

# DRISCOLL LEARNING

*Empowering Environments Where Learning Is Embraced*

www.DriscollLearning.com



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## Why New Staff Orientation Is So Important

Hiring on and training new staff is one of the biggest challenges that employers face. These individuals will make the difference between success and failure in your business. Here are the top reasons that staff orientation is so important.

### *Employees Need to Understand Your Values*

In a new employee orientation, information about your business should be the place you start. Where else are your new staff members going to learn about your passions and visions for the company? This is an important part of any orientation, as it helps the employee understand the culture of your business and why they need to get on board.

### *Company Culture Shines Through in Orientation*

A new staff person's first impression of your company's culture will be evident through the orientation they receive.

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## 3 Reasons Your Employees Leave Bitter

When employment ties are cut, an employee may leave bitter or frustrated. Unhappy former employees can cause a lot of damage on the way out the door and after they are no longer employed.

The latest Employee Branding Study by Career Arc explained the staggering results that 38% of employees that were fired or laid off, posted bad reviews online about their former employers.

The unpleasant and negative feedback that potential job seekers may see online will give them a negative taste for your company. Plus, these potential candidates tend to change their minds on their application submittals. As an employer, your goal should be to figure out why the employees leave bitter to help address the issue and make positive changes.

*3 Reasons Your Employees Leave Bitter Include:*

### *1. Did you hear me?*

Unhappy employees leave wondering if they were ever really heard. Be sure that you listen to your staff. They want to be considered. Validate your employees with an affirming word, a nod of the head or an email response back.

If they are let go for something they feel like they had already addressed with you (but not felt heard) then they will most certainly feel angry.

*Continued on page two – Bitter Employees*



Do you have a new employee orientation program?

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If the orientation is not put together well, the individuals will have a good idea of how the business is run.

If you can't take your own business seriously by putting together a valuable orientation, then how can you expect people that work for you to take you seriously?

Introduce all new personnel to what is important to you as an employer by creating an orientation that will give them valuable information.

***Customer Service Expectations Must Be Explained***

During the orientation process, you need to communicate clearly how the new team member should serve customers. This is a very valuable part of the process.

You cannot assume that they will know how to treat customers to your liking. It doesn't matter how much experience they have in the industry. All businesses handle this aspect of the business differently.

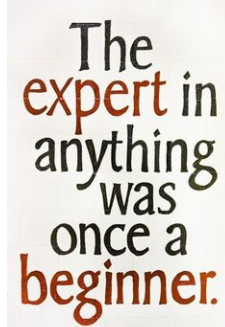
***Employees Need to Meet Leadership***

In the orientation, new employees need a chance to meet existing leadership and hear from them personally. Companies that lead from the front are the ones that are successful. As a CEO, it is part of your job to introduce yourself to those that your company employs.

Many companies let out a sigh of relief after they have hired on new staff members. They feel that this is the hardest part of the process. The truth is, molding and shaping the new employees into people that are a good fit for the company is the real challenge.

We would love to hear your comments. Please contact us today! ♦

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*Continued from page one – Bitter Employees*

Listen well and communicate frequently with your employees.

***2. Don't leave me hanging!***

If you let someone go, be sure to give a reason. They may not agree with it but at least they aren't left wondering, analyzing and stewing over it after they leave. No one likes to be left hanging and that is how it feels to be let go "without cause."

***3. Why did you string me along?***

Employees that are laid off, fired or quit can act out in frustration online. Often this gives them an outlet to vent out their anger and hurt. One surefire way to avoid stringing someone along is to give them ample opportunity to improve.

In other words, terminating an employee should not be out of left field for them. Be sure to let them know the areas they need to improve upon. Give them a warning in advance that if the specific behaviors don't change, then you'll have to make a change.

Keep your employees informed, really listen to them in effort to hear their message and don't leave them hanging. If you are clearer with them, then they will leave your company more satisfied even if the reason was something unpleasant like a termination. An exit interview is highly suggested. ♦

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## Nov 6, 2016 - Daylight Saving Time **Ends**

Daylight Saving Time (DST) is often incorrectly referred to as "daylight savings time". In some countries, it is also called "summer time". When DST is not observed, it is called standard time, normal time or winter time.

Sunday, November 6, 2016, **2:00:00 AM** clocks are turned **backward** 1 hour to Sunday, November 6, 2016, **1:00:00 AM** local standard time.



