



**EVIL CO-WORKER
REPELLANT**

***THE GREAT
RESIGNATION!***

***ATTRACTING & RETAINING
EMPLOYEES
IN THE
21st CENTURY***

by
Scott Warrick, JD, MLHR, CEQC, SCP
www.scottwarrick.com



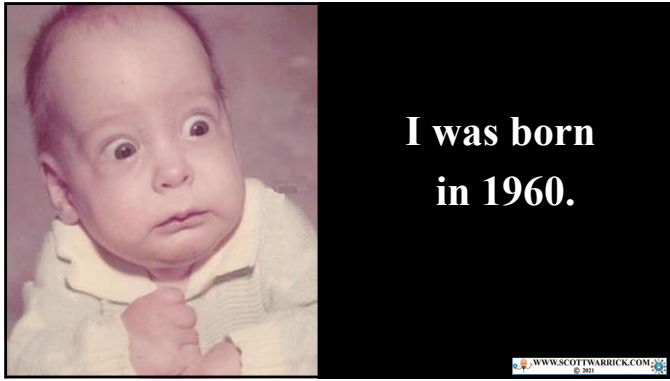
WHY ARE WE HERE?

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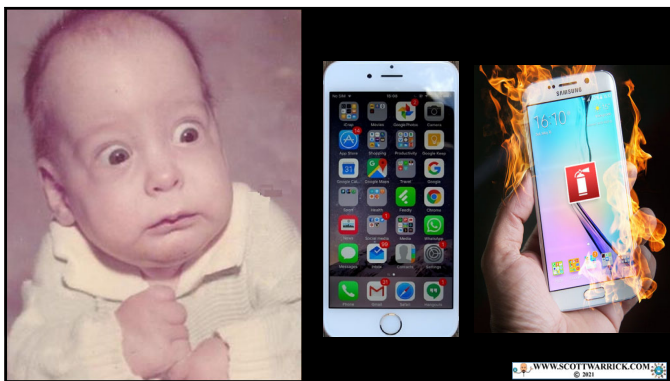
Has The World Changed?



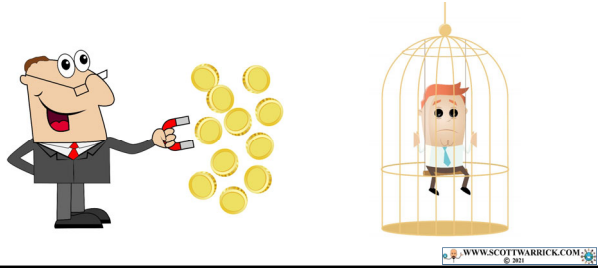
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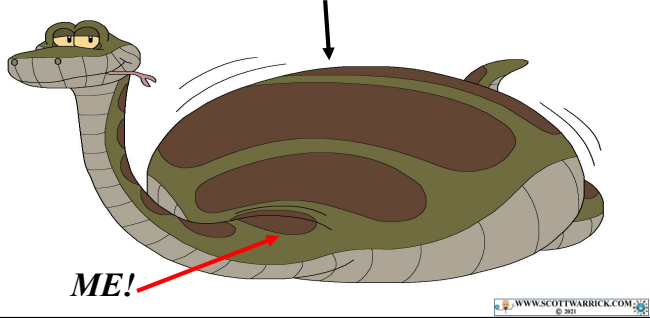




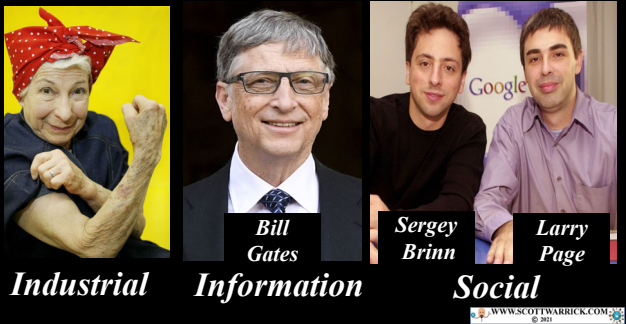
ATTRACTION & RETENTION
External Market & Internal Market



BABY BOOMERS!



THREE WORKER REVOLUTIONS



THREE WORKER REVOLUTIONS



Industrial

*Your Grandparents
Took A Job To Survive.*

*They would stay in a job
even if they were abused.
Opportunities were less
available.*

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THREE WORKER REVOLUTIONS

*Parents
Took Care
Of Survival.*



**Bill
Gates
Information**

*So, this
workforce went
to work to
improve their
standard of
living and to
learn.*

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THREE WORKER REVOLUTIONS

*Parents Took Care Of
Survival and Standard of Living.*

*Today, workers can get all the
information they need online
and jobs are plentiful. They want ...*

