

Gaining Peak Performance

Increasing Effectiveness in Attracting and Keeping Staff



Peak Performance is when a staff...

- ✓ New Hires get about 90 days to prove themselves
- ✓ Half of all new employees leave within the first four months
- ✓ Average tenure of child care teacher - 2.7 years
- ✓ Average age of new hires – 18 to 24 years – MILLENNIALS



5 Critical Domains Management a Successful Child Care Center

HR - Staffing

Recruiting
Hiring
Retaining
Training
Promoting
Managing
Developing
Policies & Procedures

Operational

Facilities
Licensing Compliance
Accreditation
Maintenance
Touch Points
Playground

Clients - Children

Classroom Arrangement
Curriculum Execution
Daily Activities
Special Events
Supplies & Materials

Customers Parents

ECS
Leadership
Management
Business Ease
Connected
Informed

Financial

Fiscal Ratios
Payroll 50-55%
Facility 15%
Consumables 10%
Misc. 5%
ROI 15%

Delightful- Meaningful Learning Experiences- Positive Interactions

Best HR Practices in Recruitment and Retention for Peak Performance

The Search- Recruitment

Knowing Where They Are



The Know- Attracting

Knowing What They Need



The DO – Retaining

Knowing How to Inspire - Engage



Cost of Turnover

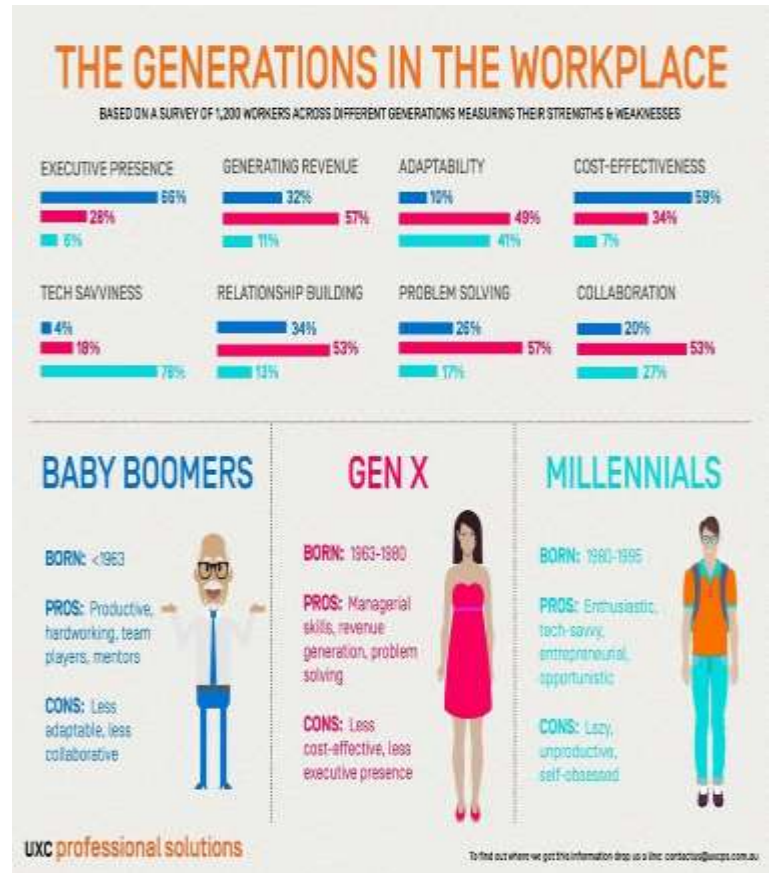


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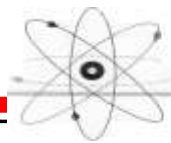
Millennial Management

- Understand characteristics of entry level age group ages – ages 18-24 yrs.
- Attitude shift
- Expect multiple jobs on the resume
- Look forward to engaging talent- short term
- Change vernacular “Make a Difference”
 - Chunk up schedule
 - August – December 20 weeks
 - January – May 20 weeks
 - 9 months is a long length to working Millennials
- Googles everything
- Top three motivators: Make a difference, money, promotions
- Use a Progressive E-Ad
- Respond to the applicant the same day
- Make a friendly call to establish a personnel connection



Millennials lack? Experience! **Millennials possess?** Energy – Ability to Learn Quickly- Engaged

Standard Review



THE FORMULA FOR SELECTION

$$\text{Ability} \times \text{Skills and Knowledge} \times \text{Job Clarity} \times \text{Motivation} = \text{Desired Fit and Performance}$$

Ability
Skills & Knowledge

Application, Resume, Education, Training & Experience
Face to Face Interview, First Hand Observations, and Tests

Tests

- **DISC Personality Tests** that measure interpersonal skill level- getting along with others
- **Social Skills Tests** that measure friendliness
- **Emotional Maturity Tests** that measure logical reasoning, math skills, spatial skills, understanding analogies, verbal skills, etc.