## Driscoll Case Study: City of New Albany

Driscoll Learning continues to shape and impact how people work. As an established name with more than 18 years of experience, Driscoll Learning fosters the development of leaders, teams and organizations to produce dynamic solutions and results.

### Quite Telling Assessments

Driscoll Learning utilizes assessments to help businesses recruit and hire top talent. An individual can be anyone they want to be and on their best behavior for an interview. Hiring is a lengthy and expensive process for companies that should not be taken lightly.

Driscoll Learning's assessments are extremely telling when it comes to matching the right candidate for the open position you wish to fill. The process eliminates bias and produces solutions that bring about higher productivity levels, longer term employees and better development of both teams and leadership roles.

### City of New Albany, Ohio

Recently, Joe Stefanov, the city manager of New Albany, Ohio, weighed in on the benefits the Driscoll Learning program had on his organization. He said the assessments were a great tool for the city and the employees.

### Benefits for the organization include:

Stefanov shared that the program enables his team to make more informative decisions with new hires. They are able to learn details about their candidate's communication style, motivation tendencies and preferred methods of contact.

Further, Stefanov explained that they made different hires based on the information that the assessments produced. He was pleased to have greater insights that allowed him and his team to make better, well-rounded hiring choices.

### Benefits for the employee include:

Stefanov said the assessments helped employees with self-reflection and to see their developmental growth more accurately. They were able to set goals in order to advance in their career because of what they learned. The assessments enabled employees to have a starting point and then the ability to look back on their growth.

### Assessments Used

Stefanov used the following assessments with his team: TTI TriMetrix HD and Emotional Quotient reports.

*Continued on page four – Driscoll Case Study*



## One Minute Ideas

### Successful Daily Habits

Make it a habit to end every working day by doing these things:

**Clear your desk.** Never leave your desk messy. Put everything in a file or to-do folder and in a designated spot. You will start each day off on a positive note. This will also help to keep you organized and possibly prioritized. (You'll get tired of seeing the things you haven't finished in your to-do folder and finally do it to get it off your mind)

**Reflect upon the day.** Ask yourself some questions and evaluate yourself.

- ✓ "Did I accomplish a goal today- and did I record it in my goals accomplished journal?"
- ✓ "Did I spend my time wisely today?"
- ✓ "Am I moving closer or farther away from my dreams and goals?"
- ✓ "Would I do anything differently if I could do it over again?"

**Plan for the next day.** Transfer your tasks in your daily planner, make a prioritized list of to-do's, list the goal(s) that must be accomplished, etc.. By planning for the next day today, you will relieve stress and be prepared to be off to a fast start tomorrow. ♦

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He repeatedly claimed that the impact was invaluable to his organization. The City of New Albany, Ohio learned the following about their potential candidates and employees:

- Preferred work environment
- How to address personnel issues
- Greater insights about the individual
- Growth potential and interest level
- What motivates and squelches creativity



Several years ago, the City of New Albany, Ohio began using the assessments on a trial basis. They now use them for each new hire and at this point almost everyone in their organization has gone through the assessment process. Stefanov says they plan to continue utilizing the program for many years to come.

Driscoll Learning continues to exceed expectations by providing clients with outstanding customer service, assessments that produce results and a team of individuals ready to partner with your company to facilitate growth and foster greater development. ♦

***Give us a call today to see how we can create a program for your company.***

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## DRISCOLL LEARNING – Seminar Schedule

For more information, visit our web site at [www.driscolllearning.com](http://www.driscolllearning.com)

Session Title	Time	Date(s)
<b>The Sales Connection Breakfast at Brookside Country Club</b>	7:30AM – 9:00AM Thursday, November 10 <sup>th</sup>	Go to <a href="http://www.thesalesconnection.org">www.thesalesconnection.org</a> for details & registration
<b>DISC &amp; Driving Forces Certification Process</b>	3:00PM – 3:45PM Tuesday, November 22 <sup>nd</sup>	Go To Meeting (email Bryan for details)
<b>Business Briefing: What is Talent? Talent Selection &amp; Job Benchmarking</b>	3:00PM – 5:00PM	Monday, November 28 <sup>th</sup>

All sessions held at: Dublin Entrepreneurial Center 565 Metro Place South, Suite 300, Dublin, OH 43017

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