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NavigoSearch
Empowering your dreams



Hire and retain “A” players to grow your business

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An “A” player is:

- top 10% of talent
- a driver of business growth

Meet a frustrated Nick Johnston





Nick's frustration was being caused by many problems

- 2004 ~ 2006
 - 80 staff in Japan
 - high turnover and poor tenure
 - poor skills depth and management skills
 - limited services menu
 - poor customer service
 - 400 placements per year



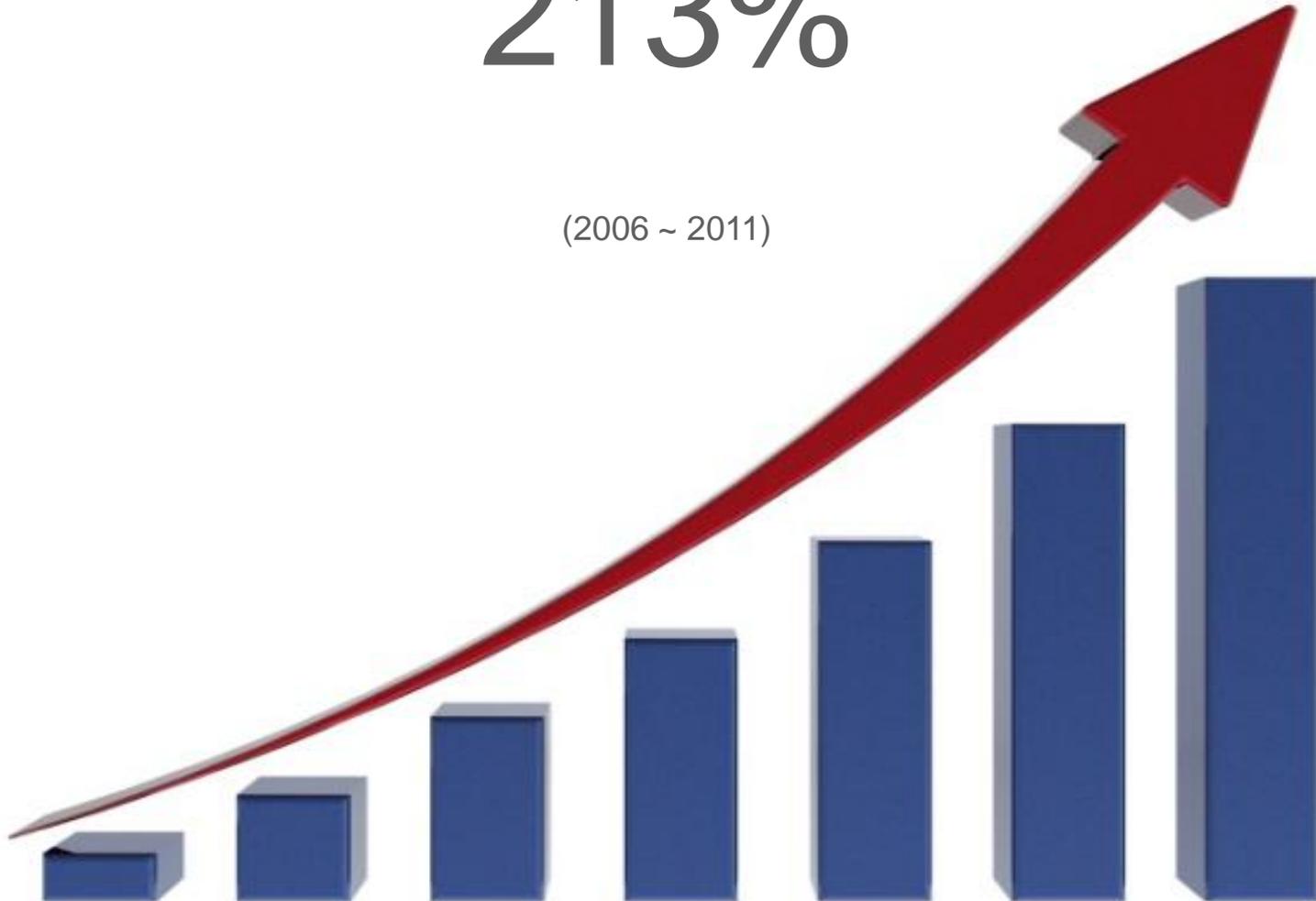
Nick solved the problems and the business grew

