

ATTRACTING, TRAINING & RETAINING TOP TALENT

DR. TONY ALESSANDRA





Which Rule?

Golden

Platinum





Reading People

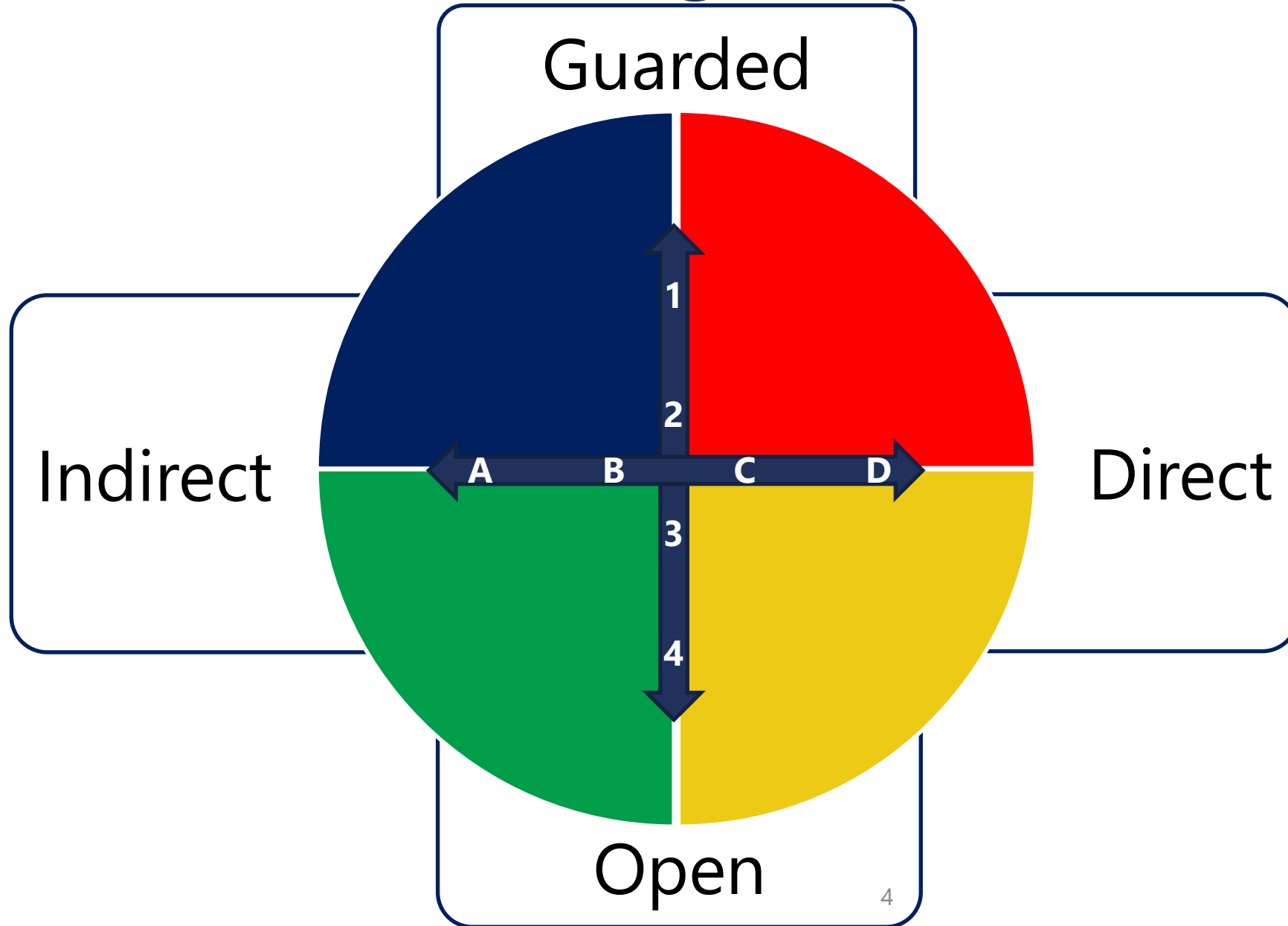
VERBAL

VOCAL

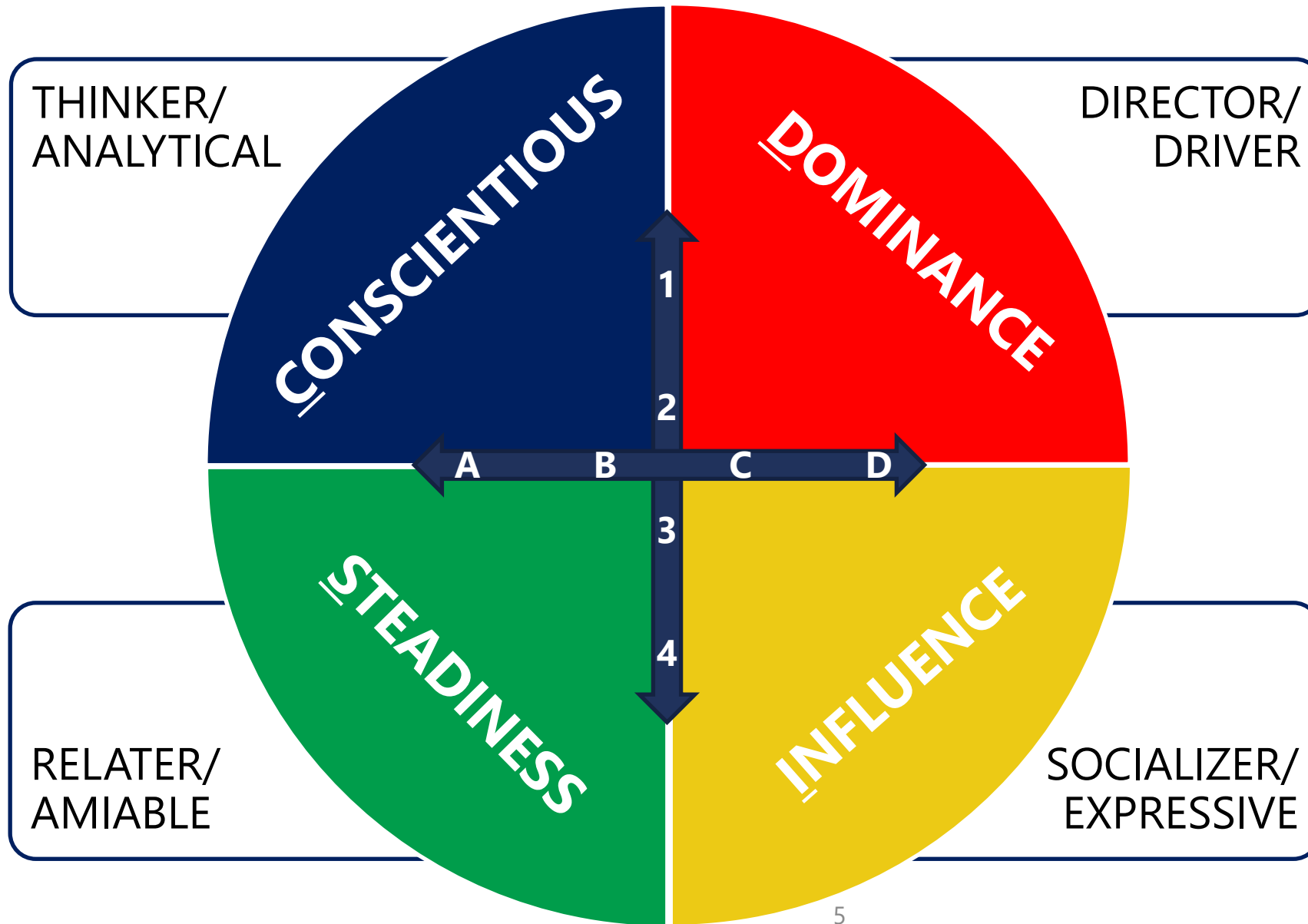
VISUAL



