

Improving Recruiting & Onboarding

Paget Miles – HCM Sales Manager Europe



Agenda

Key topics that will be covered:

- Market Trends in Recruiting & Onboarding
- Kenexa IBM Recruiting & Onboarding Applications



Market Trends in Recruiting & Onboarding

“Process”

“Engagement”

“Conversation”

Moving from process to a conversation



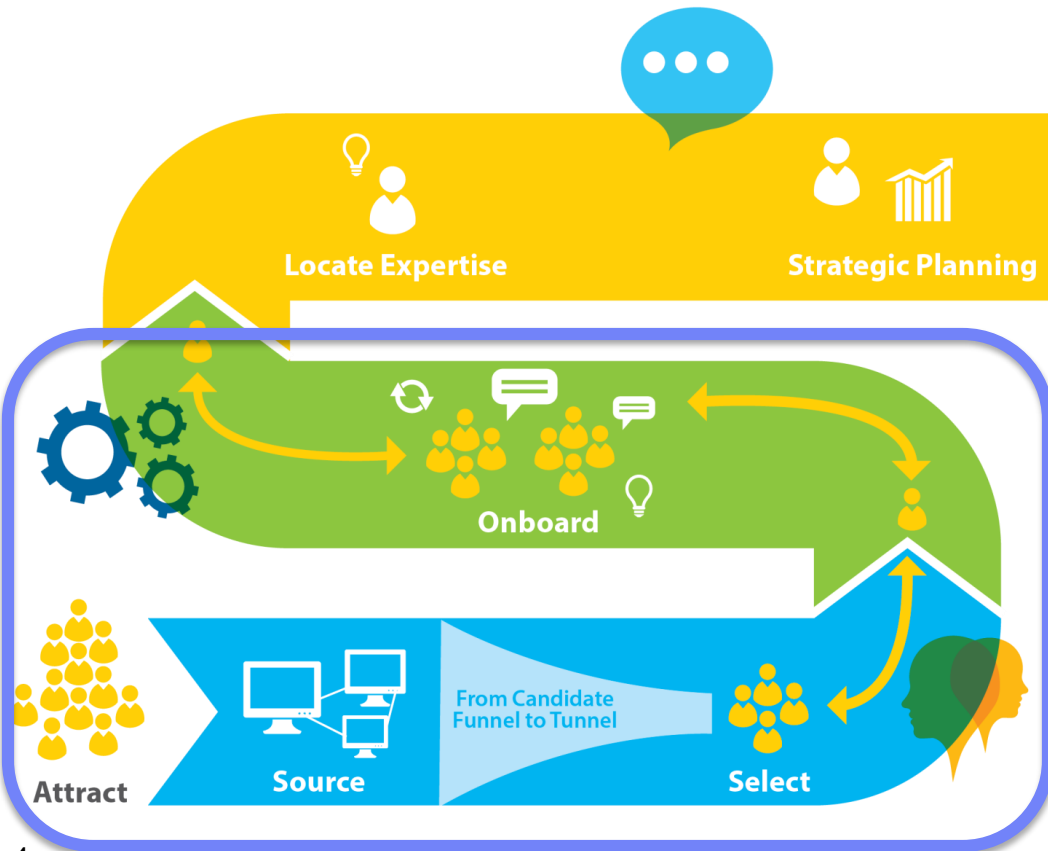
Back office
Functionality
Features
Automation
Reporting i.e. cost per hire
Features

Social
Mobile
Candidate Features
Career site design

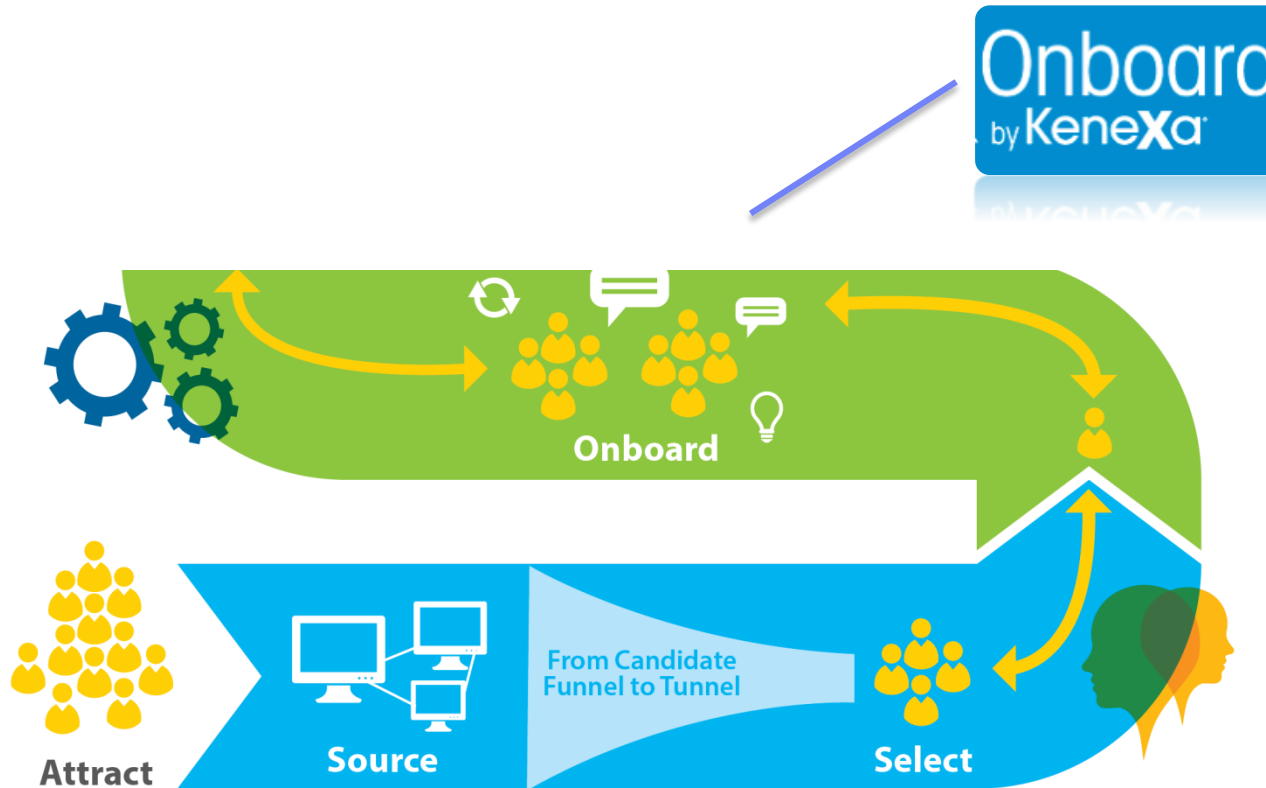
Social Business Tools
Knowledge Sharing
Networking
Following
Experts
Collaboration
Blogs
Communities

