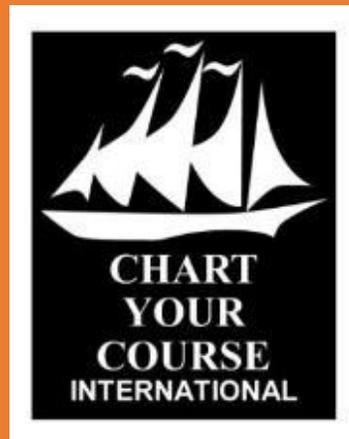


EMPLOYEE RETENTION & TALENT MANAGEMENT

Chart Your Course International Inc.

"Creating Best Places to Work"





Employee Retention & Talent Management Solutions

The Chart Your Course International Employee Retention Training solutions are designed to train managers, business owners, supervisors, and human resource professionals in not only how to retain their most talented performers, but also how to transform their entire workforce into a high-retention culture. Results are both immediate and quantifiable. Our programs will provide you the knowledge, skills, tools and processes to create a great place to work.

Successful organizations realize employee retention is integral to sustaining their leadership and growth in the marketplace. Those that fail to make employee retention a priority are at risk of losing their top talented people to the competition. Our solutions will provide you the key strategies that drive job satisfaction and employee engagement leading to high employee retention.

Our Employee Retention programs have the following benefits:



BETTER MATCHING -- With our specialized assessments and talent reports we show you how to spot and develop people who "fit" with the job description, the company culture and the supervisor or manager.

BETTER MANAGERS -- Our Retention Training Programs help insure managers learn how to build teams, manage performance, develop individuals to their full potential and help them achieve success on the job.

BETTER INTEGRATION -- We can show you how to design effective orientation and "Onboarding" programs to build enthusiastic employees that stay longer.

BETTER CONNECTIONS -- Our programs help measure an employee's individual needs and help build productive relationships with their co-workers and supervisors.

BETTER CULTURE -- After decades of research, we have designed seven critical drivers that employees need and expect from their job.

BETTER ACCOUNTABILITY FOR TURNOVER -- Our system makes it easy for HR and line management to capture critical information such as retention plans, training needs, and job performance and communicate this information to the entire management team for accountability.

SEVEN EMPLOYEE RETENTION DRIVERS

Our programs focus on seven key drivers that impact employee turnover and build high retention workplaces. Our services will provide you the knowledge, skills, tools and processes to help you become an employer of choice.



1. Deploy a Retention Strategy

- There is a clarity and strength to the organizational values and mission
- Senior management demonstrates the organizational values
- The vision is understood by the workforce
- There is a high level of respect and support for senior management
- The organization is providing competitive pay and benefits
- Cost of turnover is measured



2. Provide Direction and Lead by Example

- First and second level managers have respect and support from the workforce
- Managers and supervisors visibly behave in ways that reinforce organizational values
- Managers know their strengths and weaknesses and have a plan of improvement
- Supervisors receive management training



3. Recruitment and Selection

- Essential behaviors have been established for key jobs
- Interviewers are properly trained and a structured approach to interviewing has been established
- A program is in place making everyone responsible for recruitment--not just recruiters
- Key individuals have been identified and retention plans put in place



4. Orientation and Onboarding

- Onboarding program is in place for new employees
- Random surveys ask why people stay at the organization
- Exit interviews are conducted and results distributed
- New employees are assigned a "go to" person to help assimilate



5. Rewards, Recognition, and Reinforcement

- Competitive pay and benefits are provided
- Important behaviors identified to reward and recognize
- Multiple reward and recognition programs provided
- Senior managers participate in and support reward and recognition programs



6. Charged Environment that Engages the Workforce

- A process is available to measure level of employee engagement
- Employees and staff have a system to submit ideas and suggestions
- Managers conduct retention reviews with their employees
- Work life flexibility programs in place
- Reasons employees quit their jobs are identified
- Identify top reasons employees stay with the organization

7. Employee Learning and Development

- Career ladders for all jobs
- Individuals have an opportunity to learn new skills
- Demonstrate a commitment to training and development
- Development programs for high potentials
- Timely communication of performance provided to the workforce
- There is a system in place to coach individuals for higher performance

TALENT AND EMPLOYEE RETENTION SOLUTIONS

Whether you are looking for a training program or a complete retention strategy, we can help your organization in the following ways:

✓ **Employee Retention Training**

Our on-site and online training programs help managers understand the key drivers affecting employee turnover and retention. We will help you design an action plan that will generate immediate results and train your key staff for a long lasting impact.

✓ **Employee Retention Strategy Consulting Projects**

Our team of experts can provide a consultative strategy or approach to assist you in your retention efforts. We will help you design a powerfully effective retention strategy for your organization.

✓ **Webseminars**

Our web technology allows your staff to learn about employee retention without the expense of travel and time away from the office. Most Webseminars are 60-90 minutes.

✓ **Pre-hiring Employee Engagement and Development Assessments**

We provide a variety of assessments designed to help develop and match individuals with the right jobs that are in alignment with their skills, abilities, behaviors and talents. We also have online employee engagement/satisfaction surveys.

