

Turnover Up? Has It Got You Down? Try **CAPPS System™**

Is there a need to reduce turnover and improve hiring and retention within your facility? For most organizations, the answer is YES! Do you have the proper hiring and retention tools in place for success? Organizations that succeed are ones that attract and develop the most qualified, most talented and most motivated employees. Every organization must seriously assess its operations, policies and practices regularly to assure they are providing the leadership, work environment, management practices and incentives to attract top-notch employees.

According to Gallup Polls, 75% – or 3 out of 4 – of your employees are looking for something more satisfying. The ASRT reported that one in five healthcare employees quit their jobs each year.

Why are the wrong candidates being hired? Consider the following as a possibility.

1. **Candidate Interview Skills** – Candidates today are well skilled in the art of interviewing (check out the *Interviewing* or *Resume Writing* sections of any book store).

2. **Inadequate Interview Process** – Many times, hiring managers do not know the right questions to ask in order to match the right candidate to the job (thus the response many give after interviewing someone – “I liked them!”). Ask yourself, ‘do we train our staff on effective interviewing skills and the right questions to ask?’

3. **Moving too Fast** – Those doing the hiring often move too fast when filling positions. Doing it right and being willing to pass on candidates that are just not a good fit for the job, takes time, patience and effort.

4. **Unstructured Hiring Process** – The hiring process is inadequate or a bit too loose.

5. **Shrinking ‘Talent Pool’** – The talent pool of qualified workers is shrinking. The U.S. Bureau of Labor Statistics revealed that by 2010 the nation will face a potential labor shortage of more than 10 million skilled workers.

6. **Lack of Competency Matching Process** – Hiring managers are not learning enough about the candidate relative to the needs of the job in order to understand if their competencies match the competencies required by the job.

Notice...specific *work skills* and *experience* are not on the list. Employees rarely fail in jobs or quit because of their

technical skills. Failure usually occurs because the new employee’s personal and professional skills do not match the job or the culture of the organization. This is true regardless of the size of the organization.

How do you improve the hiring process and properly match the candidate to the job?

In many cases, organizations use completely separate systems for selecting, training, managing, and performance appraisal. Each of these systems may be effective when utilized independently; however, when used together, you simply do not get the results you need. Organizations need a complete system that has been designed to bring all the components together.

Our revolutionary CAPPS System™ is just what the doctor ordered!

Our **CAPPS System™** is the perfect solution to reduce turnover and increase employee development. It is not about filling the position with a warm body....it is about filling it with the RIGHT body.

The first step is to “Let the Job Do the Talking.” If a job could talk, it would explain exactly what is necessary for peak performance. We can ask the job to tell us about the:

- Knowledge a person needs (hard skills)
- Personal attributes required to drive success
- Rewards for peak performance
- Behaviors necessary for peak performance

CAPPS System™

Candidate Analysis for Placement and Performance Success

- Benchmark the job using an electronic questionnaire
- Assess your talent (applicants) using electronic on-line assessments
- Use comparative reports showing which applicants match what the job needs
- Evaluate the various applicants
- Build target interview questions for you
- You interview based on each candidate’s unique competencies
- You select!

For more information on **CAPPS System™** as well as other consulting and recruitment information visit our website at www.radsciences.com.