

Program Summary for

Technician 2021: Hire, Develop, Engage and Retain

Program Outcomes:

- 1. Role descriptions and hiring profiles for Technician “job group”, to include career paths, succession plans, leadership roles and mentor roles**
(Includes research on best practices, review of OEM requirements and interviews with current technicians, managers and leaders.)
- 2. Skill metrics and development plans for hiring and developing Technician talent, leaders and mentors**
(Includes research on best practices, review of OEM requirements, interviews with technicians, review of business plans, research mentor best practices.)
- 3. Communication plans and culture change support**
(Consult with operational leaders, marketing team and HR team to develop content, method and schedule.)
- 4. 90-day onboarding program for New Hires**
(Curate and develop combination of technical training, culture, policies and practices, team building and connection with managers and leadership team – includes online, virtual ILT, in-person ILT.)
- 5. 90-day “reset” for existing techs, to re-engage and prepare existing techs for new culture and expectations**
(Curate and develop combination of technical training, culture, policies and practices, team building and connection with managers and leadership team – includes online, virtual ILT, in-person ILT.)
- 6. Metrics and Development plan for existing managers and leadership team to support vision for future skillsets and culture change**
(Virtual ILT and resource library to develop skills, and virtual support via Teams.)
- 7. Support for recruiting team to develop sourcing strategies and hiring process**
(Consult and facilitate collaboration sessions with recruiting team to co-develop sourcing strategy and expand sourcing options.)