

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 ...