Reading People



Four core styles

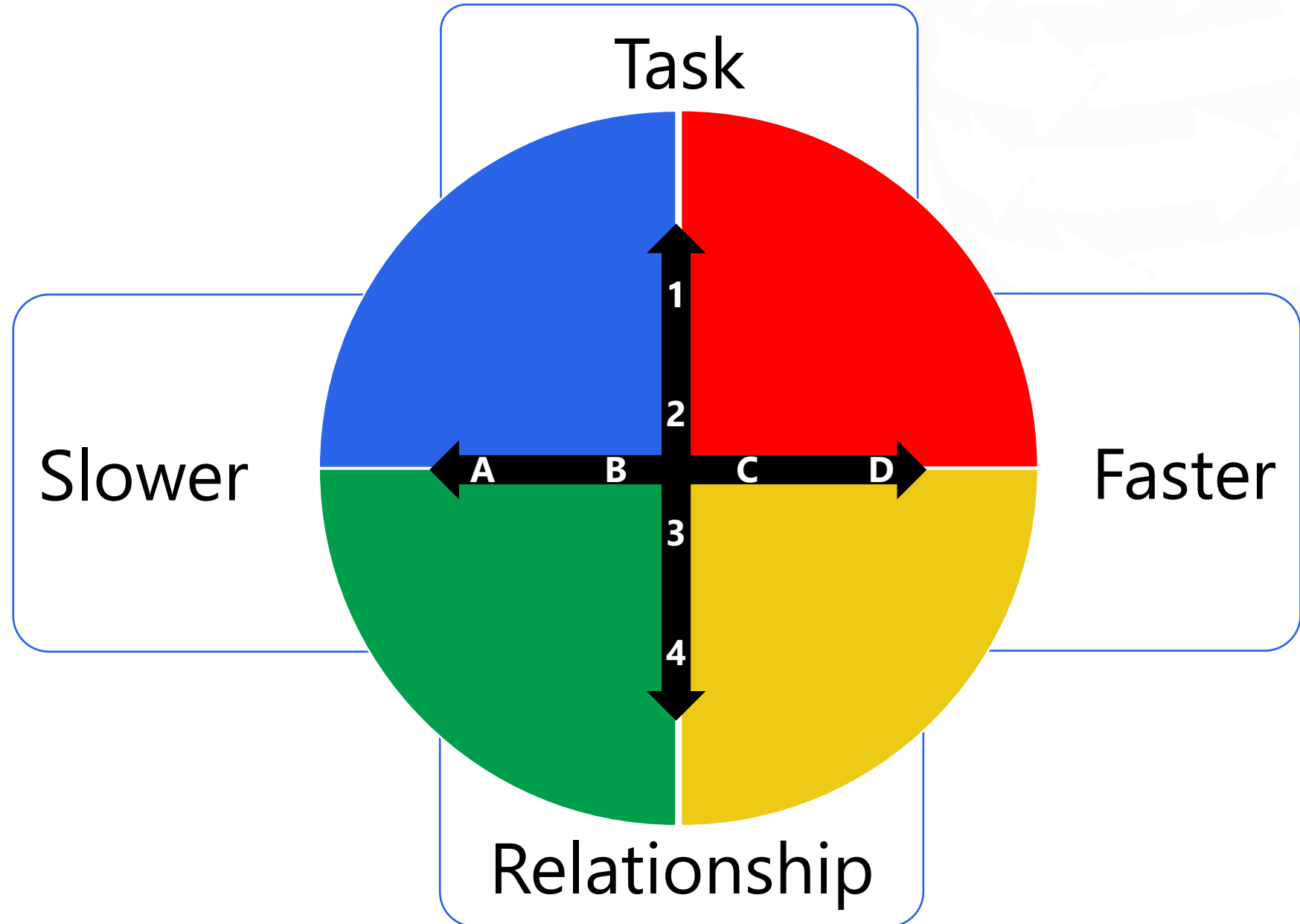




I WISH I KNEW ABOUT DISC STYLES...