Kenexa IBM Recruiting & Onboarding Applications

Supporting the whole employee lifecycle



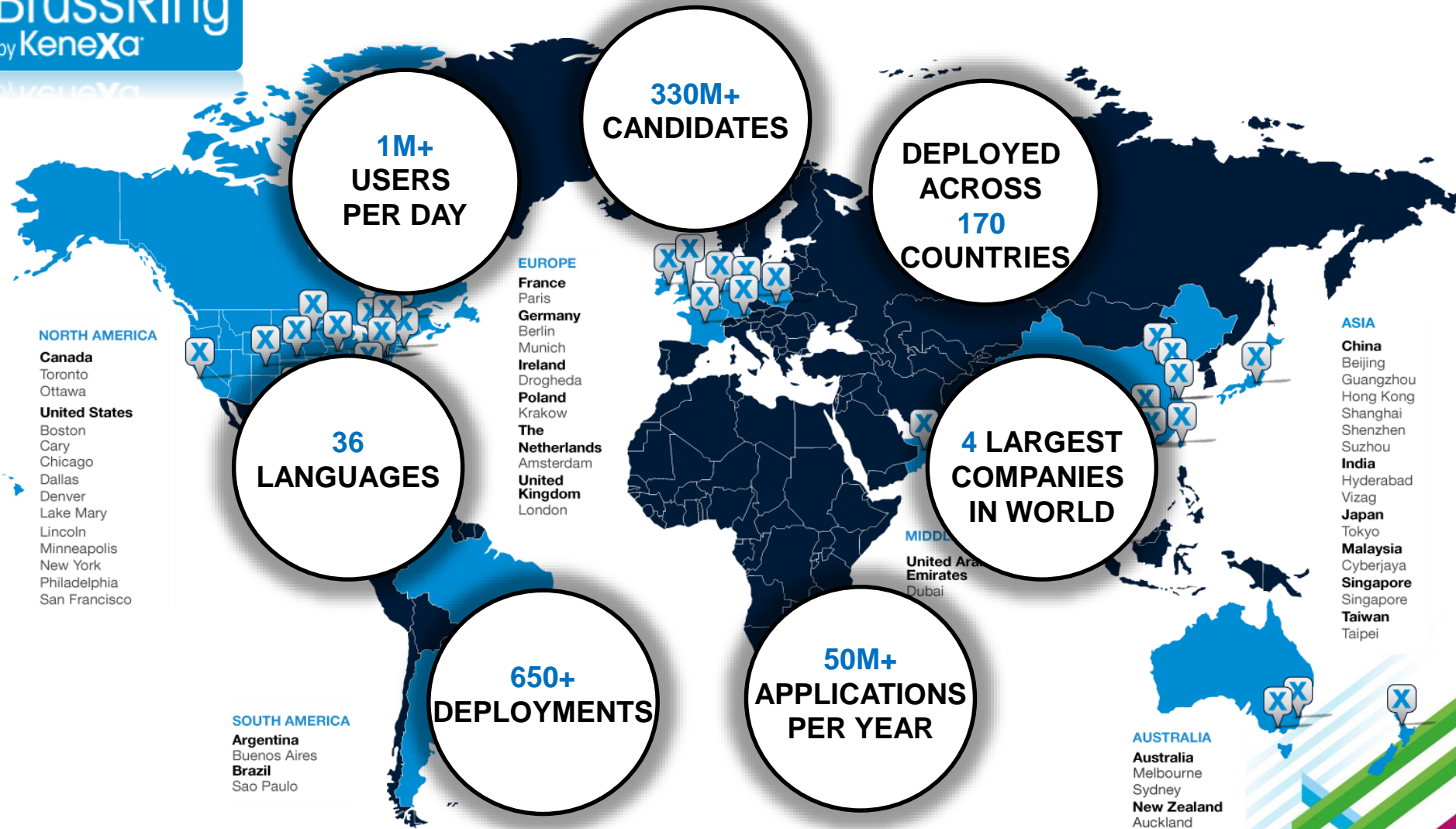
Kenexa IBM Recruiting & Onboarding Applications



