



Waiting on
SUPERMAN

agenda



01

The Problem – Our Nemesis
Current state of staffing in LTC.

02

How Did We Get Here?
Are we complicit?

03

How Do We Change?
Superman in our midst!

04

Why Does It Matter?
Is it worth the fight?

OUR NEMESIS

Less than SUPER operational, financial, and clinical outcomes as the result of less than SUPER staffing. 50%80% Annual Turnover. Regular Agency Usage.

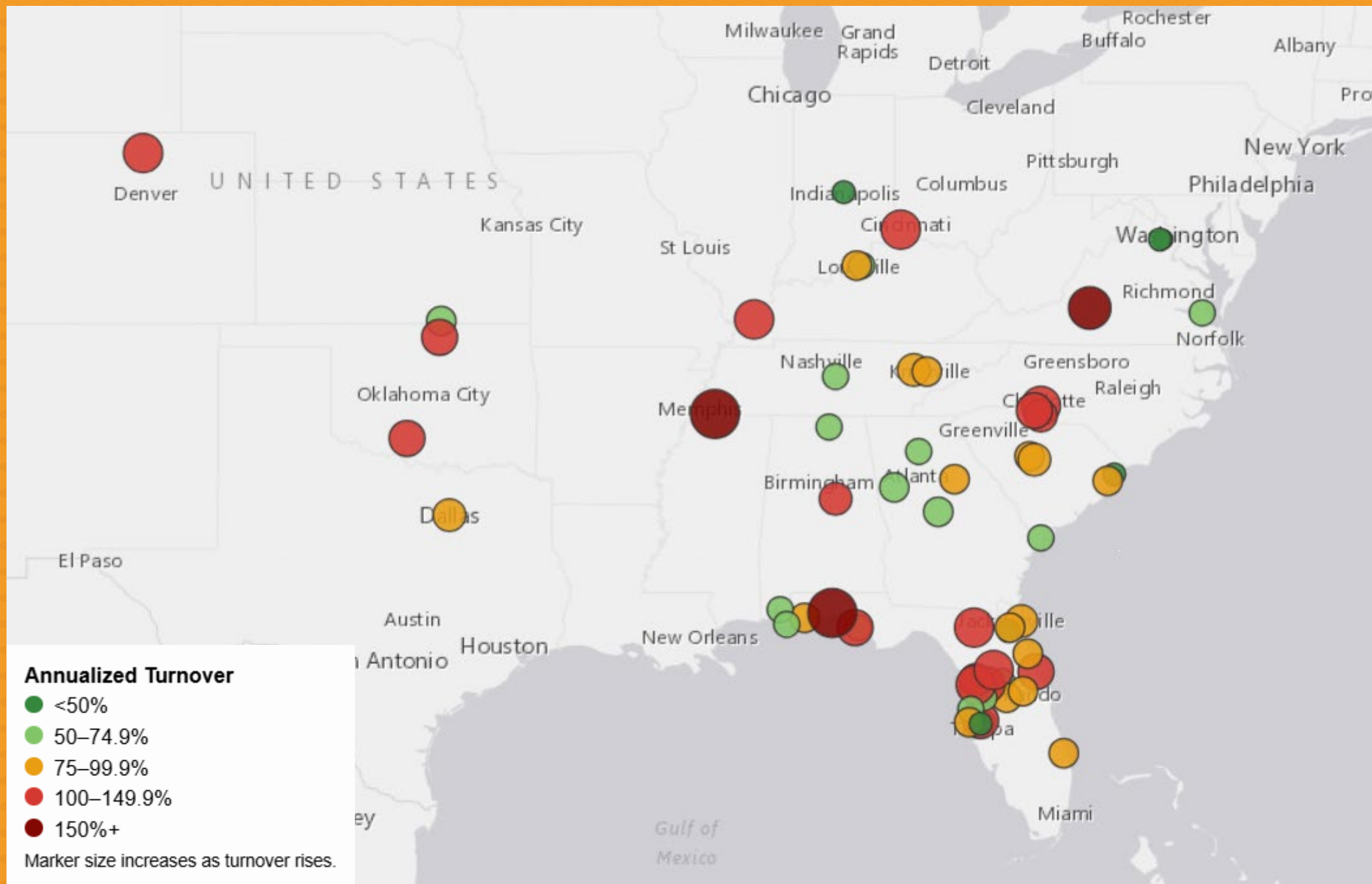


YOU ARE NOT A VICTIM!



IT'S TIME TO FIGHT BACK!