– 2013

- 270 staff across Japan and 5 countries in APAC
- best in industry turnover and high tenure
- strong skills depth and management skills
- diversified services menu
- high level of customer satisfaction (NPS)
- 1,140 placements per year

Nick grew sales by 213%

(2006 ~ 2011)



Nick became happy and excited





Nick used a 2 stage approach to grow the business

- Hire "A" players
- Retain "A" players



Hire your “A” players

1. Decide what **your** “A” player looks like
2. Do initial screening based on career history
3. Ascertain verifiable patterns of strengths and weaknesses
4. Verify the information through reference checks



Hire your “A” players

1. Decide what your “A” player looks like

- 
- company description?
 - mission for the role?
 - measurable accountabilities?
 - key competencies required?
 - Position name, location, compensation?



Hire your “A” players

**2. Do initial screening
based on career history**

- 
- Filled out by the candidate
 - It will reveal patterns
 - Retention
 - Salary
 - Supervisor responses
 - Reasons for leaving
 - Excellence
 - Mistakes and learning experiences
 - Business experience
 - Education and learning
 - Career needs



Must item:
**Reference Check to former
supervisor is OK?**

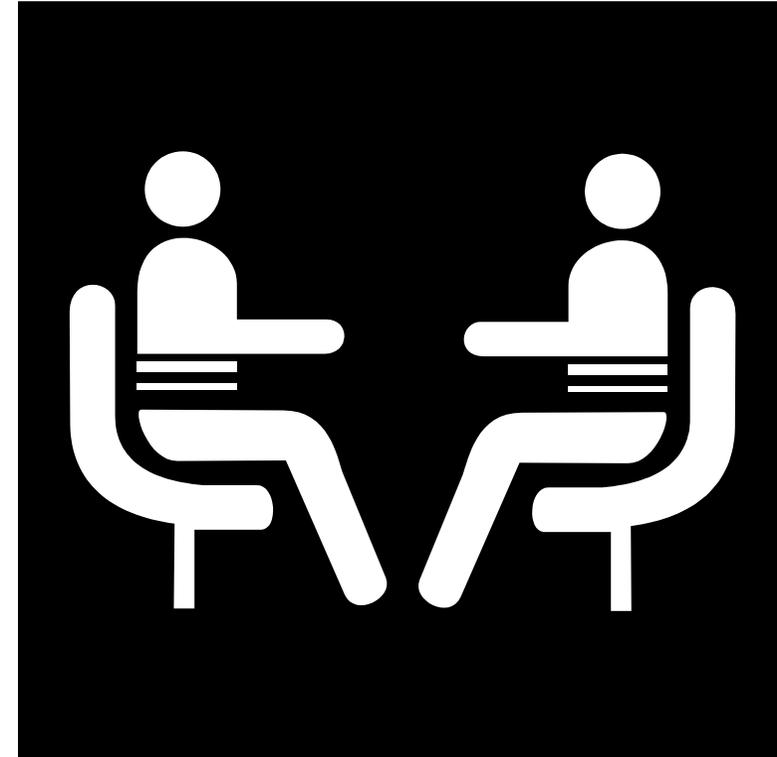


Hire your “A” players

**3. Ascertain verifiable
patterns of strengths and
weaknesses**

The chronological interview

- Patterns
 - Excellence
 - Mistakes and learning
 - Salary
 - Supervisors
 - Reasons for leaving
 - Career planning
 - Values
 - Management and team building
 - Behavioral patterns





