



Great Resident experience
comes from a Great Employee
Experience



Why am I here?

1. Talent Attraction

Please work for me.....

2. Talent Retention

Please stay with me.....

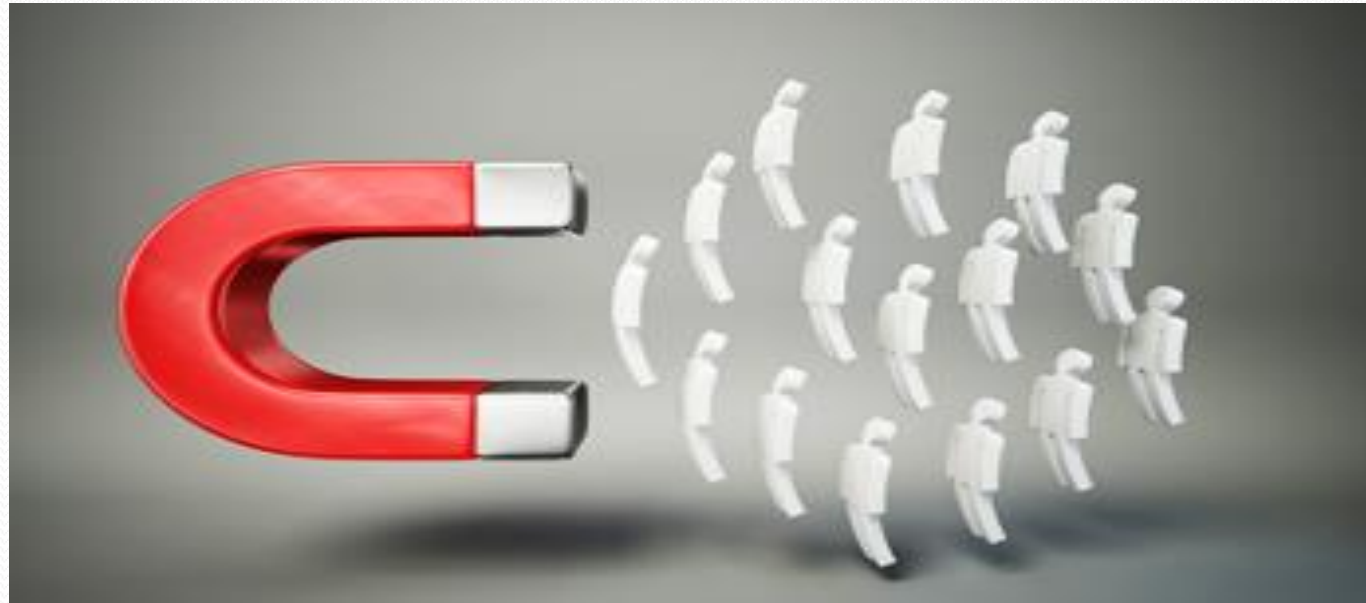
In Preparation?

