employee engagement

### Cracking the Talent Code

- Identify what is "Most Critical" when engaging and retaining employees
- Assess the organisation's current performance

### One-to-One Dialogue

- Review the one-to-one dialogue process

### Team Talent Plan

- Learn the framework for the Team Talent Plan
- Identify solutions to leverage team strength and build on team weaknesses

### Team Member Talent Plan

- Learn the framework for the Team Member Talent Plan

### Manager Role in Impacting Talent Results

- Outline the critical manager accountabilities needed to impact Talent results

### Developing Capabilities

- Perform a self-assessment
- Complete a manager capability profile
- Create an action plan for a selected manager capability

### Wrap-Up

- Outline how to take action back on-the-Job

## Talent Toolkit®

### Hands-on Tools and Resources

To help participants build their capabilities and take action with their employees and team, each workshop participant receives a Talent Toolkit®.

The Talent Toolkit® provides hands-on tools and resources to help participants deliver Talent results and drive their organisation's performance.

### Talent Toolkit® Components

Below are just a few of the components within the Talent Toolkit®:

#### Human Capital Practices

A set of best practices to impact individual, team and manager performance.

#### Talent Strategy Guide

A tool used to assess the organization's current talent initiatives, as well as identify actions the organization and leaders must take to drive human capital results.

#### Team Member Talent Plan

A simple framework to outline what managers will do to take action, involve the employee and manage expectations.

#### Team Talent Plan

A simple framework to help each team leverage a strength and build the capabilities needed to impact talent results.

#### Retention Cards®

A hands-on tool that captures the variables impacting why people join, engage and stay in organizations.

#### Fast Action Development Guide

Targeted actions that build seven manager capabilities needed to impact employee and team performance.

#### Manager Talent Performance Model

A process to clarify how managers contribute to a successful Talent strategy and overall Talent results.



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