

Top Talent

COURSE OVERVIEW

If you want to hire top talent you have to attract top talent. In this six-week course, you will develop the 21st-century tools and techniques you need to capture the best of the best!

Cultivating a culture of CX success starts with having a diverse, engaged, committed, passionate team! It's all about attitude and aptitude.

It's common knowledge that the world leaders in employee engagement are 21 percent more profitable than their competitors, but we also know that the average US employer spends \$4,000 USD and 24 days to hire and onboard just ONE new employee. If that one employee doesn't stay, those numbers double – not to mention the effect it has on the staff morale. It's easy to see why so many companies need help with this difficult issue! No one wants to lose an employee they've invested in finding but if the key hiring, on-boarding and training processes aren't in place, that's exactly what will happen.

It's not enough to attract top talent – you have to keep them!

Great employee onboarding is vital for your business. Most organizations report as much as an 82 percent retention rate when a successful onboarding strategy is used.

The key is keeping valuable new employees is to design an engaging learning and development experience in which they will thrive – one that speaks to the human need to feel significant and valued. When onboarded correctly, employees are able to succeed, to feel that their work is

significant and to enjoy contributing to the good of the company. Wanting to be appreciated for a job well done isn't greedy...it's human.

If you spend countless hours searching for the right team members and are ready to be innovative in your hiring, on-boarding, and training style, then join us and learn what having a culture of Top Talent takes in the 21st century!

LEARNING MODULES

Module #1: The Foundation

1. Your people are your most valuable asset
2. Starting from the INSIDE out
3. CX Competency: Customer Experience Strategy
4. Unique hiring strategies at every level – the key to CX mastery.

Module #2 Attracting Top Talent

5. Make instant, authentic connections that LAST!
6. Creating an attractive job description
7. Win the heart and the head will follow
8. The characteristics of a solid, committed, passionate, engaging hiring and on-boarding strategy. Align it with your core values!
9. Incorporate a Vision, Mission, and Core Values assessment in your screening process.

Module #3: Finding Top Talent

10. How are you measuring employee engagement success?
11. Where to find top talent
12. Ten powerful steps to hiring success
13. Top talent - where to find it and how to keep it

Module #4: Onboarding Top Talent

14. Your first, most important customers are always...your team!
15. Set your team up to succeed
16. Onboarding brilliance - a ten-step plan
17. Gamify your hiring and onboarding process!

Module #5: Expectation Alignment/ Recognition

18. Aligning expectations based on their journey
19. What to expect from the motivated and the passionate
20. Shine and contribute - each employee needs a place in the spotlight
21. Recognize and reward the behaviors you value

Module #6: CX Commitment

22. Set an expectation of customer centricity
23. Under-promise and over-deliver – create loyalty for life!
24. The power of autonomy

WHAT'S INCLUDED:

- Workbook
- Multiple PDF downloads to support your online learning
- Customizable templates to incorporate into your organization right away
- Customizable slide deck to help you facilitate a Vision Vitals session for your team
- Inspirational resources ●
- **BONUS VALUE:**
 - You will receive continuous follow-up and coaching in our PRIVATE CX MASTERY Facebook group where like-minded CX professionals from around the world gather to share CX greatness! FOREVER!
 - You will also receive a complimentary CX Champions membership: Valued at \$197 (*This is a limited time offer)

KEY OUTCOMES

Participants will learn:

- To set clear expectations, inspire an engaging spirit, and cultivate culture before you even screen a single candidate
- A 21st-century approach to attracting, hiring, and onboarding top talent
- To create a template for strong, engaging, cutting edge job descriptions
- To develop a blueprint for a unique, and highly effective screening process
- Priceless time-saving tips and techniques from HR professionals

Participants will receive a Certificate of Course Completion.

WHAT'S REQUIRED?

- A desire for a dynamic new hiring and onboarding strategy
- An open mind - these are some exciting new ideas!
- A keen interest in HR, training & development, experiential learning, and human behavior
- An eagerness to experience our step-by-step introduction to the different concepts and modules presented in this course
- The ability to view on-demand course content and download supporting material and resources.

Taking notes is highly recommended. No specific materials are needed for this course other than those provided virtually

PRICING

\$597 +HST USD

Need help convincing your boss? Check out this “letter to the boss” Not sure if this is the right course for you?

Book a Complimentary 30 minute Discovery Call today and find out which course is best for your team!

New to the CX industry? An expert in the CX industry? Either way...Join our CX Insiders club for FREE and get exclusive insight into the world of CX!