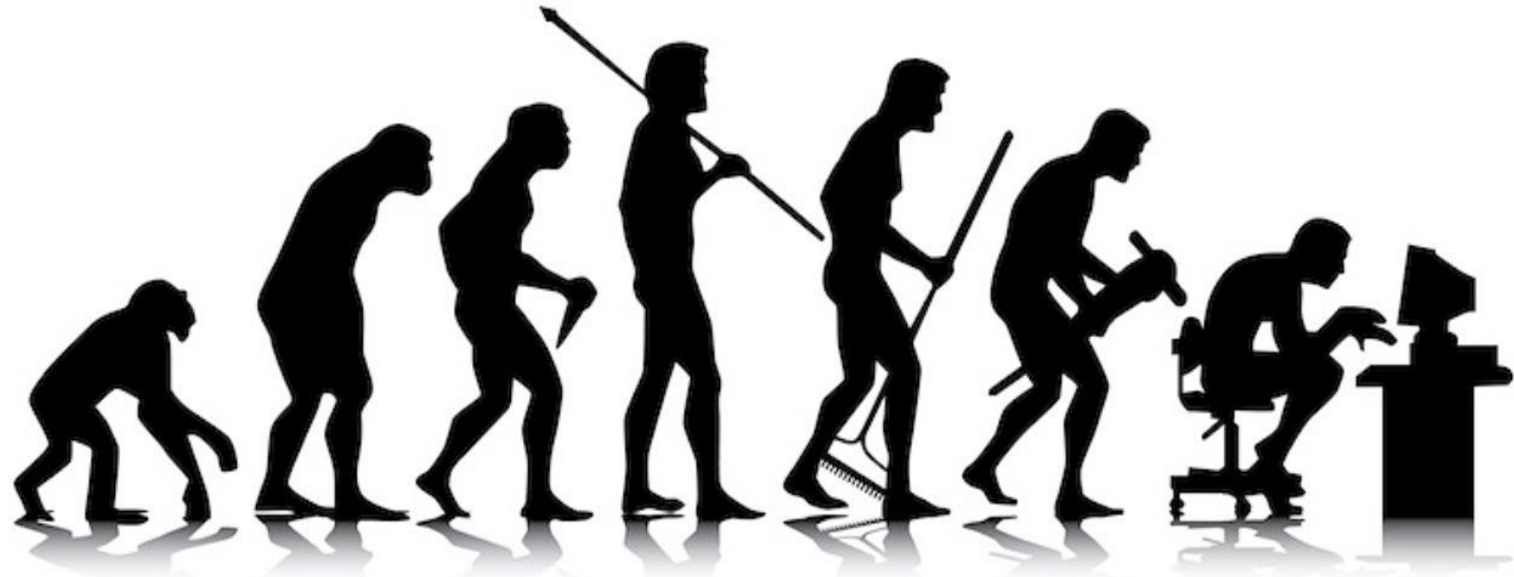
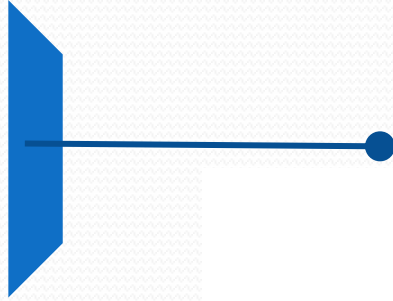
- Whom did I speak with and what did they say.....



**Talent Attraction
me.....**

Please work for







Historical Alerts Data API Forecast Consensus

IRELAND UNEMPLOYMENT RATE



SOURCE: TRADINGECONOMICS.COM | CENTRAL STATISTICS OFFICE IRELAND

1Y 5Y 10Y MAX

Export Data API Access

Irish Jobless Rate Falls to Near 10-Year Low



How do we attract Talent

- There is a global talent shortage that will intensify in the future
- Study of 200,000 job seekers identified the top four things they look when choosing a potential job
 1. Appreciation at work
 2. Good relationship with colleagues
 3. Good work life balance
 4. Good relationship with superiors

Recruitment is a sales job not an order taking job



glassdoor®





Glassdoor

2.9

★

★

★

★

★


Rating Trends

51%

Recommend to a friend

55%

Approve of CEO



Achim Berg
143 Ratings

769 Employee Reviews

14 Dec 2017

"Google Adwords Account Strategist"

★

★

★

★

★

Current Employee - Google Adwords Account Strategist in Dublin, Co. Dublin

Recommend

Positive Outlook

No opinion of CEO

I have been working at

to full-time (More than a year)

Pros

Challenging, fast paced environment

Cons

Might be a bit top managed

Advice to Management

More power to the employees

f

t

e

l

Helpful

🚩



27 Aug 2018

"Horrible people management."



Current Employee - Content Analyst in Dublin, Co. Dublin



Doesn't Recommend



Negative Outlook



No opinion of CEO

I have been working at

full-time (More than a year)

Pros

Very easy to learn the role.

Cons

Unrealistic targets, high difference of salaries between agents of the same team and even higher between other languages. Leads without any people skills. Difference between buildings, refusing to provide the same facilities to all the employees.

Advice to Management

Please do hire people that can deal with people. We have Team Leaders that need to come back to English school and others that can only deal with spreadsheets. I could only see couple of TL in the time I'm in this company that are truly leaders and not bosses. Check their background and also behaviour as agents before promoting them.



