# HEUREKIA

HOW TO FIND, DEVELOP AND KEEP YOUR TALENTS

### PRELIMINARY

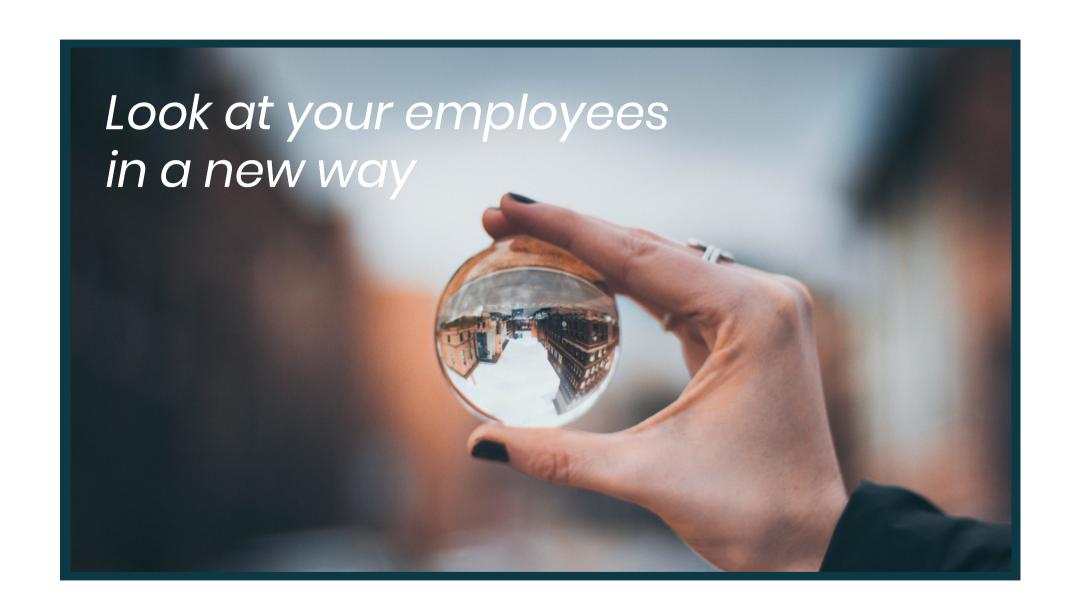
- WE SHOW YOU METHODS WHICH WORK FOR OUR CLIENTS
- WE TRUST YOU USE THEM FOR GOOD & TO BENEFIT YOUR TALENTS
- WE INVITE YOU TO ADD OUR POINT OF VIEW TO YOUR REPERTOIRE AND TO HAVE FUN WITH IT