- Quality of Life!*
- Quality of Job!*
- Quality of Employer!*



**Sergey
Brinn Larry
Page**

Social

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THREE WORKER REVOLUTIONS

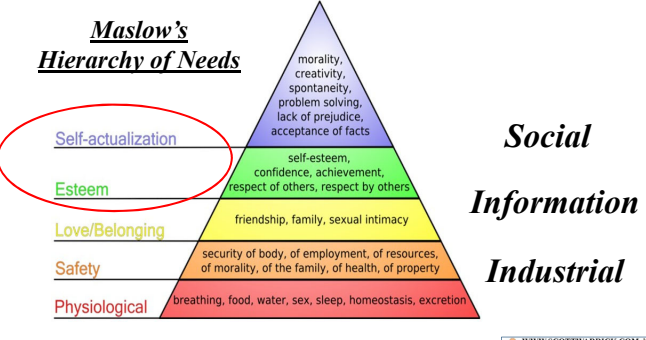


Industrial *Information* *Social*

Bill Gates *Sergey Brinn* *Larry Page*

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Maslow's Hierarchy of Needs




Social
Information
Industrial

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STRATEGY of BALANCED REWARDS

**Socialization
"Rewards"**




33%

**Compensation
& Benefit
"Rewards"**



33%

**Job
"Rewards"**



33%

33% + 33% + 33% = 100%

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STRATEGY of BALANCED REWARDS

Socialization "Rewards"		Compensation & Benefit "Rewards"		Job "Rewards"	
					
37.5%	+	25%	+	37.5%	=
100%					

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STRATEGY of BALANCED REWARDS

Socialization "Rewards"		Compensation & Benefit "Rewards"		Job "Rewards"	
					
23%	+	53%	+	23%	=
100%					

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\$90/hr?



Gen-Zers Will NOT Work For You If It Is **UNSAFE!**

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What Are Our Workplaces Like?

75% of Employees Have Been Bullied or Witnessed Bullying At Work.

HRExecutivecom, December 29, 2021

“Workplace bullying remains a wildly out of control epidemic in the United States.”

~ Workplace Bullying Institute co-founder, Gary Namie, Ph.D.

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***What Is
MOST
People's
Greatest
Distressor?***


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***Has Tracked The
Greatest Sources of
Stress Since 2007:***

***Work
or
Finances***

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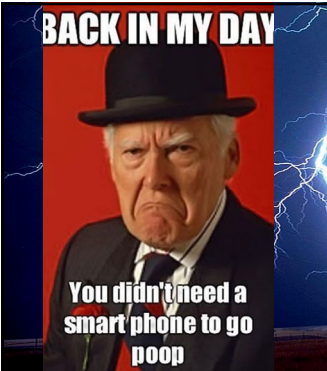


AMERICAN
PSYCHOLOGICAL
ASSOCIATION

In 2020, the APA sounded the alarm:
“We are facing a national mental health crisis
that could yield serious health and social
consequences for years to come.”

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BACK IN MY DAY



You didn't need a
smart phone to go
poop

*Gallup Poll:
America's Way
of Managing
Employees is
30 Years
Out Of Date.*

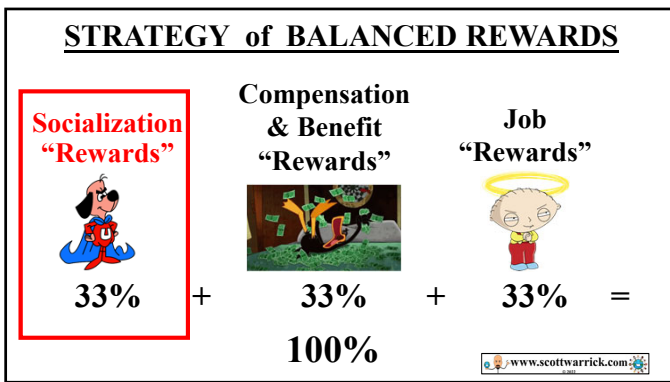
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***WHY** will people want to work for you?*

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DEFINING CULTURE

“Culture”


A Set Of Values That Govern You.

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If It Is **UNSAFE**,
There is no ...
TRUST,
RESPECT
or
ETHICS.

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TRUST TEST
Is It
SAFE
To Disagree
In Your Culture?

