Adapt to Grow Workforce Talent in the Buffalo - Niagara Falls Region

Opportunity for employers to use worker voice as a tool to improve diversity, equity, and inclusion practices. A strong feedback loop helps employers understand the needs of their employees and helps employers ensure policies and procedures meet the needs of communities they seek to employ.

We need a strong regional workforce system. Without this, potential employees may leave the region in search of a job market where employers have been responsive to the needs of employees and job seekers.

Opportunity for employers to improve competitiveness by reducing costs associated with turnover.

How might we enhance employer knowledge around worker experience to improve recruitment?

We might enhance employer knowledge around worker experience to improve recruitment if workforce ecosystem leaders create opportunities for worker voice to be included and uplifted throughout the employee life cycle:

- during recruitment
- when onboarding a new employee
- throughout employment (performance)
- offboarding

RECRUITMENT

ONBOARDING

PERFORMANCE

OFFBOARDING
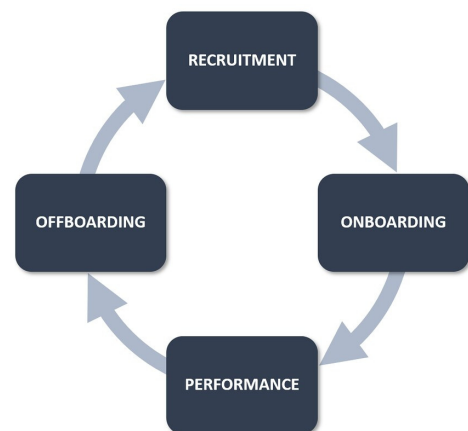
MENU
OF CATALYTIC ACTIONS

Recruitment

Consider Community Outreach

Recruiters should engage in multiple recruitment methods, including community outreach, to ensure the company is recruiting from a wide range of communities. Consider reframing recruiters as community outreach specialists.

Build Relationships

Building relationships with job seekers is a priority. Consider recruitment practices that allow for sustained contact with community members (or communities) over time.

Set Expectations

Sset expectations for job seekers whenever possible and provide detailed information about the day-to-day tasks, the work environment, and what a new hire should expect.

Employment Experience

Strengthen Feedback Loop

Employees have opportunity to provide feedback to HR each quarter via engagement surveys. This should be paired with focus groups to discuss results of data collection.

Utilize Weekly 1:1 Meetings

Implement weekly one-to-one meeting with direct supervisor where employees can share both professional and personal experiences.

Hiring and Onboarding

Diversify Hiring Teams

Ensure hiring teams are diverse with regard to race, ethnicity and gender.

Implement Three-Part Onboarding

30/60/90 day on boarding plan, with opportunity for new hire to provide written feedback at each step.

Develop Affinity Groups

Companies should dedicate resources to developing affinity groups to promote inclusion and belonging.

Provide OTJ Training

Provide a range of OTJ training, including cultural competency as part of onboarding.

Offboarding

Offer Exit Interviews

All employees departing the company should be provided with the opportunity to sit for an exit interview.

Convene Data Sharing Meetings

Organizations should convene relevant teams on a quarterly basis to revisit company policies based on findings from exit interviews.

Moving Forward

We invite you to join us! Try an action (or two!) so your team can gain greater insight into the experiences of your employees and jobseekers. Let's stay in touch:

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