

Building Strong Families Through Innovation

Why re-invent the wheel:

How to Recruit, Retain, and Develop
Child Support Professionals



Why re-invent the wheel?



An aging workforce coupled with low unemployment has created urgency around effective recruitment and retention of child support staff. We **can** maintain our excellence in customer service by streamlining the hiring process and improving our professional development and succession planning programs.

Panelists will discuss how things like effective onboarding, mentoring, job shadowing and Developmental Job Assignments (DJA) can help prepare and retain the right personnel and eliminate potential knowledge gaps, so we can continue to provide quality services to our customers, now and in the future.

Panelists also want to hear from you! They look forward to discussing your questions and concerns regarding recruitment and retention during this interactive session.



A preview of the discussion topics

- How do you make sure your interviewing process leads to selecting candidates who will succeed at the job?
- In some organizations, there isn't much opportunity for promotion. What are some ways to grow leadership skills in your frontline staff?
- Employee engagement is key to employee retention: What are your successful initiatives?
- Do you have a mentoring program? How successful is it?
- Energy, enthusiasm and engagement are low. Where do I begin?



Your Panelists

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