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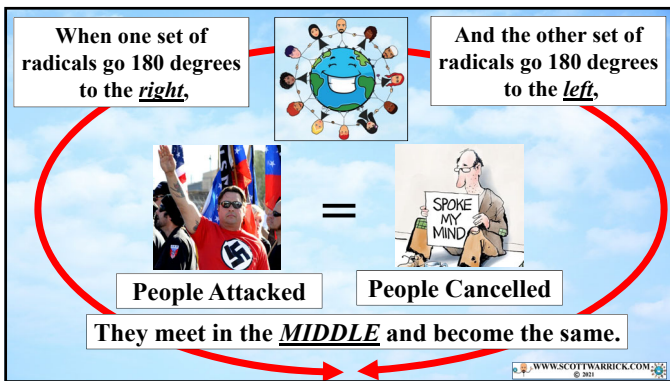
Trust Will **ALWAYS** Change



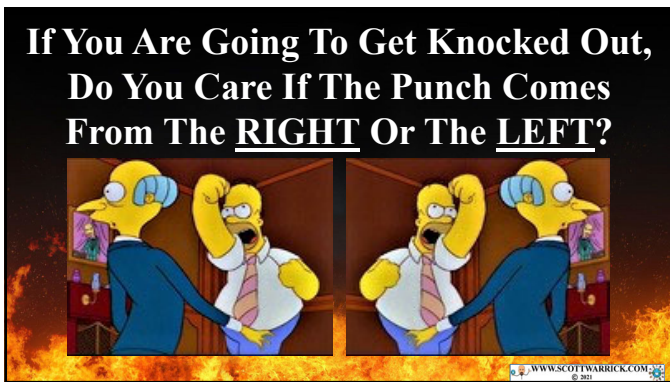
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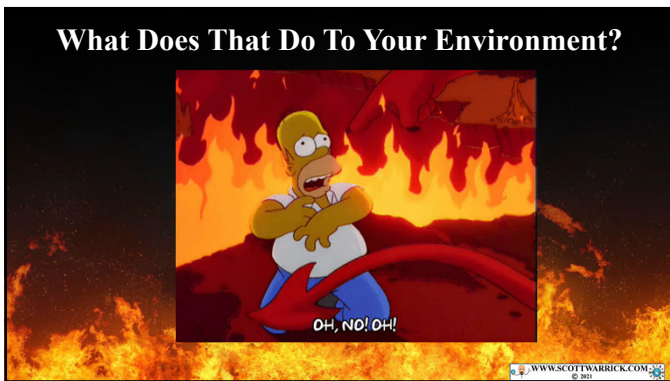




