

Motivation and Retention in the Service Industry

Fundamentals of Employee Selection and Motivation

Learn About ...

- Dealing with Different Behavioural Styles
- Fundamentals of Workplace Motivation
- How to Connect to your Employee's Inner Motivation
- Matching the Employee to the Job



Presented by Dave Neely
from D.K. Neely and
Associates.

Ideal for...

- Business Owners in the Service Industry
- HR Professionals involved in the Service Industry

Employee turnover is one of the biggest issues facing the service industry. One organization estimated that it cost them over \$1000 every time they had to replace an employee. Let us help you improve employee retention in your organization. By combining a practical seminar with some very powerful selection tools, you will learn how to engage and motivate your staff.

Facilitator

Dave Neely is a Kingston-based training consultant. These proven modules are facilitated by Dave, a professional speaker and trainer for over 25 years. He is the new owner of Playtrium, Kingston's family fun centre which employs 25 employees. Dave is offering these modules at a very affordable price during the 'quiet times' at Playtrium. In this way, he is able to keep his passion for developing people alive in this new venture. You will enjoy his practical insights, passion and enthusiasm.

Presented in three mini-sessions to fit your busy schedule

Workshop Content

Part 1 – April 6 - 8:15 am to 10:30 am

- 1) Introduction – Exercise # 1 – Why do we lose employees?
- 2) Behavioral Styles and Motivation
 - DISC Behavioral Model
 - Individual assessments

Part 2 – April 13 - 8:15 am to 10:30 am

- 3) Six basic attitudes – Inner Motivation
 - Job Fit Profile Sample
 - Exercise # 2 – Application

Part 3 – April 20 - 8:15 am to 10:30 am

- 4) Work Relationship Cycle - Key elements of Work Relationships such as: Trust, Understanding, Respect, Communication, Clear Roles and Reinforcement
- 5) Characteristics of the Best Workplaces
- 6) Exercise # 3 - What can we do better?
- 7) Summary and Action Plan

Unique Workshop Features

- 1) *"Insights to Success"*TM - Personal self-awareness tools which provide individual behavioural and motivational insights. Retail value of \$100
- 2) Optional Follow Up Discussion. This forum will be free for those who are interested - TBA
- 3) *"Job Fit Profile"* – Optional follow up tool. After the session we will administer a multi-respondent job profile for those who are interested, at a special pilot price (TBA).. By *"letting the job talk"*, you will better understand many of the reasons that your employees may not be engaged

Location

playtrium

...the 'fun to be young' playcel

541 Days Road, Kingston

Registration

- . \$175 + GST per person, includes workshop materials and *"Insights to Success"*TM report
- . Deadline for registration is 2 weeks prior to session
- . Seating is limited to 15 participants

For More Info

Call Dave at (613) 546-6532

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