BrassRing
by Kenexa

Assess
by Kenexa

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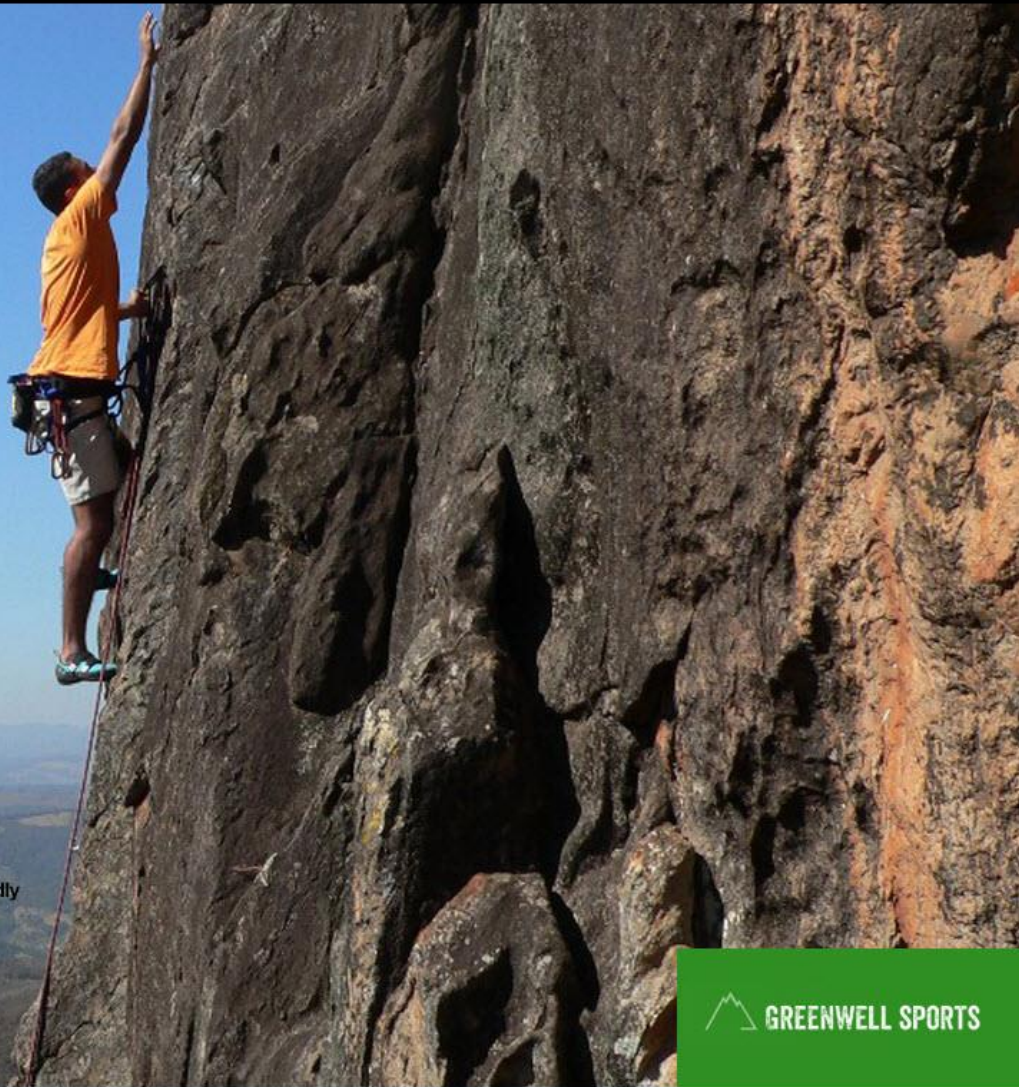


Kenexa IBM Recruiting & Onboarding Applications



Live Examples





Your inside connections:



Employee Blog

Learn about working at Greenwell's firsthand from our employee Blog

[find out more](#)

Are you Greenwell material?

Take our Culture Fit quiz and find out!

[take the quiz](#)

Reaching ever higher

With roots in rural Pennsylvania, we started as a family company instilled with traditional values. Our culture has grown around these values, and every day we proudly represent our heritage to our customers.

As we grow to become the world's best multi-channel retailer of sporting gear we need talent that mirrors who we are and who we want to become.



