

MaxImizing Insights

Workforce Trends, Forecasts and Solutions from Maximizing Insights

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MaxImize

Job Searching Results in “Resu-mess”

Top 1 % Makes The Difference

Your blood pressure is up and profits are down. Don't your managers and salespeople get it? Are you the only one who sees the big picture?

“You don't compete with products alone anymore, but how well you use your people”, a manager tells Daniel Goleman in *Working with Emotional Intelligence*. Higher profits and higher revenues will depend on a new kind and level of productivity.

How important is it to understand what top performers have that average and low performers don't?

For front line jobs, those in the top 1 percent produced three times more output than those in the bottom 1 percent

For jobs such as professional salespeople, account managers, and executives, those in the top 1 percent produced 127 percent more than the average performer.

To select and train the top 1%, call Barbara at 512.278.1200.

MaxImize

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Two Sides To Every Story

Nearly two million more civilian jobs will be created during 2000-2010 than from 1990-2000 but the labor force between the ages of 35-44 will shrink by 5 million during this decade.

More and more jobs require computer literacy, leadership, communication and analytical skills. The people that are available to fill the jobs don't have the skills to do the jobs. Nearly 1 out of 2 working adults are functionally illiterate. 36 % of job applicants taking employer-administered tests in 1998 lacked the math and reading skills necessary in the jobs for which they were applying.

By 2006 only 20% of the workforce will have the skills necessary to do 60% of the jobs; and now we're told there are not enough teachers and the teachers who are teaching don't have the skills they need to teach.

28% of math teachers (and 18% of science teachers) lack state certification in their field. Nationwide, some 2.4 million teachers will be needed by 2010 and public school enrollment will exceed 54 million, an increase of nearly 2 million children over today.



Like the neighbor attending an open house to see the inside with no intention of buying, an increasing number of job candidates are just “shopping”.

But more people doesn't mean it's easier to find the right person.

With more candidates applying and looking for jobs on the Internet, the volume of resumes has created a “resu-mess”. It's like having six lanes of traffic merging into a two-lane tunnel and that translates into a bottleneck at the hiring tollgate.

Successful recruiting strategies to select-in more of the right candidates are being derailed by a voluminous response of applicants. While attempting to disqualify the unqualified or disinterested applicants, high-demand qualified candidates are overlooked and turned off by slow response times, cumbersome hiring hurdles, or inexperienced, and sometimes inept, interviewers.

To further complicate matters, 44 percent of 2.6 million resumes contained at least some lies. (Source: Avert Inc)

To sift through the volume of potential candidates quickly, raise the quality of candidates that present for an interview, and manage costs, call us today at 512.278.1200.

A Recruiting Audit Scorecard

1. For every open position, how many candidates do you attract now?
2. How many candidates are qualified?
3. How many offers are extended to get one "yes"?
4. How long is it taking your best new hires to reach full productivity?
5. How long do your best new hires stay?
6. When the economy perks up, can your current pipeline fill your needs?
7. If no, will your current recruiting method be able to attract enough of the right people?

Source: Success Performance Solutions

YUCK!

Your desktop is 400 dirtier than a toilet seat. And your phone is even worse according to Chuck Gerba, a microbiologist at the University of Arizona.

- On the phone receiver, he discovered 25,000 bacteria per square inch.
- On the desktop, 21,000 bacteria per square inch.
- On the keyboard, 3000 bacteria per square inch.
- On the average toilet seat? Only 50!
- The worst area of all—the receptionists desk.

Source: Business Week, June 3, 2002

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Churn-Over Calculator

1. Total number of available positions		
2. Number of positions held by same employees for more than 12 months		
3. Number of positions held by different employees during previous twelve months (No.1—No. 2)		
4. Number of employees hired to fill available positions in previous 12 months.		
5. Percentage of churn-over (No. 3 / No. 4)		
6. Average cost of hiring and training new employees		
7. Total cost of hiring and training new employees for previous 12 months (No. 4 x No. 6)		\$
8. Profit margin for company	%	
9. Revenues required to replace lost costs due to turnover (No. 7 / No. 8)		\$

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Isn't it odd that corporate training is patterned after universities, considering that nearly every corporation has had to create corporate training departments to, in part, remedy the universities' failure to adequately train the future workforce.

Human Resource Executive, May 20, 2002

Imagine a school with children who can read and write, but with teachers who can't and you have a metaphor of the information age in which we live.