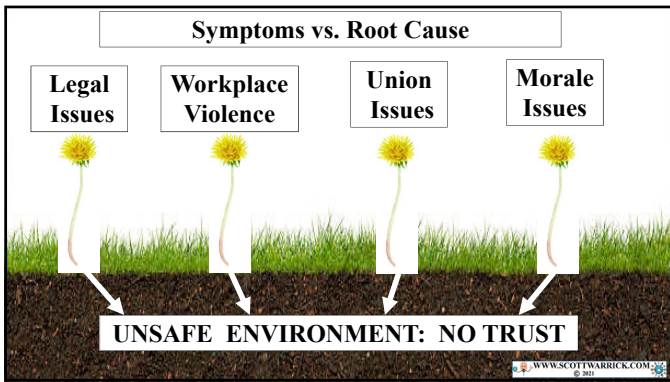


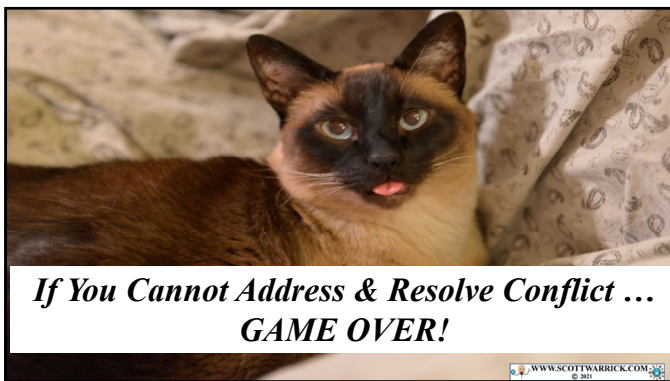




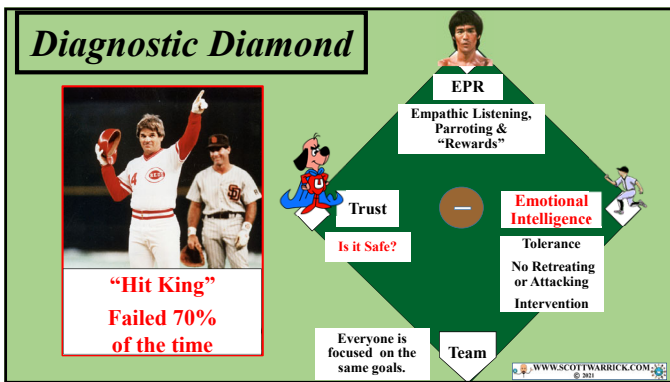


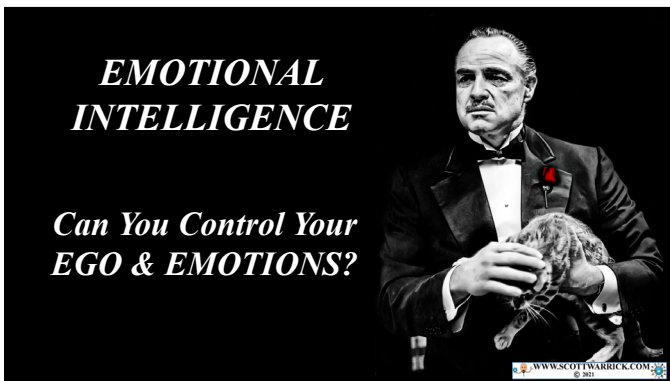












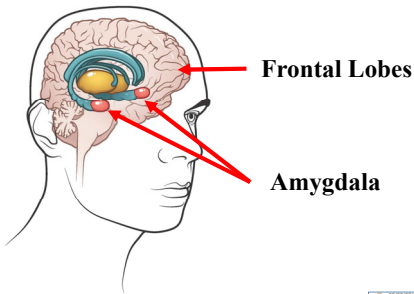
EMOTIONAL INTELLIGENCE

Self-Control

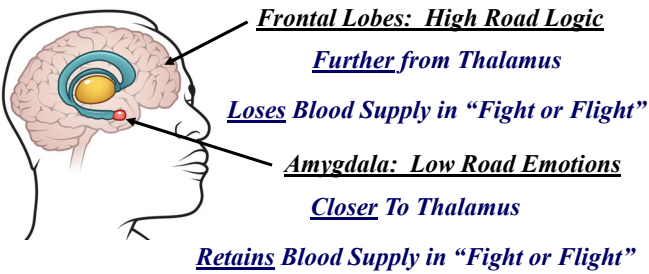
Build Relationships



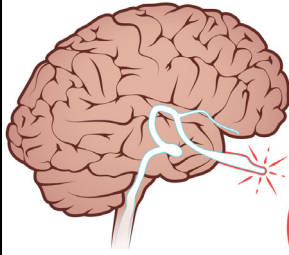
We Are All Wired The Same ...With TWO BRAINS



HIGH ROAD vs. LOW ROAD



Low Road : 17,000th of a second



Stimulus enters the brain and goes to the Thalamus.

Stimulus then goes to the Amygdala and down the Vagus Nerve to the Adrenal Glands to stimulate fight or flight.



This all happens in 17,000ths of a second.

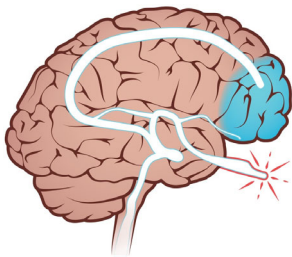
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Emotional Hi-Jacking



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High Road : 2 to 3 Times Slower

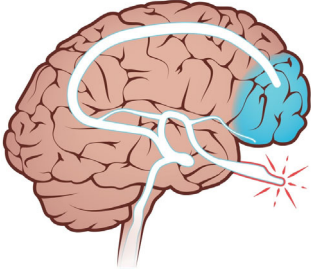


Stimulus is finally sent to the Frontal Lobes.



This takes 2-3 times longer.

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EMOTIONAL INTELLIGENCE

The Difference Between Success and Failure is 5 SECONDS.

SLOW DOWN AND THINK!!!


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**When we do not STOP and THINK ...
We have the mentality of an evil 3 year old child.**



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Diagnostic Diamond



EPR
Empathic Listening,
Parroting &
"Rewards"

Emotional Intelligence
Tolerance
No Retreating or Attacking
Intervention

Team
Everyone is focused on the same goals.

Trust
Is it Safe?

"Hit King"
Failed 70% of the time

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Three Pitching Styles



Attackers



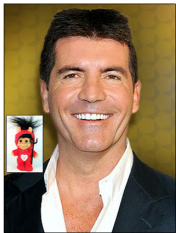
Honest Respectful Communicators



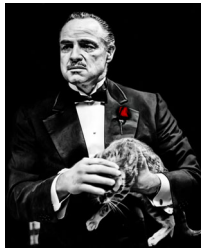
Retreaters

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Three Pitching Styles



Attackers



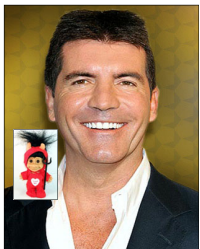
Honest Respectful Communicators



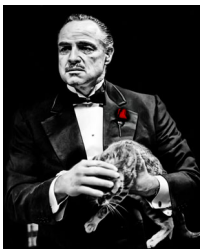
Retreaters

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Three Pitching Styles



Attackers



Honest Respectful Communicators



Retreaters

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Three Pitching Styles



Attackers



Honest Respectful Communicators



Retreaters

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"Hey, Durkl ... New roommate, Durkl ... New roommate! ... Friend, Durkl ... Friend! ..."

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Are You Dealing With The GOSSIPERS & BULLIES?



If You Cannot Address & Resolve Conflict ... You Cannot Be In Management.

