

# High Stakes Talent Winning with Staff Development



## **Paula Labnon**

Branch Manager, Gorham In-Store

561 Main St, Gorham, NH 03581

Phone: (603)752-0020, ext. 2210 [plabnon@servicecu.org](mailto:plabnon@servicecu.org)

*BIO: Hello, my name is Paula Labnon, and I am from Gorham, NH. I was born and raised in the North Country which is in the White Mountains of NH. I work for Service Federal Credit Union whose headquarters are in Portsmouth, NH. We have branches in NH, North Dakota, and overseas in Germany. I am the manager at the Gorham In-Store branch which is located inside a Walmart superstore. I started out on the very first day our new branch opened in 2015. My positions were Member Service Representative, Supervisor, Assistant Branch Manager and a few years ago promoted to Manager. I enjoy working in the banking industry and with my team in Gorham. Service Credit Union is a wonderful company to work for and they have great benefits and are generous with rewards. They focus on training and organizational development. This year I will celebrate 10 years with Service Credit Union and am looking forward to continued success in the years to come. Thank you.*

### **Organizational Development**

- Strives to help prepare employees with soft skills for their future beyond the technical skills

### **Investing in staff development and offering opportunities for growth and advancement are:**

- Crucial for employee retention
- Leading to a more engaged and loyal workforce

### **Service Federal Credit Union –**

SFCU offers extensive Organizational Development (soft skills)

Courses for both Management and Non-Management, a few are listed.

- New Employee 5-day Orientation, Human Resource items and Introductory Training
- Professional Development for Management
- Quick Decision Making in the Workplace
- De-escalation
- Creating Member Loyalty and Leading Member Loyalty
- Leadership
- Coaching for Management
- Conflict Resolution
- Critical Thinking and Problem Solving
- Giving and Receiving Feedback.
- Public Speaking
- Stress Management

# High Stakes Talent

## Winning with Staff Development

### **SFCU offers Employee Surveys**

- Stay Surveys for 30 and 90 days and yearly.
  - Gage what is important to them and exciting in their new position, or
  - What do they do not like about their tasks or work environment.
- Quarterly Follow-Ups
  - SFCU, we have personal quarterly goals along with branch production goal meetings.
    - We have 1:1 conversation with our supervisor to check our progress or if we need support for accomplishing them or additional training.
- Monthly Check-Ins
  - Specific time regularly set aside for employee-Supervisor 1:1

### **SFCU Supports Employee Health and Well-being**

#### SFCU offers

- Monthly Wellness Newsletter for health news, recipes, exercise ideas
- Talkspace – Free for employees - online therapy sessions
- Creative employee perks employee monthly free raffle sign-up
  - Free sporting events/concert and theater tickets/airfare/cooking classes and more
- PTO hours and a gift card for an employee's birthday
- Company gatherings/picnic, to celebrate employee's and their families.

### **SFCU Recognizes and Reward Goods Performance**

- “BRAVO” is our employee recognition program which offers points that are used to purchase beauty products, gift cards, home appliances, camping items, sunglasses, jewelry, sunglasses and more items.
  - Levels of Points (low to high)
    - Take a Bow
      - Expression of appreciation
    - Cheers
      - Above and beyond normal day to day
    - Applause
      - Achieved a goal
    - Standing Ovation
      - Achieved a goal with measurable impact
    - Encore
      - Achieved a goal with substantial impact

# High Stakes Talent

## Winning with Staff Development

### SFCU Recognizes and Rewards Good Performance - continued

- Annual Team Bonus – based on companywide achievement markers.
- Job Shadowing – creating camaraderie and share knowledge within other departments – back-office departments and front-line branches.
- Hand out “Kudos” cards. Playing cards with positive compliments on them.
- Compliment your employees, use expressions of appreciation.
  - Thank you for your effort today
  - We appreciate your helpfulness with our team
  - You are doing great with your progress
  - Your positive attitude adds to our success
  - Thank you for greeting each of our members with friendliness

### Summary of Organizational Development

Staff Development and Retention are linked:

#### 1. **Increased Job Satisfaction and Motivation**

- When employees feel valued and have opportunities to learn and grow, they are more likely to be satisfied with their jobs and motivated to perform well.

#### 2. **Reduced Turnover:**

- Employees who feel invested in and have a clear path for career advancement are less likely to seek opportunities elsewhere.

#### 3. **Enhanced Skills and Competencies:**

- Training and development programs equip employees with the skills and knowledge they need to succeed in their roles, leading to improved performance and productivity.

#### 4. **Stronger Organizational Culture:**

- A culture that values learning and development fosters a sense of community and belonging, making employees more likely to stay with the organization long-term.

#### 5. **Improved Employee Engagement:**

- When employees feel supported and empowered, they are more likely to be engaged in their work and contribute to the success of the organization.

#### 6. **Competitive Advantage:**

- Organizations that invest in their employees are more likely to attract and retain top talent, giving them a competitive edge in the marketplace.

#### 7. **Professional certifications:**

- Consider supporting employees as they pursue various business certifications.

end