

Mel Kleiman

President at Humetrics

Sugar Land, TX, US

Helping Employers Build a Frontline That Builds Their Bottom
Line

Biography

Certified Speaking Professional Mel Kleiman is an internationally recognized authority on how to recruit, select, engage, and retain frontline hourly employees and the people who manage them. His expertise is based on his practical experience as the former owner of three different businesses as well as more than 30 years of research and consulting work. Kleiman is best known for high energy, interactive presentations that deliver pragmatic, memorable, take-home ideas and advice that can be used by anyone to improve every aspect of employee hiring and retention. Featured on CNN Headline News, Kleiman also has seven books to his credit including the bestselling Hire Tough, Manage Easy and is a regular contributor to Convenience Store Decisions, MultiUnit Franchise, Restaurant Hospitality, Coke Solutions and National Shoe Retailer magazines. Kleiman is the founder and president of Humetrics, a leading provider of best practice information, training, and resources for those responsible for recruiting, hiring, and retaining employees. He has been a member of the National Speakers Association since 1992 and was awarded the coveted Certified Speaking Professional designation in 1999. He also serves as a board member for the National Restaurant Association Educational Foundation and for the Workforce Institute as well as being a longstanding member of the Society for Human Resource Management.

Availability

Keynote, Moderator, Panelist, Workshop, Author Appearance, Corporate Training

Industry Expertise

Recruiting, Human Resources, Professional Training and Coaching, Hospitality, Health Care - Providers, Training and Development, Restaurant/Food Service, Talent Management, Staffing and Recruiting

Areas of Expertise

Hourly Employee Engagement, Hourly Employee Retention, Interviewing, Recruiting, Selection, Retention, Engagement, Hourly Employee Recruiting and Selection, Hourly Employee On-Boarding

Affiliations

Workforce Institute, Nat'l. Restaurant Assn. Educational Foundation, National Speakers Association, Society for Human Resource Management, Jobaline

Sample Talks

How to build a frontline that will build your bottom line.

In today's hyper-competitive business climate, you are only as good as the people you have working for you. The quality of your people determines the true quality of your services and your products, as well as your reputation. That is why there is no more important managerial skill than the ability to recruit, select, and retain great employees and their managers. This session delivers practical, proven tools, tips, and techniques you can put to immediate use to build a frontline staff that boosts profitability, increases customer satisfaction, and makes going to work more enjoyable and FUN for everyone

The Five Firsts: A Simple System to Train & Retain Top Talent

Great people join companies and leave managers. Often, this is because the manager spends so much time dealing with the problems created by difficult employees that the great ones feel overworked and underappreciated. Now, there's a simple system that keeps your best people engaged and onboard without taking a lot of your time. It all starts when you capitalize on the new hire's first day on the job to make a lasting, positive, first impression. The relationship is then reinforced on four additional critical occasions. The result is the reduction of costly employee turnover and a more engaged and productive workforce. Key takeaways include: ? Common missteps that drive away new hires ? How to create a first-day experience that will make them love their jobs ? How to make the most out of the new hire's first hour on the job ? Steps you should take prior to the employee's first day ? What you can do to correct any negative impressions ? Specific steps you should take at the end of your new hire's first day ? Creative ways to use your new hire's first paycheck to assess performance to-date ? How to use a 30-day assessment to evaluate strengths and weaknesses

Hire Education: How to Get Straight A's

When most people think about hiring, they think about interviewing, but the fact of the matter is that interviewing is only one small part of the selection process. In this fast-paced, 90 minute session we will focus on all of the legal tools and techniques you have at your disposal to help you make the right hiring decisions, stay out of court, and avoid hiring the dream that turns into a nightmare. ? Application blanks ? Consent forms ? The interview ? Questions you shouldn't ask and how to ask them anyway ? How to use tools - not time - to gather information legally ? The do's and don'ts of social media when it comes to learning about applicants ? Why you need to check references to avoid negligent hiring ? Criminal background checks - the good, the bad, and the ugly ? What you need to know if you are going to do credit checks ? Drug tests ? Don't hire without them. ? Pre-Employment testing ? CAPS ? Job Suitability Matrix ? Tools You Can Use

Event Appearances

Title

El Pollo Loco

Title

National Shoe Retailers Association

Title

NACS (The Assn. for Convenience & Petroleum Retailing)

Title

Applebee's People Summit

Title

ISPA Association

Title

True Value Hardware

Title

Regis Corporation

Title

Massage Envy

Title

World Leadership Summit

Title

BrightStar Leadership Conference

Title

Pizza Expo

Education

University of Houston

University of Houston

BBA Business

Accomplishments**Certified Speaking Professional**

One of only 650 professional speakers worldwide to earn this prestigious designation from the National Speakers' Association.

Author

Author of seven books on the subjects of hourly employee recruiting, selection, and retention including the bestselling "Hire Tough, Manage Easy," "267 Hire Tough Interview Questions," "The 5 Firsts: A Simple System to Retain Top Talent," "100+1 Top Tips, Tools & Techniques to Attract & Recruit Top Talent," "180 Ways to Build a Magnetic Culture," and "So You Got the Job...Now What?" For details, visit: <http://humetrics.com/humetrics-store/books-e-books/>

President, Humetrics

Since 1976, founder and president of Humetrics, a leading developer of systems and tools for recruiting, selection, and retention of hourly employees and their managers.

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