Top Contributors



Tags

- Anchor Approach **Ascend** Ball
- Bashie **Bouldering** Buttress Cairn
- Carabiner Climbing wall **Crux**
- Deadpoint Deck **Descender** Dyno
- Edging Elvls legs

Feeds

- Feed for Blog Entries
- Feed for Blog Comments
- Feed for this Entry's



posted by Dmitri Yannatos in **Rappeling Through Life**

20 January 2013

Climbing to the top of the Mountain

Outstanding autumn conditions proved the key to success for Swiss climber Pirmin Bertle who recently made the first ascent of Le lézard communiste (8c/8c+) at Jansegg. This 40m wide, 15m high, slightly overhanging face located at 1800m opposite the famous Gastlosen ridge hosts calibre routes such as Trivial Pursuit (8b), Excellence (8c), Cryptocommunistes (8c) and Le roi lézard (8c+), and Bertle's latest creation is a logical leftwards finish to Le roi lézard.

15 attempts were needed to send these "crazy moves", and while the chosen exit offers a bouldery 7C+ crux, an even harder alternative holds an 8B/8B+ boulder which might well translate into a 9a+ sport climb. Next summer perhaps!

56

Share

1

Tweet

20

Like

Tags: [Add a Comment](#) | [Recommend this Entry](#) | [More Actions](#)

0 Comments



Leave a message...

Discussion | Community



Caitlin Garfield · 1 hour ago

Seriously . . . Pirmin is clearly a very talented and experienced climber, and he seems to be very good at perceiving the difficulty of routes. He is more willing than most to give his honest opinion on everything he tries. But he is just one person, and people need to stop taking his opinion as the be-all end-all gospel of climbing grades. Grades have never been an easy thing to define, and they never will be.

3 ▲ | ▼ | Reply · Share ▶



GREENWELL SPORTS

Discussion Board

[view all](#)

Write a comment...



Rita Ferrar

Have any good fitness tips for the new year? Please share and post to the Fitness Tips forum

[Appreciate](#) - [Comment](#) - [Share](#) - 2 minutes ago

Write a comment...



Matthew Pierpoint

FYI - meeting place for the after work pickup basketball game has moved to the 5th street courts.

[Appreciate](#) - [Comment](#) - [Share](#) - 8 minutes ago

Write a comment...



Dina Maroni

Does anyone know a good brand of goggles that won't fog up after a couple of laps?

[Appreciate](#) - [Comment](#) - [Share](#) - 8 minutes ago



Boyd Gossens

I use Speedo or Arena, both good about an hour ago

Write a comment...



Greenwell

Join us at the GreenWell Annual Picnic October 28th in Fairmount Park. Prizes awarded for best costumes.

[Comment](#) - October 1

[View all 5 comments](#)



Maureen Leclair

That's Awesome about an hour ago

Write a comment...

Forums

[view all](#)

[Start a Topic](#)



January Team Events

Updated by [Maureen Leclair](#)
Thursday, 12:00 PM



Fitness Tips

Updated by [Jasmine Haj](#)
January 10



Best Running Shoes?

Updated by [Frank Adams](#)
January 5

Communities

[view all](#)



So you want to be a runner

Updated by [Al Moreno](#)
January 5



After work pick up games

Updated by [Matthew Pierpoint](#)
January 15



Yoga Retreat 2013

Updated by [Betty Heinz](#)
December 21

Tags

[cloud](#) | [list](#)

[Find a Tag](#)

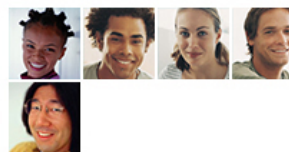
[Baseball](#) [Basketball](#) [Cardio](#) [Climbing](#)

[Fitness](#) [Goals](#) [Health](#) [Healthy](#)

[Inspiration](#) [Motivation](#) [Run](#) [Running](#)

[Sports](#) [Team](#) [Tired](#) [Walk](#) [Volleyball](#)

Your Connections



Top Contributors



[Clare Boothe](#)



[Ed ElAmon](#)



[Minh Li](#)



[Stanley Carlow](#)



[Dmitri Yannats](#)



GREENWELL SPORTS

Kenexa IBM Recruiting & Onboarding Applications



- Personalized; One size fits *NONE*
- Engaging, Meaningful and Memorable Experience
- “4Cs” – Communicate, Connect, Collaborate & Co-develop
- Onboarding “on the go”
- Easily varied to meet needs of business, locale, job, etc.
- Not just for new hires
- Blending into another applications i.e. Learning



“ STANDARDIZED ONBOARDING RESULTS IN SIGNIFICANT IMPROVEMENT ON BUSINESS METRICS SUCH AS NEW HIRE RETENTION, GOAL ACHIEVEMENT FOR THE ORGANIZATION, NEW HIRE PERFORMANCE GOALS, EMPLOYEE ENGAGEMENT AND INTERNAL FILL RATE. ”

- Aberdeen Group, 2011



home



tasks



resources



people

Welcome Aboard!

We are so excited you are here.
We have lined up everything you need.
Are you ready to get started on your journey?

