



JOB BENCHMARKS HOW AND WHY TO USE THEM

WHAT IS A JOB BENCHMARK?

“Think of job benchmarking as a better way to get the right people in the right role.”

JOB BENCHMARKS

Setting the Standard for Excellence in Your Organization

WHAT IS A BENCHMARK? (According to Merriam-Webster)

- Something that serves as a standard by which others may be measured or judged.

WHAT IS JOB BENCHMARKING?

- A patented process that provides an organization with the ability to determine the wants or needs in terms of skills/knowledge/behaviors/motivators/experience for a specific role.

WHY BENCHMARK?

To Stop Guessing – and Start Guiding

THE BENEFITS OF JOB BENCHMARKING:

- Provide an unbiased way to determine WHAT is actually needed.
- Eliminate costly hiring mistakes.
- Set the stage for the rest of the selection and development process.
- Get the right person for the right role from the start.

WHY BENCHMARK?

To Stop Guessing – and Start Guiding

BENCHMARKING IMPROVES:

- Hiring
- Onboarding
- Coaching
- Development
- Succession Planning

WHO'S INVOLVED IN JOB BENCHMARKING?

“Gather a team of key subject matter experts who depend on the role in question for their own success – trust me – they will want a say.”

DID YOU KNOW?

Job benchmarking is not a one-size-fits-all approach AND maintains EEOC compliance.



KEY ACCOUNTABILITIES

Sales Rep Example

KEY ACCOUNTABILITIES FOR A SALES REP INCLUDE:

- To meet or exceed sales and profitability goals.
- To provide viable solutions and satisfy the needs of customers.
- To professionally represent the company in mission, values and goals.
- To develop and manage the referrals, leads, prospects in the pipe-line.

By investing in **job benchmarking**, you'll secure the talent necessary for success while eliminating common biases often associated with the hiring process.



BENCHMARKING

Do Your Business A Favor

BENCHMARKING IMPROVES RETENTION PERCENTAGES, REDUCES TURNOVER COSTS AND FACILITATES SUCCESSION PLANNING:

- Creates cross-organizational alignment.
- Starts employees off on the right foot, down the right path.
- Identifies focus areas for day-to-day and future improvement.
- Provides metrics and KPI's to facilitate better:
 - Performance Reviews
 - Employee Development

BENCHMARKING

As Powerful for Your Employees As It is for Business

THE EMPLOYEE BENEFITS OF BENCHMARKING:

- Empower employees.
- Creates a much – MUCH – better onboarding experience.
- Ties individual accountability to business goals.
- Helps individuals continue to learn and grow – in the right direction.
- Allows employees to track their own progress.

BENCHMARKING

As Powerful for Your Employees As It is for Business

THE EMPLOYEE BENEFITS OF BENCHMARKING:

- Provides clarity and organizational accountability for employees.
- Facilitates better and more efficient conversations with managers.
- Assures they'll be measured fairly and accurately.
- Prevents employees from getting lost in the shuffle; they can demonstrate how they stand out.

BENCHMARKING TOOLS

“No one comes to a job as the complete package, but benchmarking can help you plot a course to help them learn and grow.”

JOB COMPETENCIES

Gap Report Example

1. Customer Focus - A commitment to customer satisfaction.

0 . . . 1 . . . 2 . . . 3 . . . 4 . . . 5 . . . 6 . . . 7 . . . 8 . . . 9 . . . 10



10.0 Person
8.2 Job

6.3*

2. Flexibility - Agility in adapting to change.

0 . . . 1 . . . 2 . . . 3 . . . 4 . . . 5 . . . 6 . . . 7 . . . 8 . . . 9 . . . 10



7.5 Person
8.0 Job

7.6*

3. Self-Management - Demonstrating self control and an ability to manage time and priorities.

0 . . . 1 . . . 2 . . . 3 . . . 4 . . . 5 . . . 6 . . . 7 . . . 8 . . . 9 . . . 10



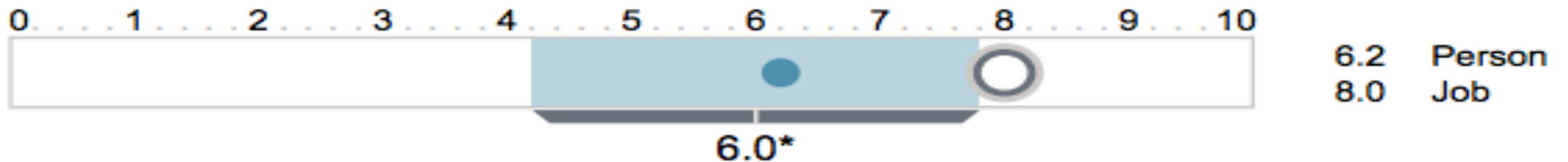
7.5 Person
8.0 Job

7.4*

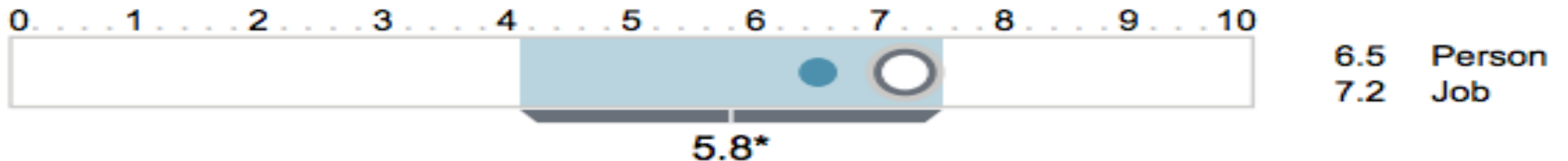
JOB REWARDS/CULTURAL HIERARCHY

Gap Report Example

1. Utilitarian/Economic - Rewards those who value practical accomplishments, results and rewards for their investments of time, resources and energy.



2. Theoretical - Rewards those who value knowledge for knowledge's sake, continuing education and intellectual growth.



BENCHMARK TODAY

Train and Retain Tomorrow

BENCHMARKING TOOLS HELP TO SUPPORT ORGANIZATIONAL AND EMPLOYEE GOALS, BUT ONLY WHEN USED PROPERLY:

- You must select an appropriate tool for the task – hiring and development tools can not be used interchangeably!
- Consistency is key – use the same tool for the same purpose.
- Revisit on a regular and recurring schedule.

BRING ON THE BENCHMARKS!

“The bottom-line is benchmarks help you make better hiring decisions that better your business.”

DID YOU KNOW?

- **Private schools cut turnover from 80% to 20% after benchmarking their teacher positions.**
- **Call centers cut turnover from 90% to 40%.**
- **Consulting firms cut turnover from 100% to 0% after benchmarking their consulting role.**



GET GOING! NEXT STEPS

Creating and Implementing Benchmarks

TAKE THE NEXT STEPS TO CREATE AND IMPLEMENT BENCHMARKS:

- Decide which job family or families you plan to benchmark.
- Determine which stakeholders need to be involved.
- Set a day and time to benchmark each job (giving each a dedicated day – and complete attention).
- Conduct the benchmark and get the results.

GET GOING! NEXT STEPS

Creating and Implementing Benchmarks

TAKE THE NEXT STEPS TO CREATE AND IMPLEMENT BENCHMARKS:

- Assess internal employees and potential hires against the benchmark.
- Hire the RIGHT person.
- On-board your new hire (don't forget that binder!)
- Keep moving through your job families until you have benchmarked all of them -then start the assessment process all over for each one.