

FINAL PRACTICES BY CATEGORY

SET THE STAGE FOR SUCCESS

Hiring for culture fit
Effective onboarding and mentorship
Innovative scheduling practices for workplace stability
Communicating the company's values clearly and consistently
OBM: Know and Teach the Rules

INVEST FOR CONTINUOUS IMPROVEMENT

Structuring clear career ladders
Cross training
Pay for skills
Measuring training ROI
Enhance customer service through process redesign
OBM: Structuring and Playing Mini-Games

GET TO HIGH PERFORMANCE

Developing high performing teams
Cultivating a high-involvement workplace
Enabling better individual decisions
Empowering and engaging the front line
Creating great customer service by putting people first
360-degree reviews
OBM: Follow the action and keep score

RECOGNIZE IT AND REWARD IT

Incentivizing continuous improvement
Effective profit sharing
Nonfinancial recognition and rewards
Celebrating success and having fun
Employee ownership: broad-based stock options, SARs
ESOPs for exit