My manager



Ted Amado
online now

chat

My team



view my team

My tasks

Complete new hire information

Learn about our culture

Learn about your job

start tasks

My resources



What you need to know about working here.

learn more





home



tasks



resources



people

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What you need to know about working here.

learn more

chat.greenwell.com/hiringmanager

Participants (2)

- Cornelius Bounar
- Ted Amado





home



tasks



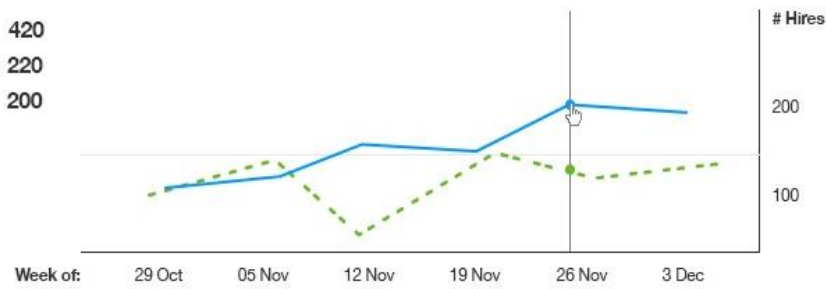
resources



people

New Hire Summary: Past 6 Weeks [Customize ▾](#)

— Total: 420
 — External: 220
 - - Internal: 200



52% External
48% Internal

Currently Onboarding (25) [All Task Owners, Last 30 Days ▾](#)

	Harrison, Amanda ▾ Jr. Designer	21 Nov 2012	Hooper, Doug	Data Import Verification Owner: Hooper, Doug	25 Nov 2012	in progress
	Kaufman, Jaime ▾ VP Operations	21 Nov 2012	Hooper, Doug	Provisioning Owner: Maroni, Alexandra	28 Nov 2012	not started
	Martin-Tack, Beverly ▾ Consultant	21 Nov 2012	Hooper, Doug	Data Import Verification Owner: Hooper, Doug	28 Nov 2012	overdue
	O'Leary, Barry ▾ Senior VP, Production	21 Nov 2012	Hooper, Doug	Medical Clearance Owner: Townsend, Arthur	29 Nov 2012	in progress
	West, William ▾ Jr. Account Executive	21 Nov 2012	Not Yet Assigned	Assign Staffing Specialist Owner: Hooper, Doug	29 Nov 2012	in progress

[view all new hires](#)

Recently Viewed [View all](#)

Amy Miller
 VP Project Management

FAQs [View all](#)

- + How do I view the I-9 form?
- + How do I assign a Staffing Specialist?
- + How do I assign someone to cover my vacation?





Home \ My tasks

My tasks

Welcome back, Cornelious! You have 13 tasks in your queue.

Date Range: **Today - Next 30 days** | Show Completed Tasks: **No**

[Change Filters ▾](#)

Task name	Due ▾	Status	
Personal information	November 25, 2012	! overdue	start
EEO information	November 25, 2012	! overdue	start
Direct Deposit	November 25, 2012	🔄 in progress	update
I-9 form	November 25, 2012	▶ not started	start
W-4 form	November 25, 2012	! overdue	start



FAQ

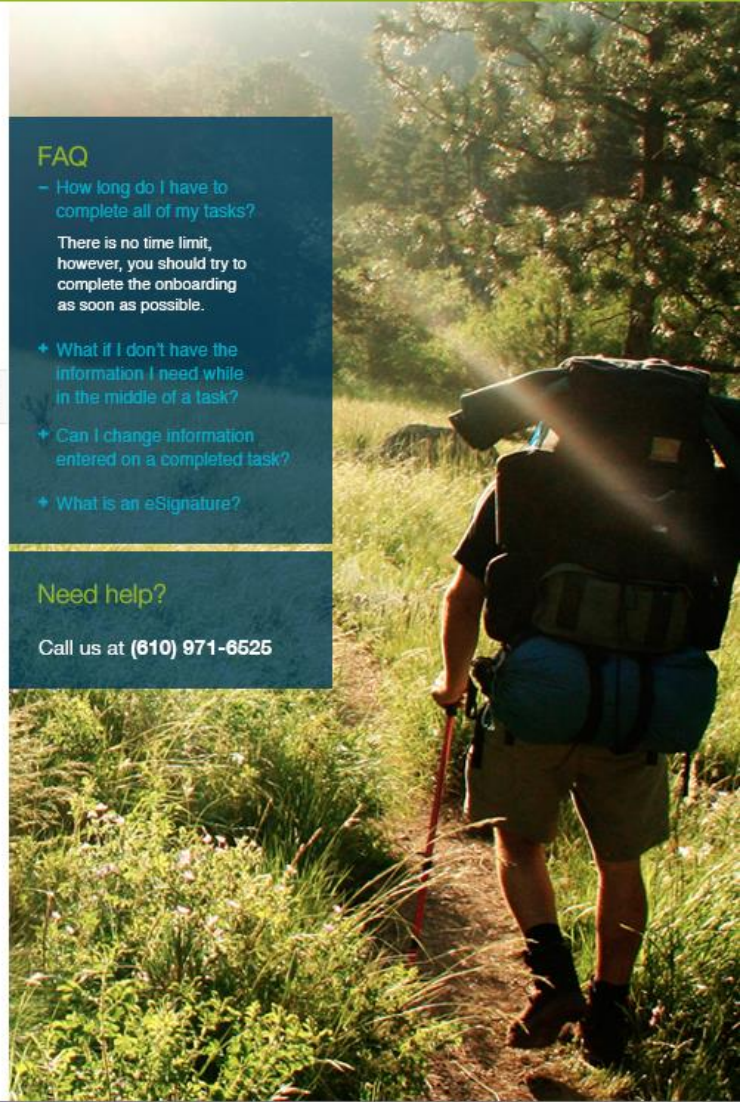
– How long do I have to complete all of my tasks?

