

WASHINGTON STATE UNIVERSITY



EXTENSION ENERGY PROGRAM

Finding and Keeping the Best Cleaning and Maintenance Employees



Wm. R. Griffin, President
Cleaning Consultant Service, Inc.
wgriffin@cleaningconsultants.com
C- 206-849-0179
www.cleaningconsultants.com

- Introduction
- Thank You for Attending
- What I Plan to Cover

Concept and Actions to Enhance
Retention, Production and Attitudes

- Nothing Will Change
Unless You Change.

Make notes as we go through this as to what you are going to do differently tomorrow.

- An Environment that Fosters Motivation
- Set an Example for Others To Follow
- Leadership vs Fear or Complacency
Your Job is to Hire and Manage the Best People
- Run it Like A Business

- Where Does Motivation Come From?
- Internal
- Relationships Matter
- Trust – Feeling - Responsibility
- Involvement
- Make Work Fun, Challenging, Rewarding

- Communications – Getting to Know Your People, it's not all about baseball
- Personality Styles, controlling what you have control of (yourself)
- Ownership
- Community
- Upward Mobility – Internal & External

- Having to Come to Work vs.
Wanting to Come to Work
- Engagement of Work Force
- Recognition, Rewards and Incentives

Training

- Who: Workers, Managers, Self
- Why :There isn't Much Else You Can Do.
- What : Technical, Management, Life, ESL, Safety. Other
- Getting Buy in and Why this Matters

- Orientation Myth – Thursday 4:00
- Ongoing – Set a Monthly 10 – 15 Min. Training Schedule (in Writing)
- Internal and External Learning
- Pre-Lead Transition to Supervision from Worker (a missing piece)
When – Everyday in Everyway

- The More Training You Do the Less Supervision and Discipline You Will Have To Do. Positive vs. Negative
- Shift Start and End Huddles
- Wkly Huddles with Supervision/Mgt.
- Written Reports, Checklists and Inspections

- How - Where the Hell is Matt 2012
- Dream Manager Book about (Mary Miller)
A \$20.00 book on Amazo
- Sean Stevenson, Get off your Buts – 3 ft.
Man in Wheel Chair
- E-Myth, Michael Gerber (Book)
- Secrets that will Help You

- Challenges

- Aging Workforce
- Millennials
- Good
- Bad
- Ugly

- Need to be More Flexible
- PT- Time off, Flex Hours,
- Fit Others Lifestyle & goals
- Matching People to Jobs
- Round Peg into Square Hole No Longer works – If it Ever Did

- Setting Expectations
Daily, Wkly, Monthly. Before Day 1.
- Sustainability
- Technology
- Social Good

- Questions – Discussion
- What are You Doing that Works?
- Closing Comments
- Thank you



Wm. R. Griffin, President
Cleaning Consultant Service, Inc.
wgriffin@cleaningconsultants.com
C- 206-849-0179

www.cleaningconsultants.com