

AWARENESS IS POWER®

Insights for Business

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BAYLEY & BENDER, INC
SUCCESS THROUGH INSIGHT!

Start Your New Hires Off Successfully

Do You start your New Hires off correctly on day one?

According to research done by Human Capital Institute, 70% of new hires decide to stay or leave a company within the first six months. Only 15% of companies continue the onboarding process beyond the 3 month recommendation, even though 93% of companies see new hire guides as important to their success.

You can gain long term commitment & retention with an effective onboarding process. New hires take time to become a productive part of the team. They may not understand some aspects of their job or how it relates to the overall strategy. Getting them up to speed takes time, planning, and patience. However, they will become productive faster with an effective onboarding program than without one.

An effective new hire onboarding process isn't something that can be done in a week or two. This process of welcoming, orienting, training, coaching, engaging, etc... may take several months.

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Are You Starting New Hires off on the Right Foot?

Gross Domestic Product (GDP) Accelerates

According to the Bureau Of Economic Analysis (BEA) U.S. Department Of Commerce, the real Gross Domestic Product (GDP) increased 2.4 percent in the first quarter. This comes on the heel of a 0.4 percent increase in the fourth quarter of 2012.

According to the BEA, this increase was due to:

Inventory investment turned up notably, more than accounting for the acceleration in first-quarter GDP growth. Manufacturing turned up, farming accelerated and wholesale trade declined less than in the previous quarter.

Consumer spending picked up, reflecting acceleration in spending for services, mainly for household utilities.

Federal defense spending fell less than in the previous quarter, more than offsetting a downturn in nondefense spending.

Exports turned up; the main contributors were "foods, feeds, and beverages" and nonautomotive capital goods.

However, business investment slowed, personal income remained flat, unemployment slightly increased, and corporate profits fell.

With the GDP going in the right direction, will everything else follow? Let us know your thoughts. Contact us today.

Sources:

[U.S. Department of Commerce Bureau of Economic Analysis](#)
[U.S. Census Bureau](#)
[U.S. Treasury Department](#)



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But according to a report by HCI, 69% of the new hires are more likely to remain with their organization after three years and are more engaged.

Create a new hire onboarding system that is congruent with the overall company mission, values, & culture. Measure and update the program over time.

Here are some elements to include in your new hire process:

Provide A Clear Company Strategy – Vision, Mission, Values, & Goals. Let the new hires know the overall business strategy, how they fit in with this strategy, and why their position is important. People want to know that they are a part of a winning team.

Job Description – Give each employee a job description, goals, and expectations of their role. Show them how their position is valuable.

Introductions to key players & walk around – Make sure you introduce the new hire(s) to everyone, especially the key people. During this walk around introduction, let people know why this person is the perfect fit for the position and how to contact them. Give each new hire a binder with the employee's names & positions. During this phase, allow the new hire to make notes in their binders as they meet people and observe the business structure.

Coaching & Mentoring – Give new hires the ongoing support utilizing coaching & mentoring. Assign someone as their “go to” person for when they have a question, observation, or challenge. This coach/mentor can assimilate the progress of the new hire and provide early feedback and an opportunity to correct any mistaken direction. Implement an individual development plan that they can work on together over the next several months.

Career Growth Path – Let employees know the opportunities for advancement. Give them the responsibility to take charge of their own development and the training necessary to grow within the company.

Continued on next column –



Give them the tools necessary for the job – This is often underestimated to its importance. Make sure the new hire has everything they need to get started. Example: training, instructions, website resources, assignments, safety procedures, and policies. Confirm they have the needed supplies & equipment:

✓ Computer, printer, telephone, email address, ID, copier, & general office supplies.

Setting up and implementing an effective onboarding program, although not easy, is well worth the time and effort. Studies show that comprehensive onboarding programs are linked to business success.

Benefits include, but are not limited to:

- Lower turnover
- Increase & maintain engagement
- Enhanced performance
- Clear direction
- Better customer service
- Higher quality
- Open communications
- Improved trust
- Elevated Morale
- Save time
- Lower stress levels
- Boost revenues
- Improved bottom line.



All on-board😊

If you have any questions about this article, please contact us today! ♦

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“I am convinced that nothing we do is more important than hiring and developing people. At the end of the day you bet on people, not on strategies.”

~ Lawrence Bossidy, Former COO of GE and author

Identity Theft In The Workplace

As identity theft continues to be on the rise, we are often asked; how are these thieves getting our information?

Experts report an increasing number of corrupt employees offering private customer information to identity thieves. The most common victims are small organizations with fewer than 100 employees, according to the most recent study by the Association of Certified Fraud Examiners 2012 Report. Often smaller companies have fewer controls and less training on handling private data than larger companies.