Peter Cochrane
Chief Technologist
BT Research

Customer Service Oxyoron or Profit Center?

20 percent of customers will immediately walk out of store when confronted by bad service

26 percent will warn their friends and neighbors not to shop there

Source: MOHR Learning

Customer dissatisfaction in 2001 cost the McDonald's chain \$750 million in lost business annually.

Source: Dow Jones News Service

For every 5 percent improvement in employee attitudes, customer satisfaction increased 1.3 percent and corporate revenue rose by one-half percent.

Source: Sears Roebuck 1999

Stormy Labor Forecast Facts

Eight Crucial Survival Skills for the Today's Worker

1. Technology
2. Communication
3. Computation skills
4. Critical thinking and problem solving
5. Information management skills
6. Interpersonal skills
7. Personal skills
8. Community skills

Source: Learning Outcomes for the 21st Century, Workplace Visions, 2002

Then and Now

1965: Only 20 percent of married women with a child under the age of three worked.

Today: Two-thirds of married women with a child younger than two work and 60 percent of married women with a child under the age of one work.

Source: Myra Strober

Fibbing at the Top

"At least 23 percent of 7,000 resumes submitted for president, V. P. and board of director positions had been a little cooked"

Source: Christian & Timbers

When asked how comfortable they are looking for a new job while still employed, executives from 1,000 of the nation's largest companies said:

Very comfortable—36%

Somewhat comfortable—33%

Only 5 % were very uncomfortable

Source: USA Today, June 4, 2002

Nearly all of the 24 million people who will stop working this decade will be experienced employees headed into retirement.

Source: The Kiplinger Letter, May 17, 2002

Numbers Don't Lie!

- ◆ The labor force will grow by 12%; the number of jobs by 15%; the demand for health-care workers by 29%.
- ◆ According to the Hudson Institute, the ratio of entry level wage earners to retirees has fallen from 9 to 1 in 1955 to 4 to 1 in 1995 to 2 to 1 by 2020.
- ◆ The labor force has grown nearly 40% during the past twenty years, while the number of positions available has increased 50%.
- ◆ In 1973, blue collar workers represented over sixty percent of the workforce. By 2000, only ten percent of the workforce will be blue collar.
- In 1950, over sixty percent of all manufacturing jobs required unskilled laborers. By 2005, less than fifteen percent of all manufacturing positions will be unskilled.

A Few People Short of a Full Deck

Replacement of retirees in addition to new job creation will total 118 million jobs needing to be filled.

Based on current trends and labor force participation rates, the American workplace can expect to face a shortage of 28 million employees by 2031.

Who is surfing all that porn?

- There are 147 million hosts on the Internet.
- Google alone lists over 2 billion Web pages.
- 40 million pages on the Web are porn.

Sooner or later employees are going to see porn at work. Given the volume of porn, you can't stop it without wasting all your time and resources.

The solution lies in employing people who simply don't care about it, one way or the other.

Your Mother Wears Combat Boots

I can remember when the one thing that could convert even the nerdiest kid at school into a Mohammed Ali wanna-be was, "oh yeah, your mother wears army boots".

Circa 2002. It seems a lot of mothers are now wearing army boots and more. Nearly 100,000 women, half of all the women in the active U.S. armed forces, are mothers. Another 200,000 women serve in the National Guard and Air Force and Army reserve.

Women make up 15 percent of active duty forces and serve in 92 percent of military occupations - everything but ground combat units.

Interviewing and Hiring Top Performers

By Sarah Ennis

This book is for individuals with training responsibilities who are looking for tools to help their managers, supervisors, and/or team leaders interview, hire, and retain top performers. If you or someone in your hiring system has limited experience in interviewing and hiring, this book will help you and your organization to be more proficient in hiring practices.

\$8.95 FREE Shipping during June

For more information or to order any of the above publications, contact today by:

Phone: (512) 278-1200

Fax: (512) 278-0058

Email: barbara@maxproductivity.com

What Do Sales Managers Really Want?

Sales people who are:

- Capable of managing TIME and PRIORITIES
- Accountable for their own ACTIONS
- Competent in SETTING and ACHIEVING SALES GOALS
- Committed to SELF-DEVELOPMENT and EXCELLENCE in all they do

In short, Sales Managers want RESULTS!

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has arrived!

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