There is no time limit, however, you should try to complete the onboarding as soon as possible.

- + What if I don't have the information I need while in the middle of a task?
- + Can I change information entered on a completed task?
- + What is an eSignature?

Need help?

Call us at **(610) 971-6525**



< Previous **1** 2 3 Next >





Home \ My task \ I-9 form

I-9 form

Due Date: 21 Nov 2012
Status: ■ Status
Documents: + show related documents (3)

- 1 Name and SSN Information
- 2 Terms and Conditions
- 3 Employment Eligibility Instructions
- 4 Preparer/Translator Certification
- 5 Citizenship Status and Employment
- 6 Electronic Signature
- 7 Sign I-9

Name and SSN Information (Step 1 of 7)

Social Security Number:

I don't currently have a SSN, but have filed for one. [Explain this.](#)

First Name:

Middle Name:

Last Name:

Maiden Name:

Date of Birth:

MM/DD/YYYY

I have verified this is my current SSN and my name displayed above as it appears on my social security card.

My last name differs from that preset on the social security card.

[back](#)

[save and continue](#)

Next Step: **Terms & Conditions**

[Save & Finish Later](#)

Recommendations

– How long do I have to complete the I-9?

There is no time limit, however, you should try to complete the form as soon as possible.

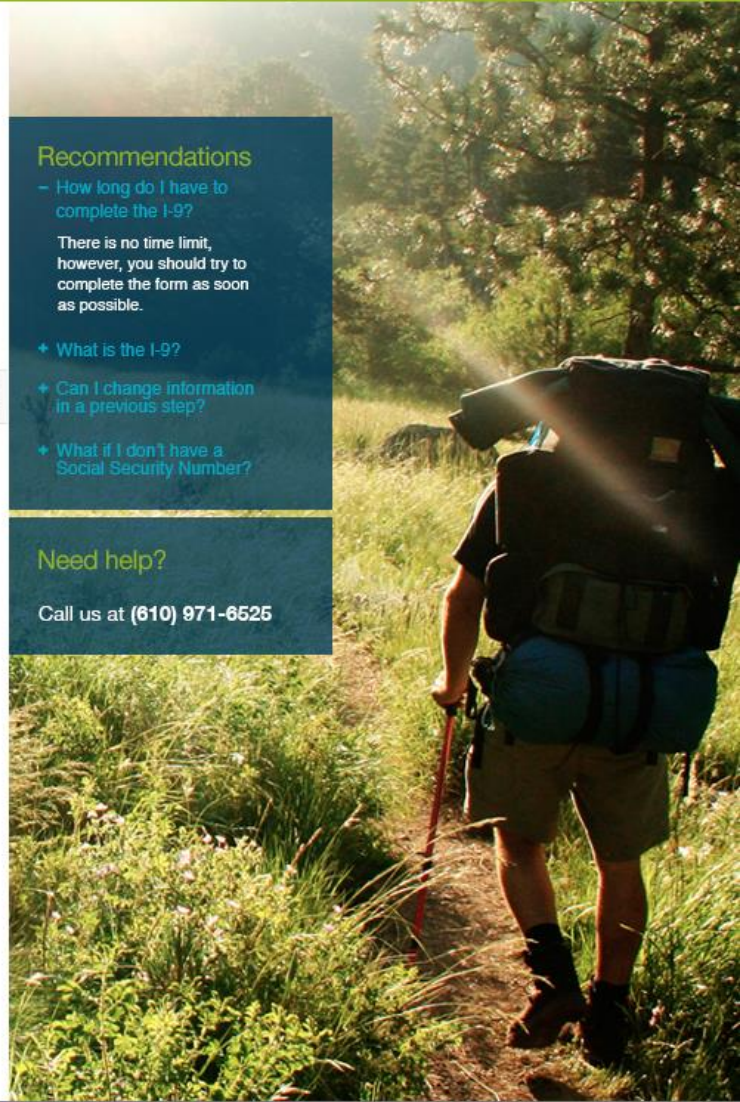
+ [What is the I-9?](#)

+ [Can I change information in a previous step?](#)

+ [What if I don't have a Social Security Number?](#)

Need help?

Call us at **(610) 971-6525**





Home \ People

People

Sort by: **My team** ▾

List view

Chart view



people



chat

Sam Curman
Project Manager
scurman@greenwell.com



Rita Ferrar
Sales Representative,
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rferrar@greenwell.com



