

# STEPS TO BEST PEOPLE PRACTICES

## JOB CONTENT WHAT THEY EXPERIENCE

"RESPECT"

↑ SCREENING &  
PANEL INTERVIEWS

TITLE & JOB  
CHANGES

MULTIPLE  
COMMUNICATION  
CHANNELS ↑↓

DIG/JDI  
INVOLVEMENT/  
ACHIEVEMENT

↑ VALUED  
RECOGNITION

## JOB CONTEXT THE EXPERIENCE ENVIRONMENT

KILL NEGATIVE  
LANGUAGE

ATTITUDE  
RESEARCH  
"FIND & FIX"

SIMPLIFY POLICIES  
↑ AUTONOMY

STAFFING  
LEVELS

NO LAYOFFS

RETENTION  
PROGRAMS

REDUCE MGMT  
BARRIERS

STAFF ON  
MGMT COUNCILS

180 MGMT EVALS

- PEERS
- CUSTOMERS
- STAFF

## HOME AWAY FROM HOME

- JFK.SHIP-A-WEIGH: SAVE 40% WITH THE JFK-SHIP-A-WEIGH PACKAGE ...
- MASSAGE: ON-SITE CHAIR MASSAGE TO RELIEVE STRESS ...
- NEW MOTHER ROOM - PRIVATE FURNISHED ROOM FOR LACTATION...
- MEAL SUBSIDIES - BECAUSE WE CARE. 30% CAFETERIA DISCOUNT...
- ON-SITE ATM ON-SITE ATM MACHINE/NO FEE IN THE CAFETERIA...
- ON-SITE BANK - FIRST UNION - A FULL SERVICE BANK...
- ON-SITE CREDIT UNION - LOCATED NEAR THE PHARMACY...
- PARKING - FREE COVERED PARKING ...
- POSTAGE STAMPS - STAMP MACHINE CONVENIENTLY LOCATED ...
- ROVING FOOD CART - SNACK DELIVERY TO THE DEPARTMENTS ...
- UNIFORM PURCHASE DISCOUNT - PURCHASE UNIFORMS AT COST...
- WELLNESS SCREENINGS - AT NO CHARGE TO EMPLOYEES ...
- AUTO REPAIR: FREE PICK UP & DELIVERY - 10% DISCOUNT FOR JFK...
- DRIVER'S LICENSE SERVICES - STATE OF FLORIDA ...
- CARING MODEL - FIRST - LOVE, CARE FOR AND RESPECT OURSELVES
- CLINICAL LADDER - COMPENSATION FOR ADDITIONAL DEVELOPMENT
- CONSERN LOANS: AFFORDABLE EDUCATION LOANS ...