Job Clarity
Motivation

Position Description – One Page Highlight Description - Onboarding Checklist
Energy Level – pursuit, follow-up, personality assessment

The Know- Attracting

Knowing What They Need

Millennial Retention

The 4 Cs

1. **Connections** Bonding – feeling accepted and a part of the team
2. **Culture** Understanding Organizational Norms
3. **Compliance** Teaching basics in state and center policies
4. **Clarification** Ensuring employees understand their new jobs

Onboarding ~Orientation Process is the process of bonding and preparing new staff to internalize the center's values, processes, and standards more quickly. A new employee can improve service and increase job satisfaction. It can reduce turnover and minimize the new hire's learning curve. **Onboarding ~ Orientation** can provide a solid foundation for success.

Off Boarding – is preparing for a **HAPPY QUITTER** – Use the Exit Interview

The DO

Knowing How to Inspire - Engage

Do the Most Important Things First- CONNECT!



Progressive Ads that Attract

Launch your teaching career- join our team! _____ is looking for one energetic teacher for a pre-kindergarten class of 20 four year olds and one assistant. **Flexible Schedule, Benefits, Great Management Team, a family-friendly-fun destination to launch your career in teaching!** EOE Please attach your resume and salary expectation.

Are you ready to continue your legacy? _____, the premiere early educator in _____, has two teacher positions open. **40 hours - Set Schedule, Benefits, Great Management Team, a family-friendly workplace!** EOE Please attach your resume and salary history.

Does your empty nest need refilling? _____ a nationally accredited early learning center, has two openings in the Infant and Toddler age groups. **Stable-Professional Management Team, a warm and friendly workplace!** EOE Please attach your resume and salary history.



Two Year Old Teacher Position Description

Overview

- Coordinates a classroom for an active group of two year olds
- Class Size 16: 2 groups of 8 children each
- Positively communicates with parents and team members
- Performs a variety of activities that ensures age appropriate learning
- Maintains health and safety of the group
- Reports to the director

Specific Duties of the Job

- Enthusiastically greets and engages parents at drop-off and pick-up times
- Maintains a positive relationship with parents and co-workers
- Plays soft music throughout the day – morning and afternoon
- Uploads LifeCubby meal times, nap, etc.
- Talks to parents daily about child's day
- Creates a soft, calm, safe, and loving environment
- Plans and executes daily activities for two year olds
- Carries out the curriculum: Activities/Concentration on Language Development and Gross Motor/Coordination Skills
- Feeds and diapers children as needed. Potty trains children who are ready
- Actively talks to the two year olds throughout the day
- Conducts guided classroom tours to new enrolling parents
- Cleans and organizes classroom everyday
- Writes a one page report on classroom's progress each month
- Follows center's policies and procedures
- Writes accident/incident reports
- Works cooperatively with coworkers, director, and assistant director
- Maintains confidentiality and follows the center's Social Media Policy

Required Knowledge, Skills, and Abilities

- Knowledge of growth process of two year olds
- Knowledge of activities that stimulate two year olds
- Knowledge of safety issues surrounding two year olds
- Skills in patience
- Skills relaying positive reinforcement
- Skills in positive communication
- Skills in time management
- Ability to organize environment
- Ability to plan to prioritize work
- Ability to move and react quickly
- Ability to remain interactive throughout the day
- Ability to research needs of two year olds
- Ability to accept feedback and execute program professionally

Progressive Interview Questions

By DonnaKThornton.com

A Millennials Guide to Interviewing ~ An Onboarding Strategy



1. **Tell me about yourself?** Tell me about a good experience you have had working? Tough ones?
2. **How much money per hour do you want to make?**
3. **How many hours a week do you want to work?**
4. What do you know about us? Have you visited our website? What did you think?
5. What are you really good at- your strengths? What is your weakness?
6. **What are the first 3 things you would do when you are hired?**
7. **Have you Googled the traits of a good teacher?**
8. **Where do you see yourself by this time next year? How soon would you like to move up?**
9. What stresses you-out?
10. Tell me your plan for getting to know your parents and establishing trust with them?
11. How easily do you make friends?
12. What can you do to help promote our reputation in the community?
13. **When will you be ready to start?**