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Diagnostic Diamond

EPR
Empathic Listening,
Parroting &
"Rewards"

Trust
Is it Safe?

Emotional Intelligence
Tolerance
No Retreating
or Attacking
Intervention

Team
Everyone is
focused on the
same goals.

"Hit King"
Failed 70%
of the time

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TOLERANCE

&

**CONFLICT
RESOLUTION**

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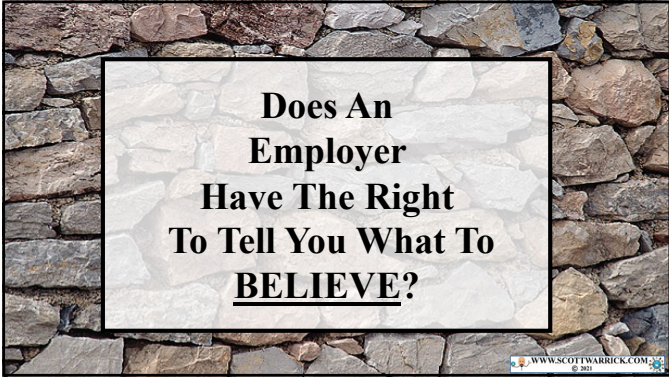
**What Is
TOLERANCE?**

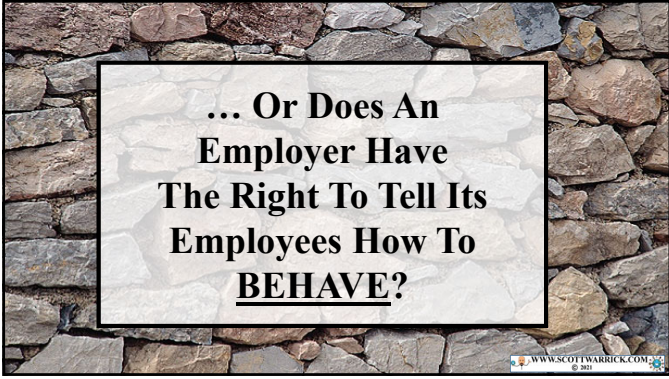
NOT

**Persecuting Those
Who Are Different!**

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How
TOLERANT
Are You?

THE SATANIC BIBLE
JAYM ORRIDGE LAYTON

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EPR
Empathic Listening, Parroting & "Rewards"

"HOW CAN I HELP YOU?"

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How
TOLERANT
Are You?

Are You Making It *SAFE*?

Coach and Correct

THE SATANIC BIBLE
JAYM ORRIDGE LAYTON

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Are You Creating A Positive Workplace?

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SNACKS

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Where Can You Be Flexible?

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Flexible Work Hours

BUSINESS HOURS

WE'RE OPEN

Most days about 9 or 10. Occasionally as early as 7, but some days as late as 12 or 1.

WE'RE CLOSED

About 5:30 or 6. Occasionally about 4 or 5, but sometimes as late as 11 or 12.

Somedays or afternoons we aren't here at all, and lately we've been here just about all the time, except when we're someplace else, but we should be here then, too.

Time Off

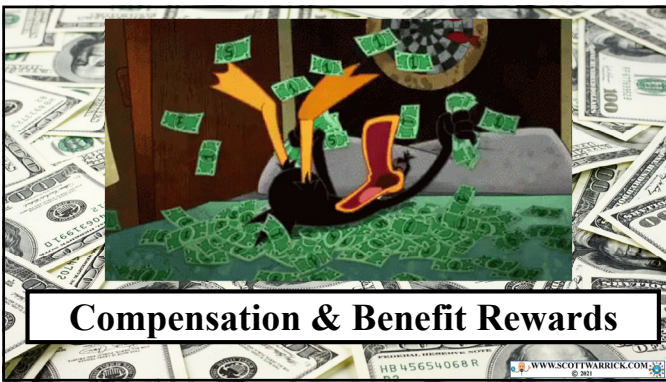
When they don't approve your day off request but you got FMLA