# HOW DOES THE PERFECT COMPANY LOOK LIKE?





# **DEFINE TALENTS!**



# Hire for attitude...





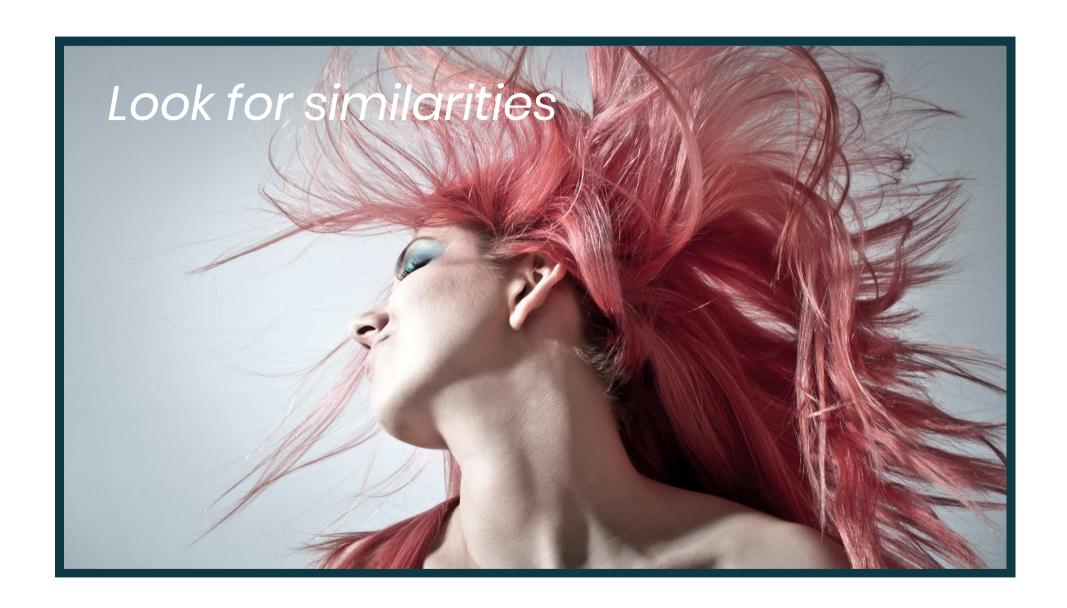


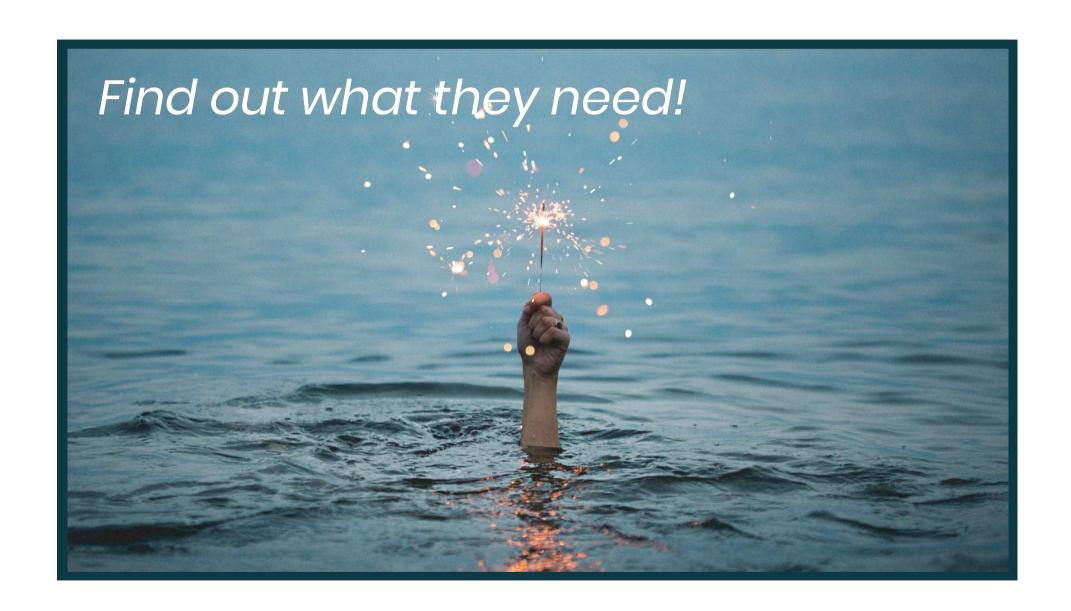








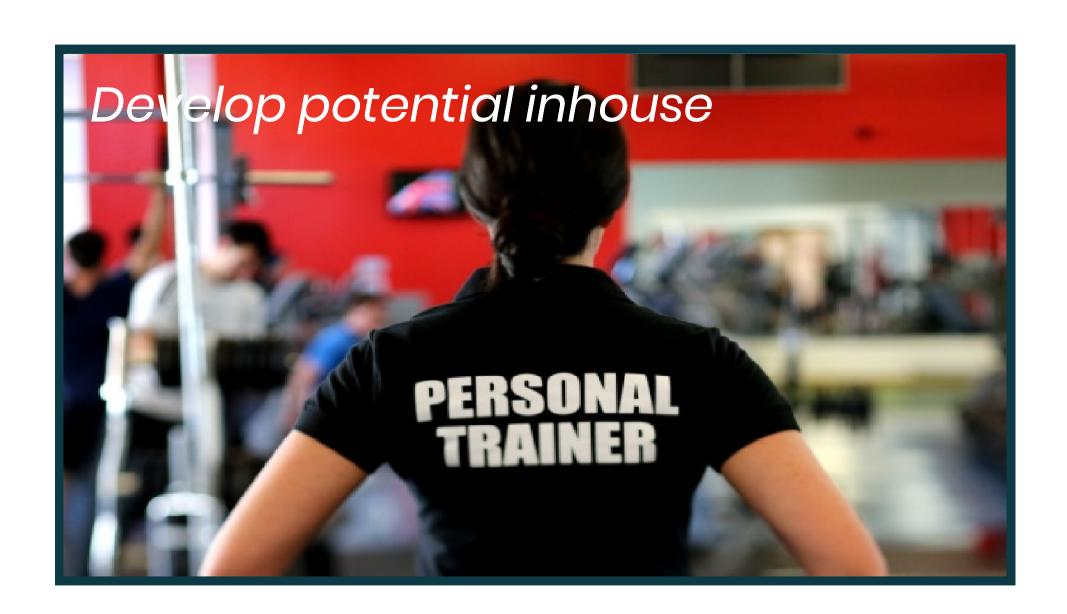




### SUMMARY - FIND TALENT

- LOOK AT IT IN A NEW WAY (TRY DIFFERENT APPROACHES)
- DEFINE REQUIREMENTS/TALENTS
- HIRE FOR ATTITUDE, TRAIN FOR SKILL
- LOOK FOR SIMILARITIES
- FIND THEM WHERE THEY ARE
- FIND OUT WHAT THEY NEED





# HOW TO GET TALENTS BEHIND YOU(R GOALS)?









...in multiple ways and multiple times!

"It does not make sense to hire smart people...



...and tell them what to do" (Steve Jobs)



# SUMMARY - DEVELOP TALENT

• EXPLAIN YOUR GOALS...