In addition, the FTC received more than two million complaints in 2012. Nearly one in five was about identity theft: the misuse of personal information like a Social Security, credit, or bank account number to commit fraud or theft.



The thieves are most likely to go after people's wages, government benefits, tax refunds, or credit card and bank accounts.

Handling private information correctly is vital, necessary, and the law. Poor business practices may lead to liability lawsuits and loss of customers.

What should you do to protect your customers, employees, and company?

- Trust but verify
- Hire properly by using pre-employment screening to eliminate the problem before it starts
- Do surprise audits
- Do not give employees more access to private information than they need
- Split or separate duties
- Create a hotline for reporting suspected abuse
- Train everyone in the company on proper ways to handle, track, and dispose of sensitive information
- Shred all unneeded private sensitive consumer information

Of course, there are many other ways to protect sensitive information and it is your responsibility to ensure legal compliance.

Look at your state and federal data protection laws on your legal requirements to properly maintain and destroy personal information.

The more sensitive the information, the more important it is to have it destroyed safely and securely. ♦

For more information visit the FTC Consumer Information website: www.consumer.ftc.gov/features/feature-0014-identity-theft

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One Minute Ideas

Roadblocks To Success

Here are some career mind barriers found especially among new entrants to the workforce, from **News From Kaplan**, a fact sheet published by Simon & Schuster.

- **Waiting to be discovered.** Instead of making contacts, such people think they will be magically rewarded with fame and riches.
- **Impostor belief.** Some people feel they're not really qualified to do the kind of work their employers want them to do. They're afraid of being exposed as incompetent.
- **I shouldn't get paid for what I do:** It's easy for me. This belief usually crops up among people who are talented and love their work.
- **Fear of failure.** New workforce entrants often fear they won't be hired or will end up penniless.
- **Fear of success.** Some people are afraid of doing well because they can't imagine being recognized as an expert in their fields. They may even think that fame and fortune will hurt them in some way. They may think that family and friends will like them better if they stay "small." ♦

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ID THEFT – Hotel/Motel Room Cards

Southern California law enforcement professionals assigned to detect new threats to personal security issues, recently discovered what type of information is embedded in the credit card type hotel room keys used through-out the industry.

Although room keys differ from hotel to hotel, a key obtained from the "Double Tree" chain that was being used for a regional Identity Theft Presentation was found to contain the following the information:

- ✓ Customer's (your) name
- ✓ Customer's partial home address
- ✓ Hotel room number
- ✓ Check in date and check out date
- ✓ Customer's (your) credit card number and expiration date!

When you turn them in to the front desk your personal information is there for any employee to access by simply scanning the card in the hotel scanner.

An employee can take a hand full of cards home and using a scanning device, access the information onto a laptop computer and go shopping at your expense.

Simply put, hotels do not erase these cards until an employee issues the card to the next hotel guest. It is usually kept in a drawer at the front desk with YOUR INFORMATION ON IT!

The bottom line is, keep the cards or destroy them! NEVER leave them behind and NEVER turn them in to the front desk when you check out of a room. They will not charge you for the card. ♦

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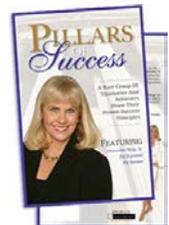


Pillars of Success. Don't miss this book! It's a Great Gift for your team, family, friends, or co-workers. Call Janine to order 301-439-8317 or click on the image for more information!

PILLARS OF SUCCESS

It's no secret that success is something everyone wants. The process can be a mystery and *Pillars Of Success* is a book all about revealing success secrets of several of the most prosperous people in business today.

Contributing author Pat Bender has an **Awareness Is Power®** process. "The more aware you are," she says, "the more aware you'll become." You will learn the three important things leaders and successful people have in common.



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LEADERSHIP EXCELLENCE SEMINAR



Leadership Excellence Seminar: September 16 - 18th 2013

This three-day course allows you to focus on every aspect of your professional and personal life, to build on your strengths and bring out the best in yourself and those around you. **The seminar provides you with the tools to raise your game and take the rest of the team with you!** The benefits are both personal and professional:

- The SEVEN KEYS to professional and personal success • The daily Mental Laws to help you achieve your goals •
- Setting your professional and personal goals in life • Visualize, implement and achieve your goals • Learn how to reduce stress in all areas of your life • See and develop the strengths in yourself and others •

CONTACT BAYLEY & BENDER FOR MORE INFORMATION TO BRING THIS OR ANY OTHER SEMINAR TO YOUR ORGANIZATION!

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