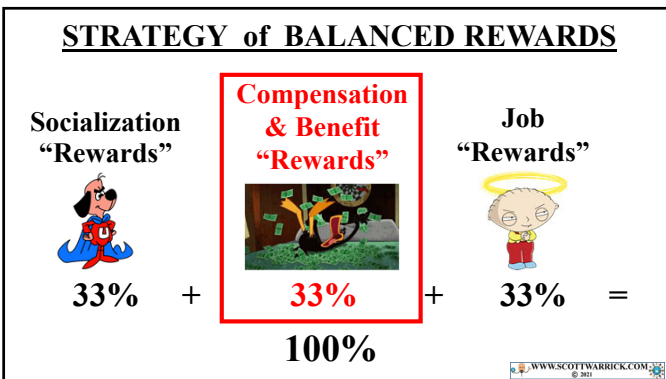


Telecommuting







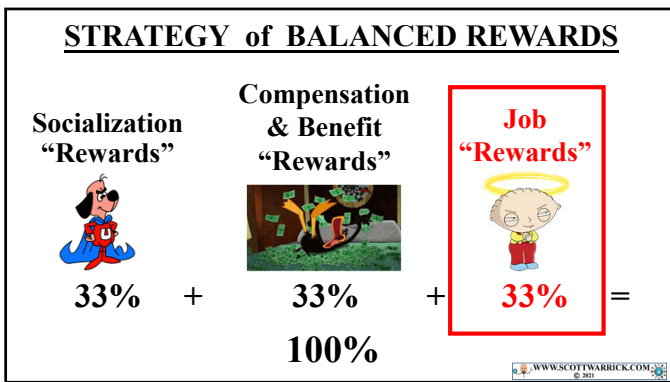




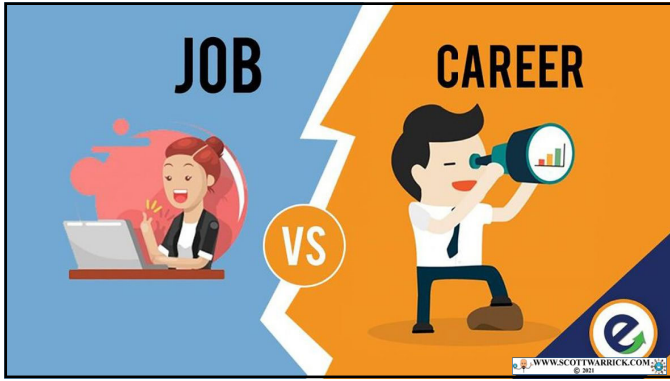




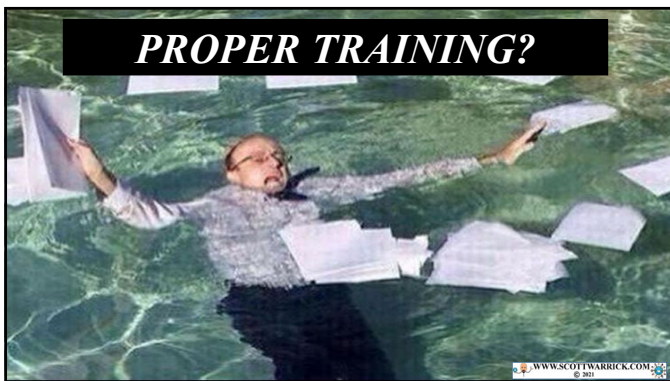


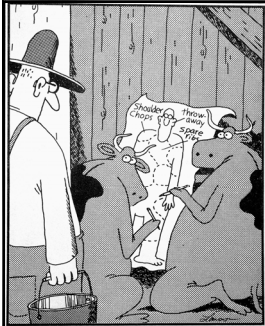










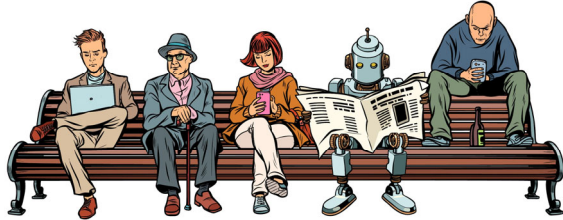


Farmer Brown froze in his tracks; the cows stared wide-eyed back at him. Somewhere, off in the distance, a dog barked.

**WHAT WILL
CO-WORKERS
TELL THE
NEW
EMPLOYEE?**

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How Do People Get Their News Today?



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**How Does Social Media
Affect Your Reputation?**



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Will Employees Write Reviews? *What Will They Write?*



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boast <https://boast.io/home2/>

Home Solutions Services Resources Events Support Partners About Us

What They're Saying

We get you back to doing the job you dreamed of - helping people



Outstanding Customer Service from Mike

Mike McFarland is excellent at troubleshooting Alerts! Without his knowledge and help, Alerts would still not be running. Our IT partners could not resolve but Mike did! His response time is quick and he is very patient! Thanks Mike!

Mary J. 11/25/2020

Save Time & Resources with David

David created a programming solution for an HRMS payroll problem that saved us time and resources. We were wasting hours of time reallocating GL expenses because of how Sage HRMS dictates account structure. David created a programming solution in one hour! He is great to work with.

Mary H. 3/4/2021

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Keith Milligan
7311 Corporation

★★★★★

Consulting team, easy to work with

The Delphia consulting team was very easy to work with. They assigned us a project manager. We could not have asked for anyone to be more responsive to our needs and to make sure that all our data was moved from our old system as smoothly as possible. We were processing our payroll on our old Sage Abra system one week. The next week, all the information was moved over right into the new HRMS product.