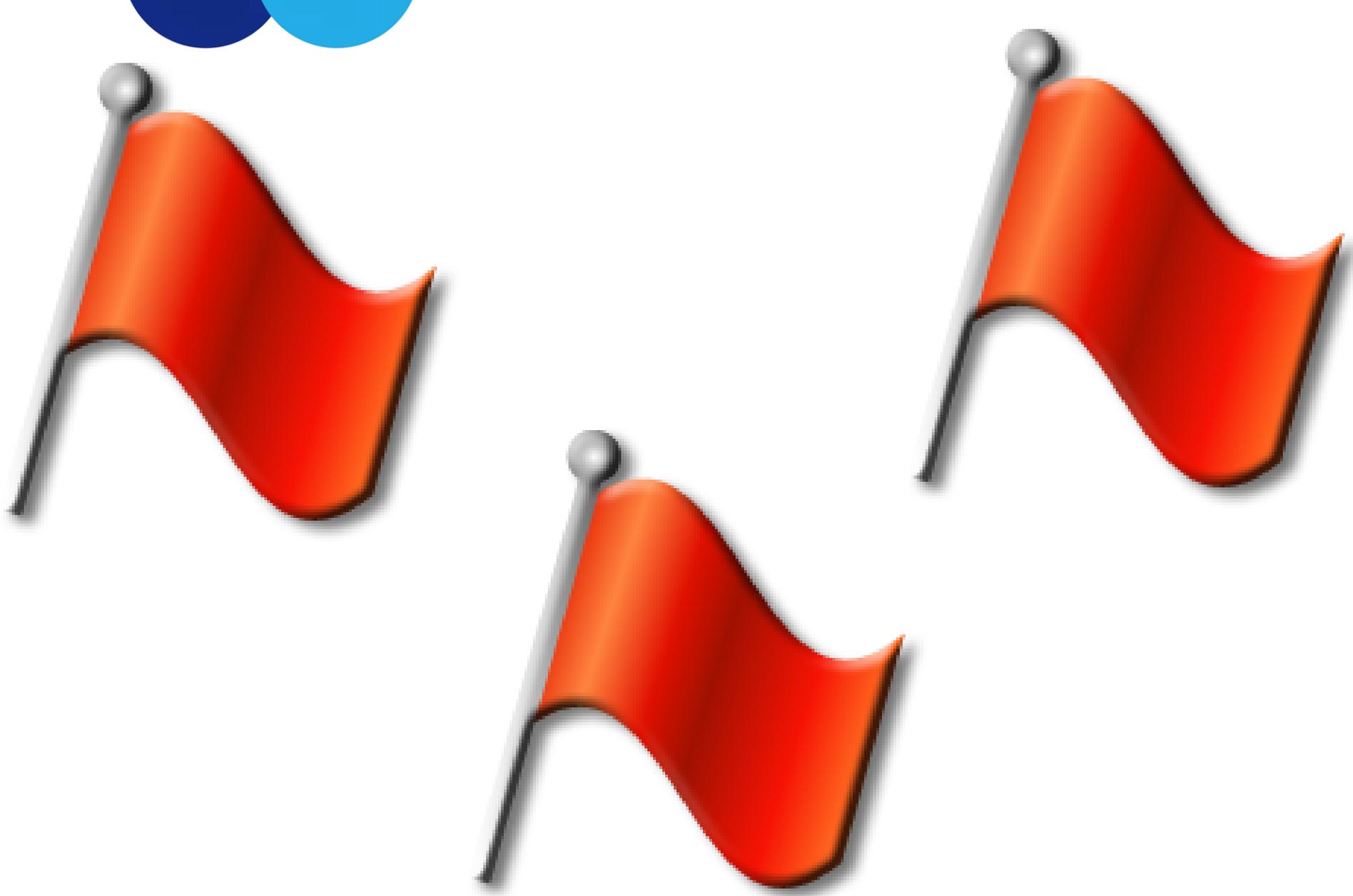
Hire your “A” players

**4. Verify the information
through reference checks**

Not your average reference checks

- Appointment set up by candidate
- Previous managers
- Verify interview information