HOW DID WE GET HERE?



THE TARGET IS NOT
MOVING. OUR PROBLEMS
TODAY WILL BE OUR
PROBLEMS TOMORROW
UNLESS....

01

BAD HIRING DECISIONS

02

EMPLOYEE ORIENTATION

03

EMPLOYEE ONBOARDING

04

EMPLOYEE APPRECIATION/RECOGNITION

05

EMPLOYEE DEVELOPMENT

INTERVIEW FOR FIT – REDUCE BAD HIRES



WARM WELCOME



FACE 2 FACE

RESUME

- AS FAST AS AN AIRPLANE
- ESSENTIAL TO YOUR SURVIVAL
- PROTECTS HUMANITY AGAINST
FORCES THAT MAY DESTROY
YOU



Super Employee



COMPETENT

CARING

COMPASSIONATE

DEDICATED

KIND

RELIABLE

HONEST

HARD WORKING

Super Employee



- So, what's got you looking for a new job right now?
- If I were to ask your current or last coworkers/manager what kind of employee you are, what would they say?
- Do you have reliable transportation?
- Did you have any attendance issues at your last place of employment?
- We run a BG screening, is there anything we need to be aware of?

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INTERVIEW FOR FIT – REDUCE BAD HIRES



WARM WELCOME



FACE 2 FACE



INTERVIEW TRAINING



CHARACTER



COMPETENCY



DIG!

EMPLOYEE ONBOARDING

DAY 1-ROLL OUT THE RED CARPET ●

"We've been waitin' on ya!"

● CLASSROOM STYLE ORIENTATION

At least one full day, two is best practice.

EXEC DIRECTOR INVOLVEMENT ●

Leaders lead the way. You've got to champion the program.

● HAVE LUNCH TOGETHER

Make space for genuine connection to happen.

THINK EMOTIONAL.. ●

You've got to connect the heart to what the hands are doing.

EMPLOYEE ONBOARDING- SPECIFICS

ORIGIN STORYCOMPANY SPECIFIC●

History, mission, vision, values

Why DO YOU EXIST?

What do you hope to accomplish? What does right look like for you?

HOW DO YOU DO IT? ●

Company specific programming .

COMPLIANCE

Because you've gotta have it!

BEHAVIORAL EXPECTATIONS●

Customer service, empathy, communication, purpose,
etc.

ON....ON THE FLOOR TRAINING

1

7-10 Shifts

Community & Company Specific NOT only job specific.

2

Trained Preceptors

“Three Star Employees”

3

Regarding job specific...

I do, we do, you do.

4

Preceptor incentive

Consider tying to trainee performance.

5

Regular leadership interaction

Department leaders should check in daily.

6

Reinforce Regularly

Review material in daily huddles and monthly all staff meetings.

Current Employees



Our treatment of our employees stems from our thoughts about them. Are they a resource or an asset? A relational management style reinforces our intent for our employees and is the best way to build trust. What we put in; we will get out.



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Fixed vs Growth Mindset

FIXED

- Skills, intelligence, and talents are natural
- Failure is shameful
- Some people are naturals and others aren't
- You are NOT in control of your abilities

Growth

- You have the capacity to learn and grow
- Failure is a valuable lesson
- People who are good at something are good because they have built that ability
- You ARE in control of your abilities



Mindset is rooted in Identity! Insecurities are evidenced within a fixed mindset

Fixed vs Growth Mindset

Effort - Challenges

FIXED

- See effort as negative thing and something you do when you're not that good
- It's cool not to show effort
- Avoids challenges

Growth

- Focused on the process of getting better and consider different opportunities
- Effort = Growth
- Embraces challenges, even seeks them out



People with a growth mindset see everyday as an opportunity to get better

Fixed vs Growth Mindset

START - Behaviors

FIXED

- Lie & Cheat
- Negative self thoughts
- Insecure
- Arrogant
- Fearful

Growth

- Work hard
- Positive self thought
- Quiet confidence
- Humble
- Fearless



Your Genetics may have something to say about where you start, but **START, BUT** they don't have a say about where you finish. **YOU FINISH.**

CURRENT EMPLOYEES

- Mature people are constantly growing
- To maximize growth you must be intentional
- Your view of yourself impacts your view of others
- Growth is contagious! If you grow, others around you will grow as well!

CURRENT EMPLOYEES

SUPERMAN IS ALREADY IN THE BUILDING!



