

## Mentoring: An Important Strategy For Employee Retention

Today's employers are looking for innovative and creative ways to attract and keep talented employees. Traditional recruitment and retention approaches focus on offering attractive pay and benefits packages. Yet, those well-intentioned efforts are falling short. In their ground breaking work, "First, Break All the Rules," Buckingham and Coffman have found that once an employee's basic financial needs are met, talented employees want more. They want to know how their job impacts the overall good of the organization. They want to feel a part of the organization and they want opportunities to grow and develop their skills.

A successful mentoring relationship will help employees meet these vital developmental needs.

*Continued on page two – Mentoring*



Are You Mentoring Your Employees?

## Start Out On The Right Foot With New Hires!

Companies spend a lot of money recruiting and hiring new employees, only to forget about them when they start.

*Here is how to start off correctly with your new hires:*

- ✓ **Inform everyone** of when the new hire will start working, and ask them to make a special effort to make that person feel as though they made the right decision coming to work here. Make them feel a part of the team.
- ✓ **Introduce the new hire** to each employee with pride and excitement during your group meeting.
- ✓ **Create a buddy program.** Pair the new hire with an employee who has a great attitude and respect for the company. Have the employee be their mentor for the next couple of months and to observe how the new hire is coming along. The buddy should meet with the new hire weekly to find out if they have any questions about the job, or need help with their job, or to find out if it is what the new hire was expecting.
- ✓ **Throw a welcome party.** During the new hires first week have a little get together with coffee and donuts. This can make a lasting impression. Don't throw a party for employees that are leaving.

Reprint permission from Sorrell Associates copyright © 2007. All rights reserved.

## Inside This Issue

1. *Mentoring: An Important Strategy for Employee Retention*
1. *Start off the Right Foot with New Hires!*
2. *5 Ways to Become a More Effective Team Member*
3. *The Coaching Clinic – Next Public Session*
4. *Schedule of Public Courses*

All articles, quotes, and material in this newsletter are copyrighted. © 2007. No part can be reproduced in any form without specific written consent from copyright holder(s). All rights reserved worldwide.

Continued from page one – **Mentoring**

Employed properly, mentors create a safe environment for employees to discover (or rediscover) why their work matters as well as gives them a sense of belonging.

### **Successful mentors:**

- ☞ Share the “big picture” of the organization and why their work matters.
- ☞ Openly discuss the unwritten rules and strategies for overcoming common pitfalls.
- ☞ Help mentorees see things from a different point of view.
- ☞ Consistently ask thought-provoking questions so mentorees can learn through self-discovery.
- ☞ Suggest developmental opportunities that give mentorees a chance to stretch outside their comfort zone.

### **Why is mentoring an important strategy for employee retention?**

Never before has it been so important to attract and retain talented employees. Mentoring fosters important working relationships and gives employees a sense of “belonging.” Employees who feel they “belong” and who have an employer who is interested in their development...will stay longer!



### **Retain your good employees. Mentor them to success!**

— Adapted from original source: The Training Connection, Inc. 703-551-0734 – Copyright 2007. All rights reserved.

*The leaders who work most effectively, it seems to me, never say "I." And that's not because they have trained themselves not to say "I." They don't think "I." They think "we"; they think "team." They understand their job to be to make the team function. They accept responsibility and don't sidestep it, but "we" gets the credit.... This is what creates trust, what enables you to get the task done.*

— Peter Drucker

## **5 Ways To Become A More Effective Team Member**

What do the terms “synergism” and “teamwork” have in common? How about this: One definition describes both. The dictionary says when two or more substances combine, producing an effect they couldn't produce alone, that's synergism. That's also teamwork. Together, members of a team produce an effect that no single member could. Creating the synergistic team is not easy. Once people are designated to work together, there is no scientific formula to guarantee that synergism will result. When human beings are involved, personalities and feelings may stand in the way.



To be a more effective team member:

1. **LEAVE YOUR EGO BEHIND.** The team project is most important. It's OK to feel honored to be named to a special team, but be committed to the work and to working together with other members.
2. **COMMUNICATE WELL.** Keep other members informed of your progress. Be very honest about what you can do, and what you have accomplished.
3. **COOPERATE WITH THE TEAM LEADER.** Just as too many cooks spoil the stew, more than one leader can lead to misdirected efforts. Be careful to do what you are assigned. Feel free, of course, to express your own ideas, but let the leader decide if they can be used.
4. **RELAX AND BE OPEN TO NEW IDEAS.** Small groups create a good setting for trying new techniques, so leave your reluctance behind.
5. **GET ENTHUSIASTIC, AND GIVE A LITTLE EXTRA.** That means caring a little more, thinking a little harder, and making a little greater effort.

Source: excerpted from *Executive Edge*

## Goals & Goal Setting

*Setting a goal is not the main thing. It is deciding how you will go about achieving it and staying with that plan. – Tom Landry*

The major reason for setting a goal is for what it makes of you to accomplish it. What it makes of you will always be the far greater value than what you get.

When Andrew Carnegie died, they discovered a sheet of paper upon which he had written one of the major goals of his life: to spend the first half of his life accumulating money and to spend the last half of his life giving it all away. And he did!

Some people are disturbed by those tough days because all they have is the days. They haven't designed or described or defined the future.

Goals! There's no telling what you can do when you get inspired by them. There's no telling what you can do when you believe in them. And there's no telling what will happen when you act upon them.