Keith, C. 10/14/2020

boast

<https://boast.io/home2/>

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*What Does
SOCIAL
MEDIA
Say About
YOU?*

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TECHNOLOGICAL CHANGES



*Website **MUST** Fit On A Phone*

DESIGN LAYOUT
BUSINESS WEBSITE BUILDER
CONCEPT PAGES
SERVICE

*Website **MUST** Contain
TESTIMONIALS & PURPOSE*

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TECHNOLOGICAL CHANGES



Employment Application

APPLY ONLINE

*No More Than
5 to 10 Minutes To Complete
Be Able To SAVE*

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TECHNOLOGICAL CHANGES RNA

Recruit and Communicate
SNAPCHAT

Martin Cooper

Like

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INTERVIEWING & ORIENTATION

AM I READY FOR THIS INTERVIEW?

FALSE: THE QUESTION IS, IS THIS INTERVIEW READY FOR ME?

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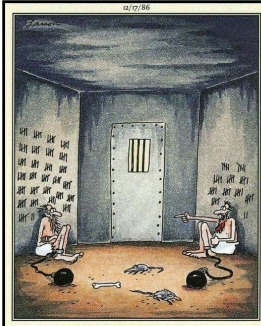
INTERVIEWING & ORIENTATION

Employee Orientation Begins At The INTERVIEW!

Ask Questions Regarding Emotional Intelligence

- Describe The Culture: "SAFE"
- How Flexible Is The Organization?
- Use RFP: Realistic Job Preview
- Career vs. Job
- Take On Tour

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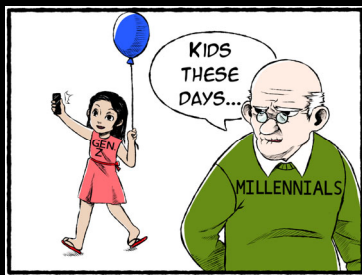


"And another thing! I'm sick and tired of you callin' me 'new kid' all the time!"

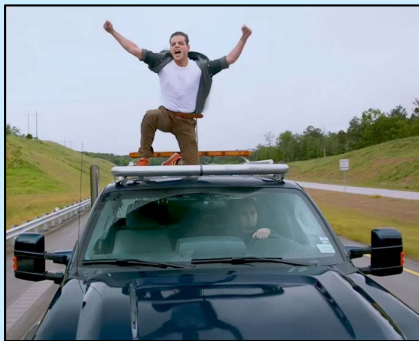
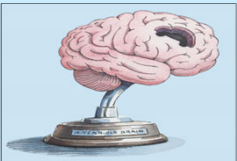
Are You PROPERLY Orienting New Employees?

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Do We See Things Differently?



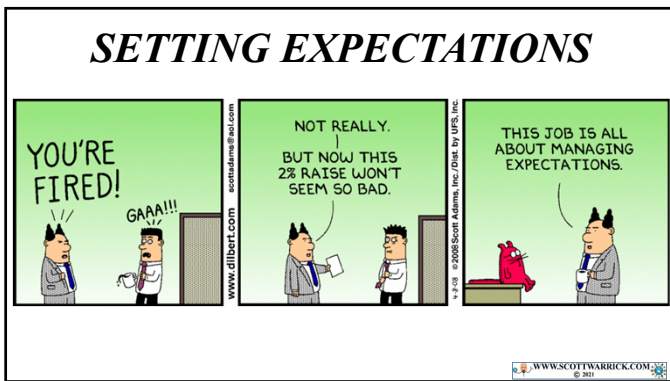
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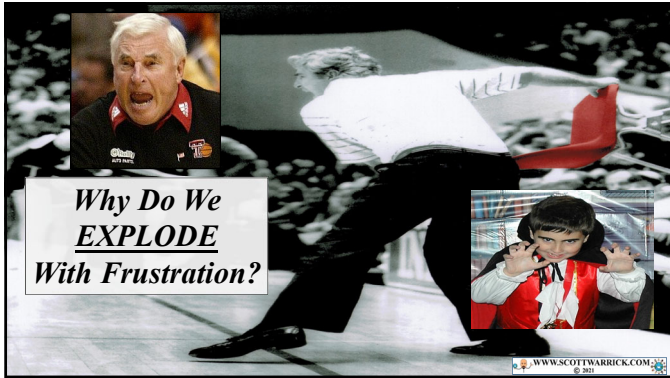