Style Adaptability



When You are the D

1. Allow others to do things without excessive interference
2. Participate in the group without expecting always to be in command
3. Praise/give credit for jobs well done





Interacting with Ds

1. Be prepared; do your homework
2. Don't overwhelm them with data
3. Be precise, efficient, and well organized



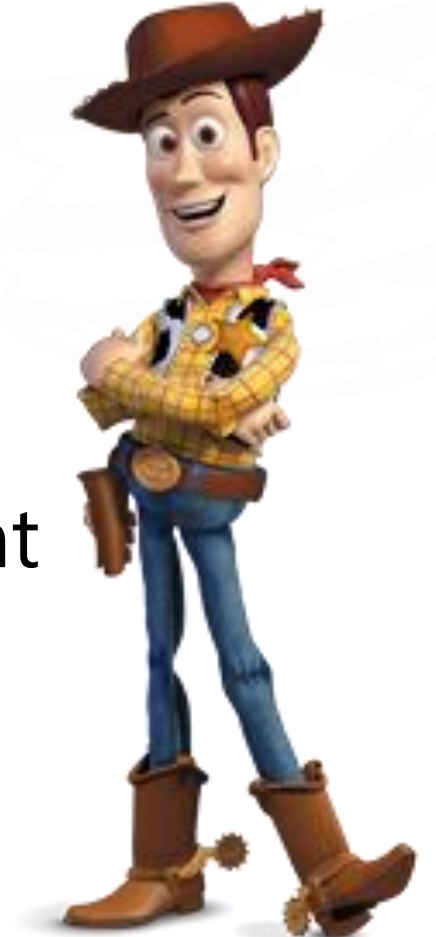
How Does Each DISC Style...

Handle the Monthly Checking Statement?



When You are the I

1. Write things down; work from a list, prioritize in order of importance
2. Get the less appealing tasks of the day over with early in the day
3. Pay attention to your time management





Interacting with Is

1. Let them talk more than you
2. Show more animation and enthusiasm
3. The less details the better



How Does Each DISC Style...

Learn Something New?



When You are the S

1. Stretch; taking on more/different duties
2. Speed up your actions by getting into some projects more quickly
3. Desensitize yourself so you aren't negatively affected by others' feelings





Interacting with Ss

1. Slow down your conversation
2. Let them talk; give opportunities to contribute
3. Show personal interest by actively listening



How Does Each DISC Style...

Walk into a Networking Event?



When You are the C

1. Modify your criticism (whether spoken or unspoken) of others' work
2. Check only the critical things (as opposed to everything)
3. Engage in more water cooler interaction





Interacting with Cs

1. Give them time and space to think
2. Don't fear their skeptical nature
3. Demonstrate with actions, not words



WHY We Use Assessments

1. INCREASE EFFECTIVENESS IN SALES?
2. BUILD WORLD-CLASS LEADERS
3. CREATE CONNECTED TEAMS
4. IMPROVE CONFLICT RESOLUTION
5. CUSTOMIZE EMPLOYEE TRAINING
6. IMPROVE HIRING, SELECTION & RETENTION PROCESS?

Assessments:

Which Assessments can help your company



Types of Assessments & WHY We Use Them

1. DISCself
2. Kids DISC
3. DISC 360
4. DISC Relationships & Collaboration (2 people)
5. Motivators (Aesthetic, Economic, Individualistic, Power, Altruistic, Regulatory, Theoretical)
6. HireSense (DISC, Motivators & Critical Thinking (HVP))
7. Emotional Intelligence 360
8. Sales IQ
(Preparation - Targeting - Connecting - Assessing - Collaborating - Confirming- Assuring - Managing)



9. Core Competency Index

Ability to Empower - Communication Skills - Counseling, Coaching & Training - Creative Thinking - Decision Making - Delegation Skills - Drive and Persistence - Exceeding Customer Expectations - Giving and Receiving Feedback - Identifying and Solving Problems - Involving Others - Managing and Prioritizing Time - Managing Change - Managing Interruptions - Negotiating Skills - Organizational Skills - Planning and Scheduling Work - Proactive Thinking - Resolving Conflict - Setting Goals and Standards - Stress Management - Temperament & Disposition - Thinking Clearly and Analytically - Tolerance - Empathy and Understanding - Visualizing the Future