CORE CONSULTING, TRAINING & DEVELOPMENT PERSONNEL

Gregory P. Smith, MS



Recognized as a leading authority on talent management, leadership development and employee engagement. Greg teaches businesses how to accelerate individual and organizational performance. He helps businesses navigate change and transform themselves into exceptional places to work that attract, retain and motivate people to their full potential.

Smith's presentations are inspirational, informative and entertaining with a highly interactive style that connects with audiences. As a business performance consultant and author, He has addressed organizations in over 23 countries. He has designed training programs and spoken to hundreds of associations, both government and non-government organizations and businesses.

As founder and President of Chart Your Course International Inc., Smith helps executives and business owners **accelerate individual and organizational performance** and navigate through increasing rates of change. He helps design strategies and processes to grow organizations and implements business initiatives creating clearer direction, increased profitability, stronger executive teams, improved communication, increased job satisfaction and happier and more productive employees.

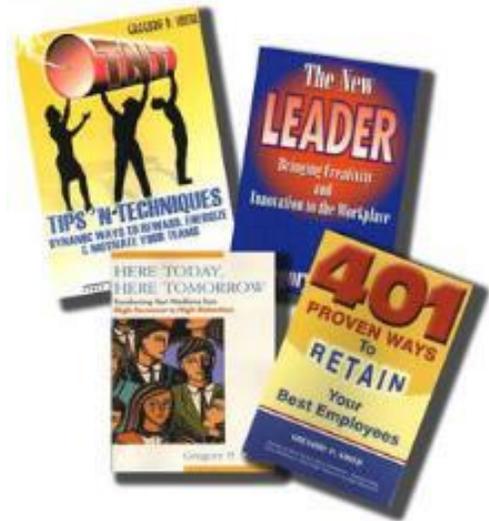
Prior to starting his consulting career in 1996, Smith worked for the Army Surgeon General as a senior consultant responsible for innovation, quality management and strategic planning for the U.S. Army Medical Department. In addition, he served on the Board of Examiners for the Malcolm Baldrige National Quality Award, the nation's highest honor for business excellence presented each year by the President of the United States.

Smith has **written and published over 350 articles and nine books** including his latest, *Fired Up! Leading Your Organization to Achieve Exceptional Results*. He has been featured in hundreds of magazines and trade journals and has appeared on numerous television and radio programs, including Bloomberg Business News, Fox News and PBS television.

Publications

- *Boosting Employee Engagement: 50 Ways to Motivate and Unleash Employee Performance*

- *The Navigator Newsletter*, Publisher (over 21,000 subscribers)
- *The New Leader: Bringing Creativity and Innovation to the Workplace*
- *TNT for Teams: Dynamic Ways to Reward, Energize and Motivate Your Teams*
- *Here Today, Here Tomorrow: Transforming Your Workforce from High-Turnover to High-Retention*
- *Icebreakers and Teambuilding Exercises*
- *Supervisor's Passport to Success: A Quick and Easy Guide for Managing People*
- *401 Proven Ways to Retain Your Best Employees*
- *Fired Up! Leading Your Organization to Achieve Exceptional Results*
- *Talent Relationship Management: Competing Through Talent*, Contributing Author



TESTIMONIALS

"As a result of your training, we are now seeing measurable improvements in reduced turnover, increased sales, better customer service, and improved communication and morale of all concerned."

David Doss, President, Bates Ace Hardware

"Greg provides a comprehensive road map for not only attracting and keeping talented employees, but for motivating them to achieve a higher level of performance."

David Shadovitz, Former Editor-in-Chief,
Human Resource Executive Magazine

"Your background and experience was instrumental in creating a more productive office where people enjoy coming to work. The ideas you provided us have helped to retain my staff."

Garry Moss, District Attorney--State of
Georgia

"Four hours of my time in your seminar has resulted in a 51% improvement of our revenues. Our teams work smart as well as hard, and each member is having a lot more fun working together. You are the "Deal of the Century."

Dave Dibble, HR Director, Presidion
Solutions

"No matter what size company you work in, the key to business success is attracting, keeping, and motivating your workforce. This provides all those answers and more, and will make a measurable difference on your bottom line in your organization's future success."

Embree Robinson, President and CEO -
TRC Staffing

"CYC International will help you transform any organization into a high-retention workplace. As the demographics of the labor market change dramatically, employers must also change -- to create work environments that attract, motivate, and retain talented people. Greg Smith offers proven ways to help organizations in all sectors of the economy, public and private, to meet this challenge."

Bob Lavigna, Senior Manager for Client
Services, CPS Human Resource Services

SUMMARY INVESTMENT PROPOSAL

These costs are estimates and subject to refinement following further discussion.

Item	Description	Length	Investment
Senior Management Development Program	Deliver a comprehensive learning and development process for all Senior Managers. The <i>Senior Management Team Development Program</i> , addressing the main issues of management competency, employee retention, leadership development, teamwork, communications improvement and change management.	1.5 Days	\$15,000
Employee Retention Workshop	Provide a motivational and instructional workshop. All attendees will also participate in interactive activities to enhance learning environment.	Half Day	\$5500
		Full day/6 hours	\$10,000
		Two separate half-day sessions	\$10,000
Design Employee Retention Strategy	Design a comprehensive strategy customized to the organization.	TBD	TBD