A Fresh Look: Recruitment and Retention

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Recruitment/Retention Challenges

• Turnover rates
• Retirements
• Exit interviews
• Salary reviews
• L-SIP
• Strategic planning
L-SIP

• Laboratory Systems Improvement Program

• Participants: System Stakeholders

• 10 Essential Services

• Scoring: Optimal, Significant, Moderate, Minimal, None
L-SIP Findings

Moderately meets

8.2: Recruitment and Retention of Qualified Staff

8.2.1: The SPH Laboratory System maintains an environment to attract and retain highly qualified staff

Moderate
Strategic Planning

• Surveys: Peers, employees, customers

• Planning Session: 2 day intensive with DCLS leadership

• Ongoing support: Laboratory Systems Improvement and Training Manager

• Implementation: 3 years
# Recruitment/Retention Planning

## Objective

Focus of our current recruitment projects

<table>
<thead>
<tr>
<th>Recruit, Develop and Retain a Strong DCLS Workforce</th>
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<tbody>
<tr>
<td>Foster a Culture of Appreciation, Empowerment and Respect</td>
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<tr>
<td>Optimize the Recruitment, Fit and Onboarding of New Employees</td>
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<tr>
<td>Continue to Advocate for Competitive Compensation</td>
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<td>Clarity Job Roles and Expectations</td>
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<td>Provide Professional Development that Benefits Employees and DCLS</td>
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<td>Develop and Implement Succession Strategies</td>
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Focus of our current recruitment projects
Recruitment and Retention Projects

• **Employer Value Proposition (EVP)** – A tool for attracting and retaining the right talent
  - Survey – Students, employees, stakeholders
  - 2 Focus groups – 1 pending

• **Videos** – Testimonials from current employees
  - Website and EVP
Surveys and Focus Groups

1. Invitation Letters
2. Survey Distribution
3. Focus Groups* and Testimonials
4. Creation of EVP and Video Edits*
5. Finalization of EVP and Videos*

* Pending
Summary

• L-SIP and strategic planning confirmed recruitment and retention trends.
• Surveying stakeholders, recent recruits, students, and employees can help define your recruitment/retention culture.
• Disruptive innovation may be necessary to ensure effective recruitment and retention in a quickly changing culture.
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