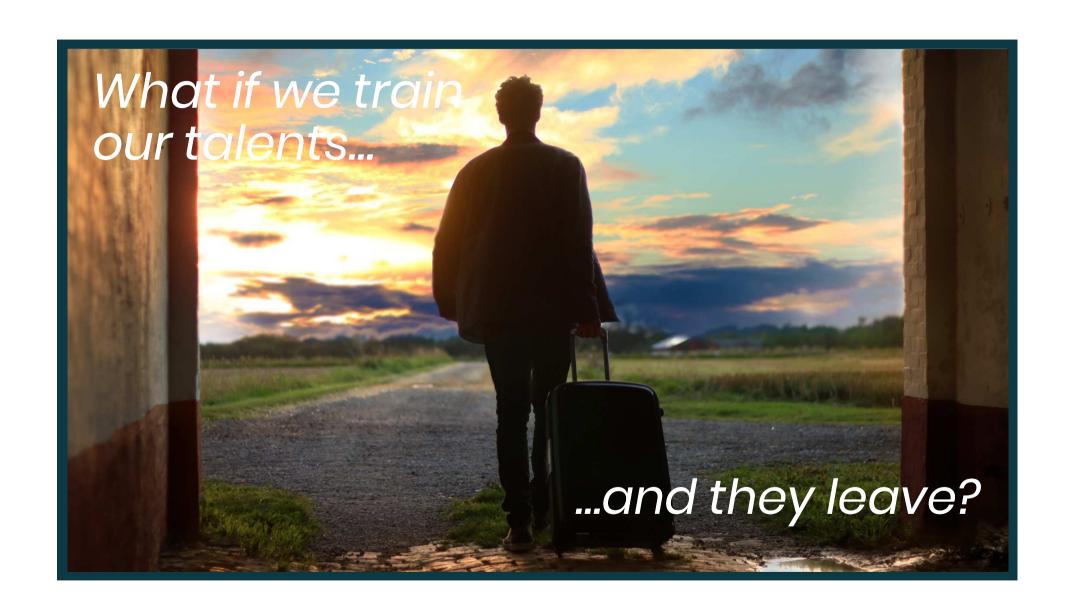
...PERSONALLY

...IN A WAY THEY UNDERSTAND

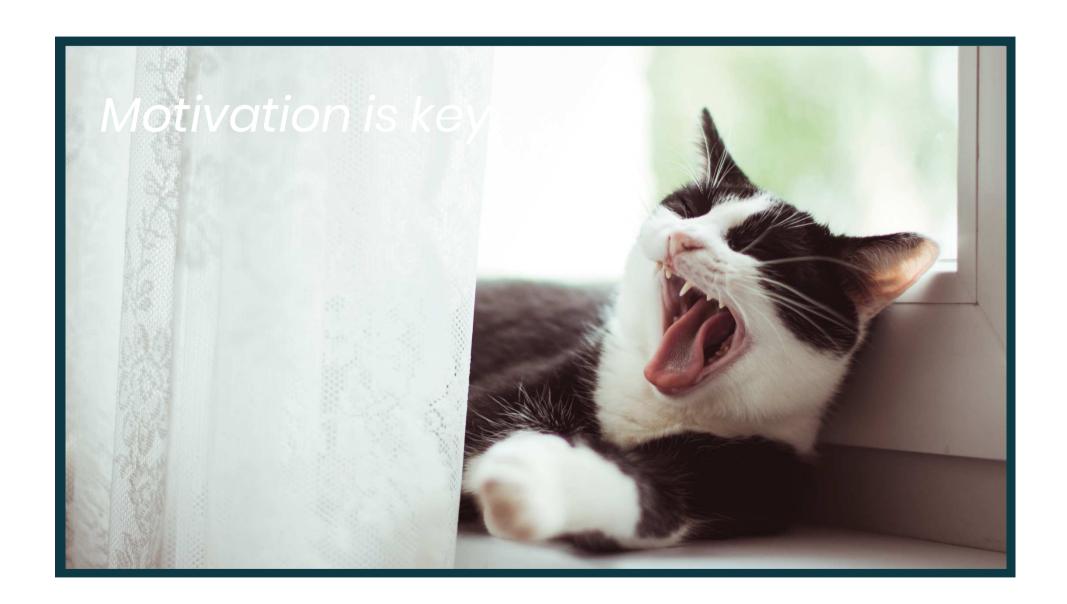
...ALSO IN DIFFERENT WAYS

...MULTIPLE TIMES

- GIVE THEM ROOM TO GROW
- LEAD BY EXAMPLE



# KEEP YOUR TALENT



# Non-monetary incentives (2x)







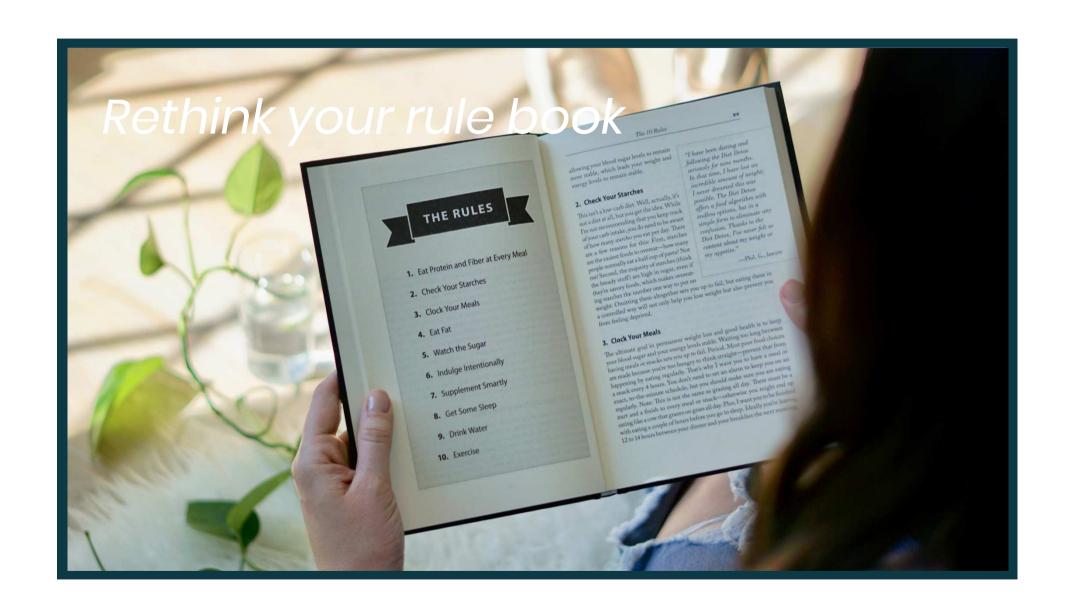


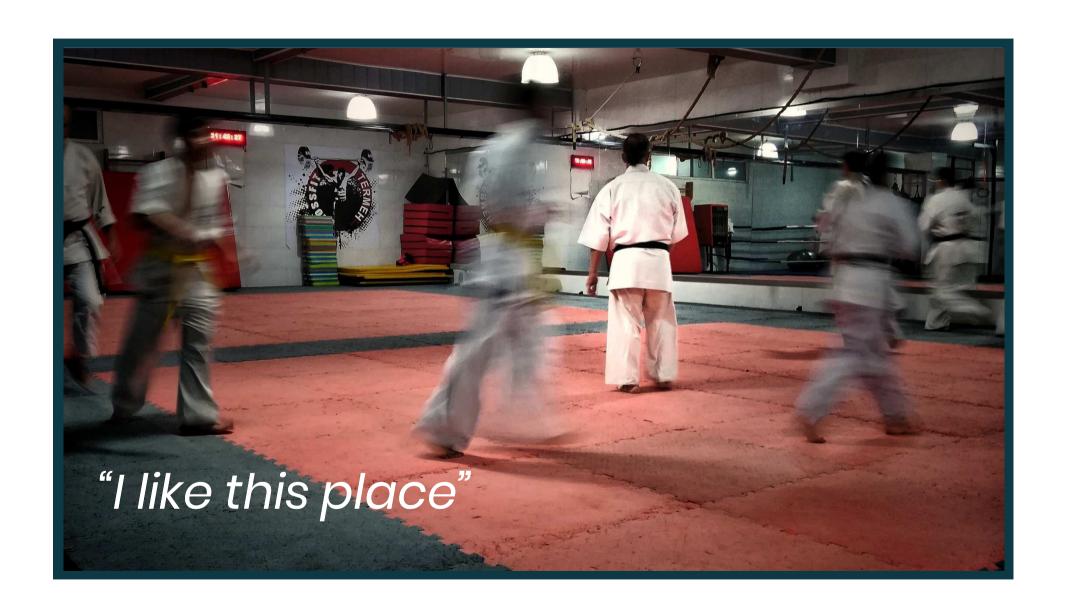






WORK-LIFE-BALANCE





## SUMMARY - KEEP TALENT

- BALANCE MONETARY AND NON-MONETARY REWARDS
  - RECOGNITION
  - APPRECIATION
  - TRUST
- COMPANY CULTURE
  - FRIENDLY
  - FAIR AND ENFORCED RULES
  - "I LIKE THIS PLACE"

# Utilizing talents for success





FRONT LINE AND DELIVERY
TALENTS SHAPE CUSTOMER
EXPERIENCE

IMAGINE WHAT THEY CAN DO WITH JOY, DEDICATION AND TRUST!



- BETTER TALENT AKQUISITION
- BETTER COMPANY CULTURE
- REDUCED FLUCTUATION
- STABILIZED PROCESSES
- -> PROJECTS ~ ROI < 1Y

- BETTER ENGAGEMENT
- BETTER DELIVERY
- LOYALITY
- -> ,, I LIKE THIS PLACE"





# SUMMARY - WHATS IN IT FOR YOU

#### SHORT TERM IMPACT

• ROI <1Y

#### MID TERM IMPACT

- EMPLOYEE/CUSTOMER SATISFACTION
- DELIVERY EXCELLENCE

#### LONG TERM IMPACT

WHATEVER YOU CAN IMAGINE



#### Contact



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