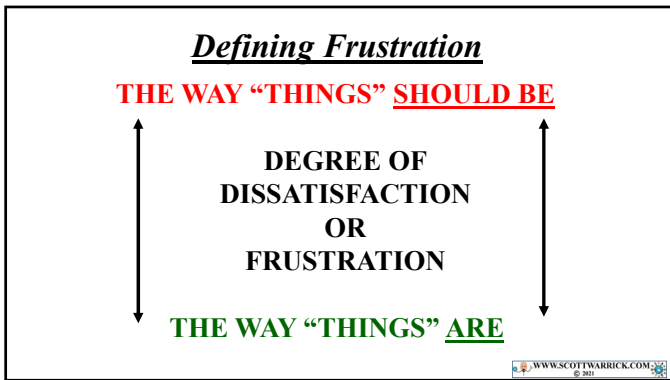
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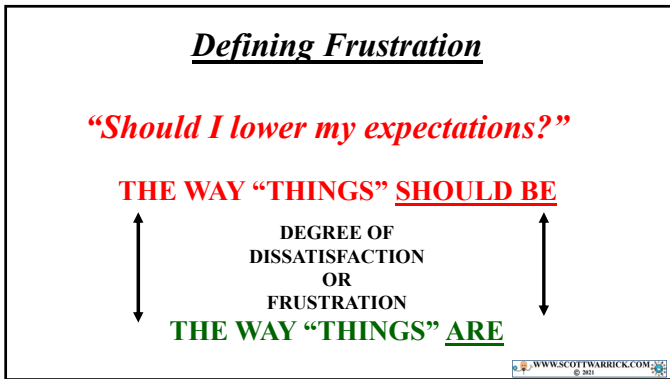












“My kids should do what I tell them!”

THE WAY “THINGS” SHOULD BE



THE WAY “THINGS” ARE

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“No, kids are brain damaged and will do weird things.”

“Should I change my expectations?”

THE WAY “THINGS” SHOULD BE

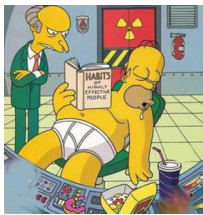


THE WAY “THINGS” ARE

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“No one should criticize my work.”

THE WAY “THINGS” SHOULD BE



THE WAY “THINGS” ARE

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“No, sometimes I mess up, so I need help.”

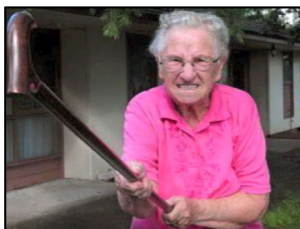
“Are my expectations too high?”

THE WAY “THINGS” SHOULD BE



THE WAY “THINGS” ARE

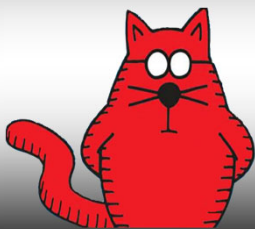
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“How much do you want to contribute to your own misery?”

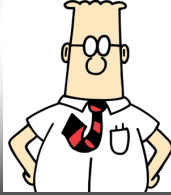
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**What Are Your
ROLES?**

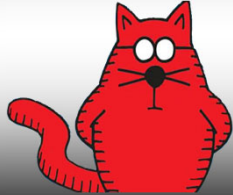


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**Execute
Goals/Plans**



**Get Employees
What They Need
To Execute**



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CUSTOMER SERVICE
REPRESENTATIVE FEEDBACK

<input type="checkbox"/>	Bored
<input type="checkbox"/>	Dishevelled
<input type="checkbox"/>	Unwashed
<input type="checkbox"/>	Rude
<input checked="" type="checkbox"/>	All of above

*Use The
Performance
Appraisal
To Explain The
Employee's Role*

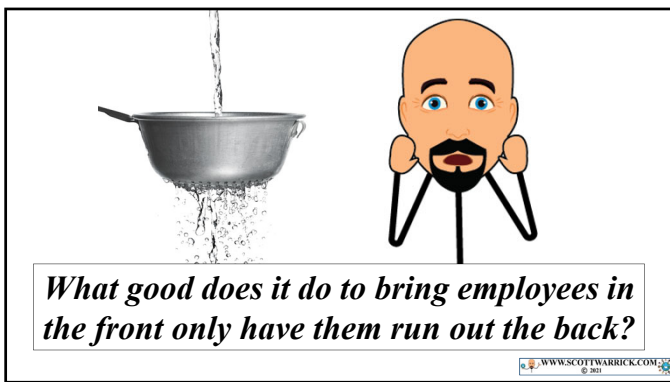
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**You Are A
MENTOR ...
Not JUST A
Supervisor.**



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Turnover?

In 2018, ABC hired over 700 Employees.

It retained only 60.

Employees today are not replaceable.

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Never Ask An Employee Why He Is Leaving.



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Never Ask An Employee Why He Is Leaving.



Ask Why He Started Looking.

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FREE
Lunch & Learns**

amazon

SOLVE EMPLOYEE PROBLEMS Before They Start
BEST
SCOTT WARRICK

HEALING THE HUMAN BRAIN
A FIRST-HAND USER'S GUIDE FOR IMPROVING YOUR MENTAL HEALTH
MICHAEL AND SCOTT WARRICK

LIVING THE FIVE SKILLS OF TOLERANCE
A USER'S MANUAL FOR TODAY'S WORLD
SCOTT WARRICK

TOLERANCE DIVERSITY FOR WHITE GUYS
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For more information and further assistance, please contact ...
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