



# Hiring Practices: The Right People Matter

## Are You Aware?

A company's growth is a wonderful experience. As an industry thrives, hiring new employees becomes necessary. New hires require time and resources for appropriate training and licensure. The company is making an investment in this employee. Therefore, it is imperative they hire the right employee for the right job.

### **When a company makes informed and thoughtful decisions about hiring, they can:**

- Cut costs and maximize productivity.
- Avoid fall out from an inadequate hire.
- Optimize workforce management's ability to decide how, where, and when work gets done and who is best suited for the job.
- Avoid wasted time training under-qualified employees.
- Keep customers happy.
- Provide long-term growth and potential for the company.
- Effect the company's culture as transitions are smooth, efficient, positive, and best for the group's work.

"Most managers hire for skills, knowledge and background. Then they fire for behavior," says Bruce Hubby, founder of PDP, Inc., a Colorado Springs-based company that provides assessments for businesses. Hubby also believes if a company wants to achieve success, they should hire for strengths equal to the position's requirements, thereby training the right person with the right skills to do the job.

As a small business grows, employees must understand how to organize their tasks and focus on the details. Micromanagement from a boss can hinder a company's potential, and it is unnecessary if highly qualified individuals have been hired.





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## Are You Prepared?

Finding the right employee to suit a high-hazard field is an important task. Background checks, skill tests, job board postings, interviews, and resume reviews take time. However, companies can streamline their hiring process by focusing on specific needs and requesting detailed responses. Active recruitment can become part of a company's hiring model. Using social media sites geared toward job potential, such as LinkedIn, as well as utilizing technical college and career fairs and referral follow-ups can enable a company to seek out employees who match the skill set desired.

### In job descriptions, employers can request such specifics such as:

- Salary desire and justification.
- Qualifications including degrees, training, and certifications.
- Prior work experience.

Have applicants arrange their resume a certain way to decipher those who can follow detailed directions. This will also enable management to peruse applications quickly and easily. Pose discussion questions that will be answered verbally in an interview or through written response.

### Consider such thoughtful prompts as:

- A potential job site issue and with their approach to the situation.
- A situation requiring a number of things to be done at the same time. Applicant should explain how they would prioritize.

Within high hazard industries, the right person for each job will also understand the safety measures involved. Including a measure of this applicant's knowledge of safety procedures will also help determine if they are the right fit for this job or if further training will be necessary.





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## The Berkley Industrial Comp Difference

We focus on partnering with insureds in the high hazard areas that employ individuals with specialized knowledge to execute their roles. A great degree of training and practical application is necessary to complete assignments safely. Our R.A.M.P. experts can help answer hiring questions and identify resources to support excellence in hiring practices.

## What's Next?

As companies expand and look to hire new, highly qualified individuals, managers must determine their top priorities for new employees.

### All applicants should be prepared to submit:

- Skills
- Job experience
- Education
- References
- Background check
- Verbal communication skills evidence
- Written communication skills evidence





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**From here, managers should be able to determine which applicants advance.**

- Step 1: Application submitted.
- Step 2: Application reviewed by personnel and unqualified applicants dismissed.
- Step 3: Qualified potentials advance to interview round.
- Step 4: Interviews conducted by management or hiring committee.
- Step 5: If necessary, cut applicants again and repeat interview process. Include more in-depth questions and verbal responses for second interview.
- Step 6: Management and/or hiring committee determines which applicant is best suited for the job.

Breaking the process into tiers is time-consuming on the front end, but pays high dividends in return when the right person is hired. In the end, a thorough hiring process will gain a company qualified and loyal employees who save time and money, while bringing excellent skill sets to the field.