Jonathan Kent

Martha Kent

- Instilled values
 - Directed his strengths
- Shaped his will, did not crush it

YOUR LEGACY— A Servant LEader

1

Lift others up!

Show them that they matter.

4

Appreciate them

Get to know them.

2

Guide them!

Give them a vision for their life.

5

Be intentional

Start on Day 1.

3

Invest in them

Investment produces a bond.

6

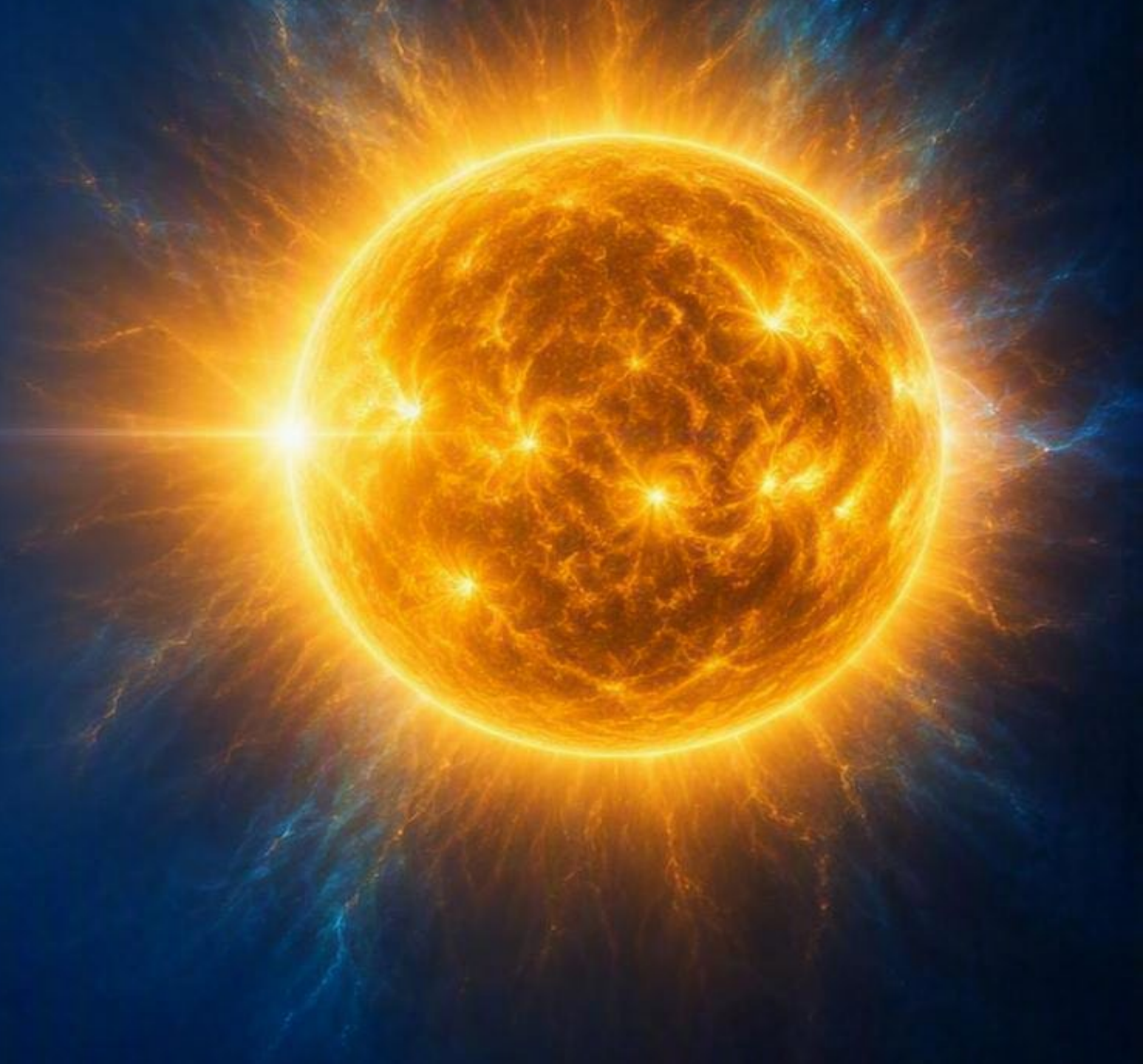
Recognize their behavior

Specific to the employee, specific to the behavior, & spontaneous.

Super-Powered Thoughts



Investing in your employee's growth, connecting with them by actually getting to know them, being an employee's first leader costs you ZERO dollars!





Thank You

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