Boyd Gossens
Sales Representative,
Midwest
bgossens@greenwell.com



Dina Maroni
Sales Representative,
Northeast
dmaroni@greenwell.com



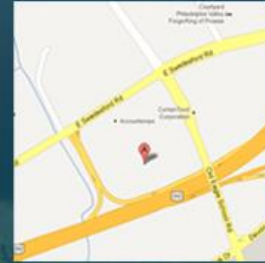
chat

Paul Singh
Director of Sales
psingh@greenwell.com



Hilary West
Sales Representative,
Northwest
hwest@greenwell.com

Map of the area

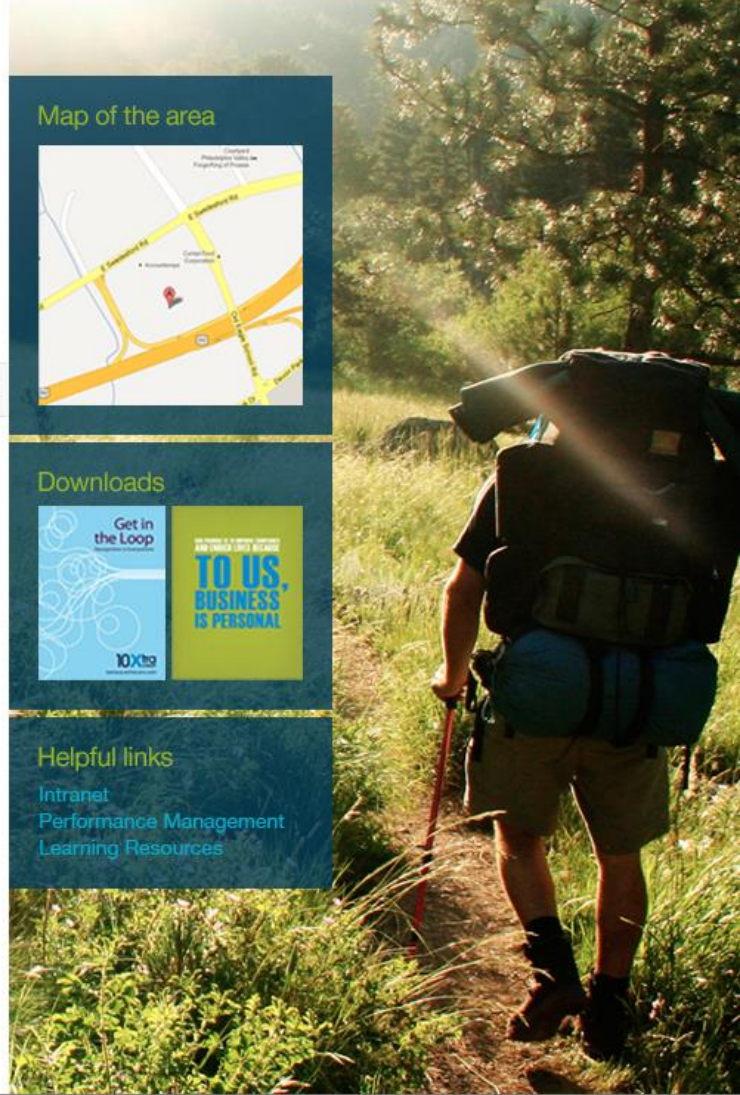


Downloads



Helpful links

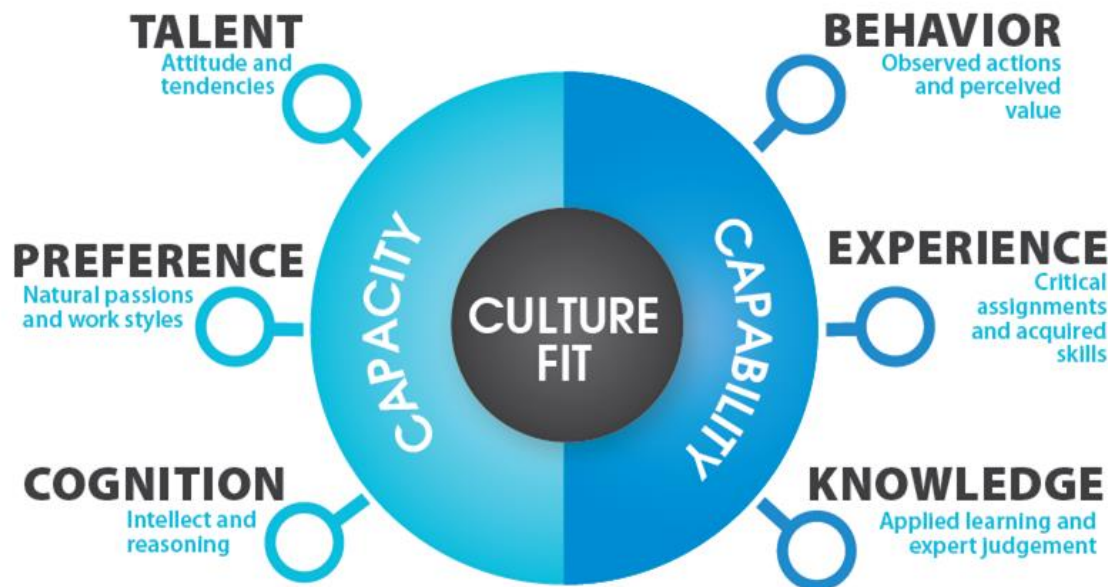
- [Intranet](#)
- [Performance Management](#)
- [Learning Resources](#)



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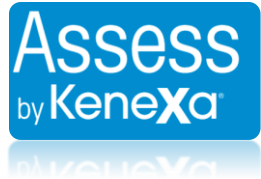
Increasing Quality of Hire



- Seamless Integration
- Highest global volume – 35 million in 2012
 - 4,000 Assessment Customers
 - 1,300+ off the shelf Assessments
 - SJT, Simulations, CAT



Kenexa IBM Recruiting & Onboarding Applications



Live Examples



Kenexa IBM Recruiting & Onboarding Applications

Assess
by Kenexa

Increasing Quality of Hire - Simulations





Welcome to Walmart

Experience a day in the life of a Shift Manager at Walmart Store #10251 in Jacksonville, Florida.