Helpful





We need to promote the employer brand of our industry

- We must not leave this to chance
- Let's find what people love about their job
- Lets build strong workplace cultures and tell the talent market about them

**Talent Retention
me.....**

Please stay with




The Cultural Balance between performance and wellbeing



So what is a Great Place to Work?



- 
- Where you Trust the People you work for
 - Have pride in what you do
 - Enjoy the people you work with

Trust Drives Millennial Retention

- Millennials who believe they are working in a Great Place to Work are 20 times more likely to stay with your company



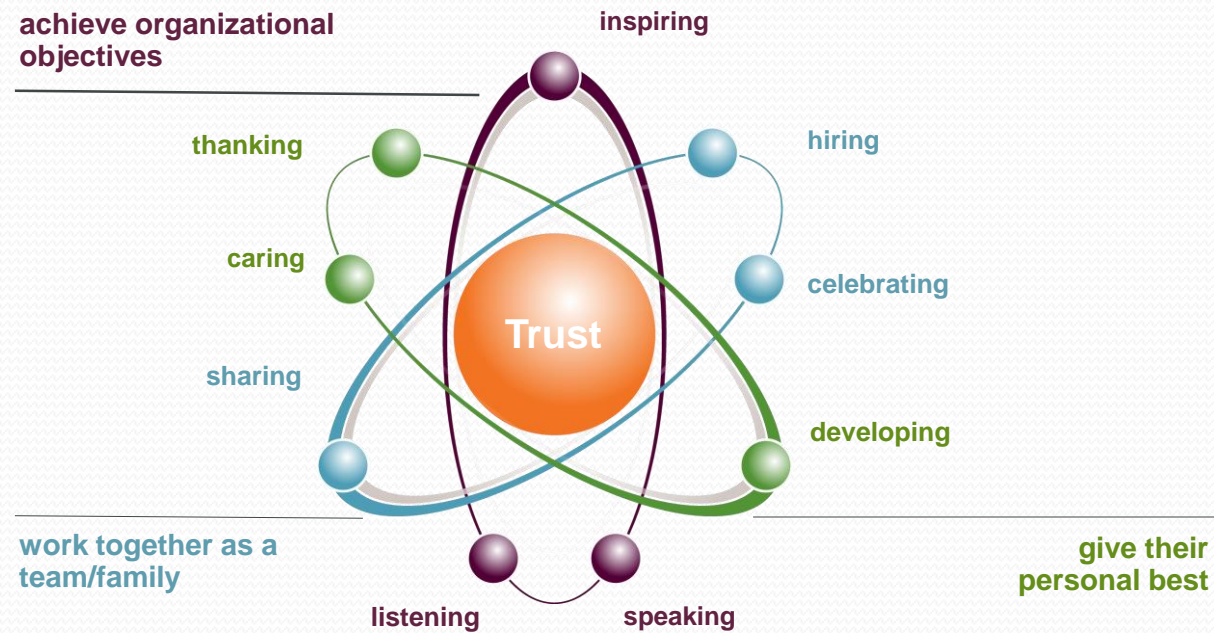
•GPTW: Key Findings 2017/2018



10 Million Employee Insights

Over 6,000 Workplaces

Structure to consider your culture



● Hiring & Welcoming

Hire for Cultural fit

Onboarding



Group Interviews





Inspiring Creating meaning and purpose in the work that people do

Create a vision Values and behaviours



We are inspiring builders of the future

GREAT
PLACE
TO
WORK®





Speaking & Listening



The Dragons Den



Control the rumour mill



The Culturvators





• Thanking

Appreciation for good work and extra effort

Personalisation is key

The how is just as important as the what



Celebrating personal and workplace milestones



•Developing



Once a year performance reviews



abbvie

10:10





- Caring



KN Care



One Simple thing



A strategic approach to mental wellbeing for all employees





Any Company Can Be a Great Workplace

Drop me a line on cathal.divilly@greatplacetowork.com

Thank
You!

**Great
Place
To
Work®**