10. Leadership Effectiveness (LE) 360

Communication Skills - Decision-Making - Delegation - Emotional Intelligence - Managing Change - Setting Goals and Standards - Team Building - Visualizing the Future

11. 5 Disciplines (larger businesses)

Strategy - Business Development - People - Execution - Mission



WHY We Use Assessments

1. BUILD CONNECTED TEAMS.

DISC – Motivators - DISC & Motivators - DISC 360 - EIQ 360

2. INCREASE SALES EFFECTIVENESS.

DISC Sales – Motivators - Sales IQ - CCI

3. CREATE WORLD-CLASS LEADERS.

DISC – Motivators - CCI- DISC 360 - EIQ 360- LE 360

4. CUSTOMIZE EMPLOYEE TRAINING.

DISC – Motivators - Emotional Intelligence – CCI – HireSense (onboarding)

5. IMPROVE HIRING & SELECTION PROCESS.

HireSense – DISC (benchmarking) – Motivators - CCI

A faint, watercolor-style background illustration featuring Daffy Duck on the left, wearing a pink shirt and carrying three orange balloons, and Porky Pig on the right, wearing a red shirt and holding a pencil. The scene is set on a brown ground line with some green foliage on the left.


HOW DO YOU HIRE FOR A CANDIDATE'S STRENGTHS AND YOUR NEEDS

COST OF TURNOVER

"...14 times base salary for those earning under \$100K"
The First 90 Days, Michael Watkins

"...40 times base salary for those earning \$100K - \$250K"
Topgrading, Bradford Smart



A photograph of an iceberg floating in the ocean. The tip of the iceberg is visible above the water line, while the much larger, submerged portion is visible below. The water is a deep blue, and the sky is a lighter blue with some clouds. The iceberg's surface is jagged and uneven.

Here's what
you see - and hire ...

Here's what
you get!

**Interviews have a 14%
success rate in identifying
superior people!**

**That's a 1 in 7 chance of
hiring the right person!**



HEADS OR TAILS?



Better chance with flipping a coin!



SELECTION & HIRING STRATEGIES

Identify candidates with a high probability of becoming top performers & minimize the risk of hiring poor performers.

Reduce overall turnover, especially the turnover of high performers.

Expand applicant pool - ID candidates with limited directly-related experience who have high probability of success – Hidden Gems

Correctly align individuals with a set of tasks and responsibilities



EXAMPLE

HIRESENSE ASSESSMENT



ASSESSMENTS 24X7
A Global Leader in Assessment Technology

OBJECTIVES

Reduce turnover

Improve ability to
identify low risk
candidates from
competitors



STUDY PLAN

Screen candidates with 3 assessments



Use the data to differentiate **"high, moderate & low"** risk performers.



RESULTS

Turnover
reduced

Before - **155%+**
After - **30%-45%**

Increased
sales

Employees screened
as **Low risk**
averaged sales
10%-25% above
those screened as
**Moderate & High
Risk.**

Applicant pool

Increased success
identifying candidates
from competitors who
will be successful due to
Low Risk patterns.

Applicant pool increased
due to confidence in
hiring **Low Risk**
candidates from other
industries.



WHAT WE NEED TO DO...

RECRUIT

intentionally seek the "right" person for the role and responsibilities

SELECT

each candidate should be "matched" against the "ideal" benchmark

TRAIN

each hire must be trained to do what is expected, no matter how competent they seem

MONITOR

each hire must be monitored until competent

NURTURE

each hire must be nurtured (developed) by searching for and bringing the "best" out of them





How Does Each DISC Style...

Fire an employee?



To receive a copy of today's slides, go to...
<https://www.assessments24x7.com/bizx2022>

DrTony@Assessments24x7.com

1-858-456-0028

<http://www.Assessments24x7.com>