Enter >>>

Introduction

The candidate is invited to experience a 'day in the life' of a Shift Manager. By alternating realistic job preview and assessment, the candidate gains insight into the role at the same time as his/her capabilities are being measured.



Meet the team (RJP)

The day begins with the candidate meeting other store employees – Associates, Zone Managers and the Store Manager.



Your turn

07:50 am

As you've just heard, the role of Shift Manager calls for individuals with great communication, organizational, financial and people skills.

It's down to you to motivate your teams and ensure that our stores are profitable as well as good partners within their communities.

So how would you respond in some of the situations that our Shift Managers face every day?

Situation 1

Situation 2

Situation 3

Situation 4

Situation 5

Situation 6

Let's find out! >>>

Managing People (Assessment)

After hearing from the team, the candidate responds to a series of typical Shift Manager situations presented in a text-based SJT.

Situation 1

A newly hired Associate is having a hard time learning his job. You've been around for a few years and really know the ropes. What would you do?

- Tell the Associate where to find some training materials that he can take home.
- Tell the Store Manager that the Associate is struggling and needs more training.
- Take some time with the Associate after hours and coach him.
- Suggest to the Associate that he finds another line of work that better suits his personality.
- Take some time with the Associate during work hours and coach him.

08:00 am

Situation 1

Situation 2

Situation 3

Situation 4

Situation 5

Situation 6

Managing People (Assessment)

Sample text-based SJT item

09:40 am

A customer is looking for a specific model of bike that the store doesn't carry..

Press  to watch the scene.



Leading and Developing People (Assessment)



Now the Associate wants your advice. What bike should he recommend for the customer's daughter?

Move your mouse over each bike for more information.



Recommend this bike



Recommend this bike



Recommend this bike

Model

Kent Giggles
14" girls' bike



Features

Steel frame
Quick adjust seat
Coaster brakes
Training wheels
Streamers
Ages 2-7

Price

\$69.96

Leading and Developing People (Assessment)

Example of a response that requires the candidate to interpret information presented via video, and combine this with other sources of information in order to make the correct decision. These sources of information could also include store data, documentation and policies.

Question 1

What is the total amount payable by the customer?

Type your answer on the receipt.

SEASONAL-GARDEN CENTER		
009070402	Charcoal gri	\$35.00
	SUBTOTAL	\$35.00
T = CT TAX 6.3500%		\$2.22
	TOTAL	<input type="text"/>
	CASH PAYMENT	
	CHANGE DUE	

12:05 pm

Question 1

Question 2

Question 3

Question 4

Question 5

Question 6

Cognitive skills (Assessment)

Realistic and contextual tasks to assess cognitive ability.



About you.

	Strongly disagree	Slightly disagree	Not sure/ in between	Slightly agree	Strongly agree
I pride myself on always delivering on my commitments.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I am a perfectionist.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I am the first to act at work.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I am more of a follower than a leader.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I don't always see things through.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

next >>>

Motivation and self-development (Assessment)

Motivation, culture fit or personality assessment.



Score: 100

Time Elapsed: 15



Score: 100

Time Elapsed: 62



What are the client's primary business needs based on your understanding of the RFP? (Select all that apply)

- A. Client wants to transform their business into a cloud-based service model.
- B. Client wants to launch a few SaaS services, along with infrastructure as a service.
- C. Client wants to launch a few PaaS services.
- D. Client needs to have a unified portal to manage their cloud business.
- E. Client wants the cloud solution to be integrated with their existing OSS/BSS systems.

OK



Gameplay Tip

Use "Discuss" button to learn more about each action. Choose "Implement This" to select a action.

Improved Customer Service

Enables faster response to service calls

Cost: **2,500 credits**

+ Implement this

Discuss

Targeted Price Breaks

Enables compensation for service disruptions

Cost: **1,500 credits**

+ Implement this

Discuss

Digitizing the Network

Enables two way data communication, enabling nodes in the smart grid.

Cost: **2,000 credits**

+ Implement this

Discuss

Energy Consultants

Current Energy Budget: **8,000 credits**



Congratulations! You have completed turn #1 of 10!

Your score

- + 1,444 Final Score
- + 0 Population Bonus
- + 72 Economy Bonus
- + 10,000 Personality Bonus
- + 200 Effectiveness Bonus

11,716

Population

0%

Business Climate

↓ 0.85%

Citizen Happiness

Market Trends in Recruiting & Onboarding

“Process”

“Engagement”

“Conversation”

Moving from process to a conversation



Back office
Functionality
Features
Automation
Reporting i.e. cost per hire
Features

Social
Mobile
Candidate Features
Career site design

Social Business Tools
Knowledge Sharing
Networking
Following
Experts
Collaboration
Blogs
Communities



Thank You!