We all need lots of powerful long-range goals to help us past the short-term obstacles.

The ultimate reason for setting goals is to entice you to become the person it takes to achieve them. Don't set your goals too low. If you don't need much, you won't become much.

If you go to work on your goals, your goals will go to work on you. If you go to work on your plan, your plan will go to work on you. Whatever good things we build, end up building us.

We all have two choices: We can make a living or we can design a life.

**Make this a Positive Day**...unless of course you've made other plans!

Reprint with permission from Dr. James M. Wendling, The Wendling Group



### The Coaching Clinic Next Public Session

The next public session of The Coaching Clinic will be held on June 14 & 15, 2007 at the Crescent Club of Memphis. For more information or to register contact Bill Burtch at [bburtch@harmonycc.net](mailto:bburtch@harmonycc.net), call 901-272-7390 or go to [www.harmonycc.net/coachingclinic.asp](http://www.harmonycc.net/coachingclinic.asp).

To get a preview of the program, a free Executive Briefing on the program will be conducted, via teleconference, on May 17, 2007 at 12:00 pm Central Time. In this briefing, you will learn specifics about the content of the program have all your questions answered as well as begin to develop your coaching skills.

And, for participating, all attendees will receive a special offer! To register for this FREE teleconference, send an email to [info@harmonycc.net](mailto:info@harmonycc.net) with "CC Executive Briefing" in the subject line.

The Coaching Clinic is also available as a customized program for organizations wishing to provide the program in-house. Contact [bburtch@harmonycc.net](mailto:bburtch@harmonycc.net) for more information.



## ONE MINUTE IDEAS

### Motivation

To motivate an under-performing team member, give him a "psychological raise." Many people forget - if they ever knew, what a difference their performance makes.

Take 10 minutes to explain to an unmotivated member how his work adds to the bottom line, helps other members of the team, and/or affects customer satisfaction.

### 100 Best Companies to Work for in 2007

Fortune Magazine presents its yearly feature on America's top 100 employers, including detailed company profiles and contact information.



Check it out at:

[www.money.cnn.com/magazines/fortune/bestcompanies/2007/](http://www.money.cnn.com/magazines/fortune/bestcompanies/2007/)

**harmony**  
Coaching & Consulting



1650 Faxon Avenue  
Memphis, TN 38112

Tel: 901-272-7390

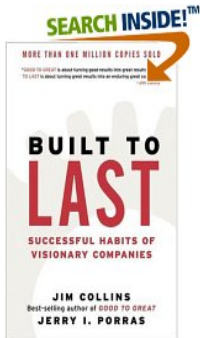
E-mail: [bburtch@harmonycc.net](mailto:bburtch@harmonycc.net)

Visit Our Web Site at:

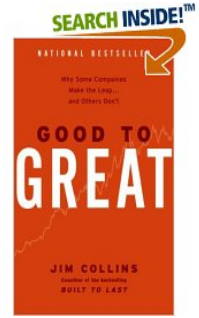
[www.harmonycc.net](http://www.harmonycc.net)

## Reading Recommendations –

*Good to Great* and *Built To Last* aren't the newest books on the market but the message within each of them are timeless and are for more than just CEO's or COO's. I have used the concepts in helping my human resource consulting and executive coaching clients with major and small challenges. Although *Built to Last* was written first, I recommend,



as does the author Jim Collins, reading *Good to Great* first. In it Jim Collins reveals a model based on the differentiating characteristics of companies that stayed 'good' and those that made the transition to 'great' based on market performance over an extended period of time. Once you understand the differences you can then find out how some companies continued to use that model to build iconic organizations that have endured the test of time. No matter where you are in your career – individual contributor, manager, VP or CEO – there are huge nuggets of information in both books that will help you accelerate the company's and your personal success.



Purchase these or other recommended resources by visiting [www.harmonycc.net/links.asp](http://www.harmonycc.net/links.asp) or click on the image for direct ordering.

*To will is to select a goal, determine a course of action that will bring one to that goal, and then hold to that action till the goal is reached. The key is action.*

— Michael Hanson

## Schedule of Public Courses

The following courses are being offered to the public by Harmony Coaching & Consulting. Click on the associated link for more information on the program or to register.

Course Title	Date(s)	Time	For More Information/Registration
FREE Coaching Clinic Executive Briefing	May 17 <sup>th</sup>	12:00pm	TeleConference – email <a href="mailto:info@harmonycc.net">info@harmonycc.net</a> for registration
The Coaching Clinic	June 14 <sup>th</sup> & 15 <sup>th</sup>	8:30 – 5:30	<a href="http://www.harmonycc.net/coachingclinic.asp">www.harmonycc.net/coachingclinic.asp</a>
Coaching & Counseling Skills	July 20 <sup>th</sup>	9:00 – 5:00	<a href="http://www.coned.memphis.edu">www.coned.memphis.edu</a>
The Coaching Clinic	October 3 <sup>rd</sup> & 4 <sup>th</sup>	8:30 – 5:30	<a href="http://www.harmonycc.net/coachingclinic.asp">www.harmonycc.net/coachingclinic.asp</a>

**Harmony Coaching & Consulting** is in the business of maximizing human talent for individuals and organizations in various industries. We accomplish this through the analysis, design and implementation of [Human Resource Programs](#), [Professional Development Training](#), [Personal Executive Coaching](#) and [Assessments](#).