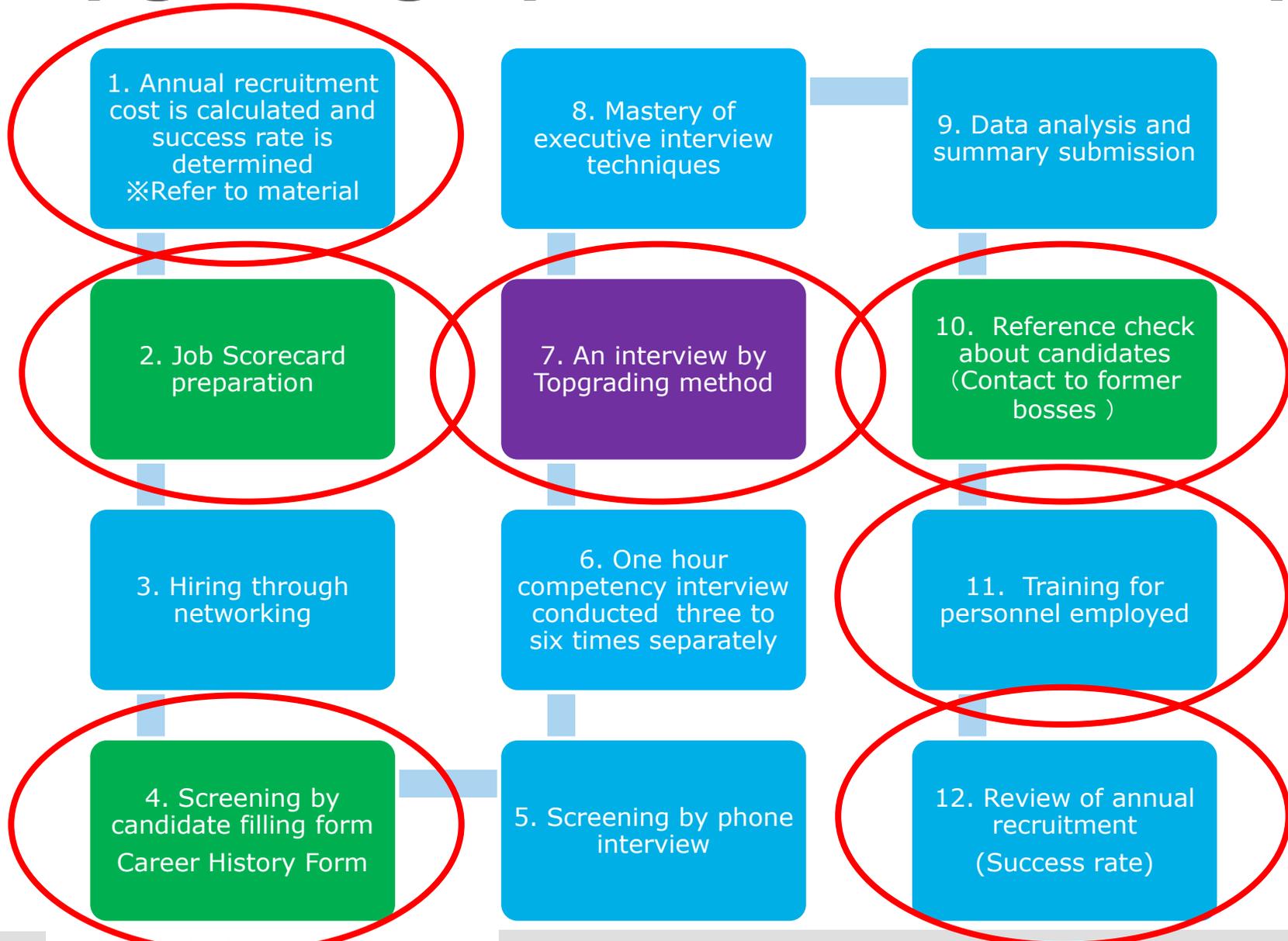




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Topgrading® process has 12 Steps





Retain your “A” players

1. Train
2. Appraise
3. Listen
4. Create a Career Path
5. Agree a Mission & Core Values
6. Reward & Recognize
7. Invest in tools and processes



Retain your “A” players

1. Train



Retain your “A” players

2. Appraise

Measure against Scorecard



Retain your “A” players

3. Listen



Retain your “A” players

4. Create a Career Path



Retain your “A” players

5. Agree a Mission & Core Values



Retain your “A” players

6. Reward & Recognize



Retain your “A” players

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Retain your “A” players

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Why the process is important

Sales Staff base pay	50,000
Hiring cost	25,000
Base pay added cost – insurance, seat cost	20,000
Dismissal Cost	10,000
Opportunity Cost	60,000
Business Interruption cost	50,000
Total	USD 245,000

※The amount is USD based on a trial calculation by Topgrading 101

Measure your success

- Turnover
- NPS score
- NPS comments
- Tenure
- Revenue growth
- Profit growth



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