

Keeping good people is tough

Recruitsoft looks to manage employees, keep key people

By Christine Siemiernik
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Finding the right employees with the right skills is important, especially in the face of an imminent recession. But even more important — and an even greater challenge which few firms even think about, much less make a concerted effort toward — is retaining those people.

Employees and the skills they bring to the job and acquire while with a company are its human capital, and should be treated with as much — if not more — respect than



Photo provided

Too many companies neglect the art of managing their human capital, says Recruitsoft's Ted Moriarty. That costs money and time when they keep leaving for something better.

equipment and buildings. But too often, they aren't challenged enough and their skills aren't developed.

When that happens, they leave. Ted Moriarty, chief talent officer at Recruitsoft, says companies need to find more creative ways to manage employees and their expertise.

"Leading organizations realize that a large part of their value lies with the expertise of their people. If too many of those people leave, the organizational value diminishes," says Moriarty.

"Even though we are in an economic slowdown, there are still a lot of people out there who have more than one job offer to consider and they're looking for an organization's commitment to their own development."

Creative companies, he says, are looking for ways to re-deploy those skills and cross-train employees so that if they're not needed in one area, they can be rotate to another department. "They're thinking outside the box because what they don't want to do is let this expertise walk out the door because it's extremely expensive to re-acquire it and re-train it," says Moriarty.

Recruitsoft provides recruitment software to companies in a number of industries including manufacturing, healthcare and technology, hiring people for positions from sales to operations to management.

Candidates log on to their Web site, submit employment information into a profile, and recruiters use the software to get a short list of candidates they want to interview.

Recruiters and human resources people can spend more time interviewing, checking references and making sure candidates fit the job.

"I think a lot of the individuals who stay with organizations stay because they see their career evolving in a very satisfying way. So a lot of it comes down to development and making sure you're perpetually focusing on developing people's careers.

"You can't be satisfied in a job unless you feel like you're contributing and producing satisfying results."

Moriarty predicts security will be increasingly important to prospective employees. "In the United States, background checks are standard procedure and a really thorough process.

"In Canada that's becoming more common. Organizations are investing a lot more time and money and bringing in third-party organizations to do background checks."

Paul Hudson of Russell Reynolds Associates says that he hasn't noticed an increased demand for background checks since the Sept. 11 terrorist attacks. Standard procedures include verifying educational records, but checking police records is not common unless it's for a position where the candidate has access to large amounts of money, he says.