NEW STAFF – WELCOME ABOARD CHECKLIST

By Donna Thornton-Roberts, MBA www.donnakthornton.com



As a new staff member, you may feel anxious and excited at the same time! For you to have a **GREAT** experience working in early education, please use this friendly **Checklist** to make sure that you are **READY-- GET SET -- GO** for your first week at work. **Knowing important information will give you a solid foundation for success**; so read our centers' policies, review procedures, and talk to others so you will have a wonderful experience working with young children!

1. I have met my **co-teacher**, director, and assistant director
2. I have been given a **Job Description** and I understand it
3. I know my co-worker's name and cell _____
4. I know my center director's name and cell _____
5. I know who to go to when I have a question _____
6. I know my 1st day and 1st week work schedule- it is _____
7. I know what is **expected** from me in the classroom
8. I understand the child to staff ratio – in my classroom it is _____
9. I have reviewed the **Daily Schedule** – my children eat at _____, _____, _____
10. I have been trained in **proper handwashing** and can demonstrate it
11. I know how to clock in -- where to park -- and where the staff bathroom is
12. I have reviewed **how to clean up vomit, blood, and feces**
13. I know when I get my 1st paycheck and 1st paid holiday – _____
14. I know when my first employment review is _____
15. I know what to do and who to call if I get sick – I call _____
16. I have been **trained how to introduce myself - greet parents- and identify strange faces**
17. I know how to be friendly, courteous, and outgoing to the new people I meet
18. I have reviewed the Curriculum
19. **I understand group supervision and active supervision especially on the playground**
20. I feel comfortable with receiving feedback from my co-workers
21. I am comfortable asking for help- when I need help, I go to: _____
22. I have been trained on the procedures of ensuring all children are present and accounted for
23. I have **toured the Center**
24. I have located the staff bathroom and know where to put my personal belongs
25. I know where to park
26. I have turned in my work references, TB test, and Criminal Background checks
27. I have been instructed on the **proper discipline and guidance policies of the Center**
28. I read the **Center's Staff Policies** and **Parent Handbook**
29. I have reviewed the **State Licensing/Accreditation Standards** that relate to my classroom
30. I have reviewed and will comply with the **Social Media Policies** of the Center
31. I have been trained what to do for a **fire drill** and **natural disaster**
32. I understand my classroom and center's confidentiality policies
33. I have been instructed how to **identify strange faces** according to the Center's policy
34. I have met the children in my new classroom and began memorizing their names
35. I can communicate professionally and calmly
36. **I know what is NOT acceptable in my new job-** here is the top two: _____
37. I know the dress code and that I need to wear my nametag everyday

Thank You

for attending my session!

Do you need an Executive Coach to help you reach that next goal?

Do you have a BIG problem that needs to be solved?

I can help you!

one *free* **HOUR**

Text Donna @ 703-994-1597

With your name, city, size of center, number of staff, length as Director
and problem that needs to be fixed!

Donna Thornton-Roberts is an Author, National Keynote Speaker and Inspirational Teacher with a Contagious Zeal.



Her roots in early education begin in 1976 as a family day care home provider with six small children. Her dream was to create safe and fun places for children to be while their parents were working. She earned a Bachelor's of Science in Management of Human Resources at 42, a Master's in Business Administration at 48, and doctorate at 63. She's been an Adjunct Professor at Bluefield College, Radford University, Averett University, and Nyack College. She has developed and opened 30 child care centers in the last 40 years and currently is the CEO of nine locations.

Donna authored *Motivating Staff Through Exceptional Personnel Policies*, *Stop Being a Chicken in a Buzzards World*, and *Child Care is a Business*, too. She has been published in Child Care Information Exchange, Professional Connections, and the Association of Christian Schools International. Donna has appeared on CBS News this Morning, Sirius Radio, and Family Net TV. She is in full-time ministry, an executive coach, and professional instructor who enjoys life and believes everyone can live their dream. To book her for a consultation or training email dk4biz@aol.com or visit her website.