

Business Tips

A Chain is as Strong as its Weakest Link: How Strong is Your Hiring Process?

Those who have known me over time know that sooner or later in any business discussion I'm likely to slingshot to the importance of a great hiring process. Actually, 'importance' does not capture what I'm trying to say: Critical and essential are closer but even they fall short because they are often used casually. So, let me try to make my point through the paragraphs below. Please slowly read each point 2-3 times, reflecting deeply and superimposing it over business/employee problems you have experienced in the past.

- There is little difference between a mediocre and a lousy hiring process—neither has the acuity to preempt a cancerous employee. Only a great hiring process is able to screen cancers before they happen.
- The only path to a great business is through great employees; the only path to great employees is through a great hiring process. Failure to have a great hiring process is like 'Employee Russian Roulette'; through sheer luck you may win sometimes but the losses will overshadow the wins.
- Most businesses are reactive—they treat the hiring process as a necessary evil, something to think about only when it slaps them in the face. Great businesses are proactive—they consider a great hiring process to be a fundamental building block of their greatness and they establish this process at times when they don't need to so they can rely on it when they do.
- Some business will read these points and think, "Dude, this sounds interesting; someday I'll get around to delving into this 'hiring process thing.'" Few will take action and few will become great, but those that do will thank their lucky stars that they did.

Got courage? An idea for clubs having the courage to add some teeth to their hiring process: At Kids First, a job application packet is a complicated animal and includes: a 10 x 12 envelop with instructions; a four page job app; three blank character reference forms; three business return envelopes. To be considered for employment at KF you must submit the completed job app and three written character references. We of course do a background check and a series of interviews depending on the position. Certainly, each and every club must decide if it is a good (or bad) thing to put forth the reputation that it is not easy to get hired at your club. Obviously, we think it is a good thing. (I chuckle when I think of how long it took us to garner the courage to put this system into play. Now it seems like a no-brainer!)

Would you like us to mail you a complete job app package? If so, please send \$5 for postage and handling to: Pamela Groskopf • Kids First, 7900 East Kemper Rd. • Cincinnati, OH • 45249. Sorry for the need to charge a fee but this package has a measurable cost in time and postage.

Make it a great month! Jeff Metzger

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