

Hire (and Keep) the Best: Talent Acquisition and Retention Process

EARN Training Center
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Inclusion@Work Framework



Hire (and Keep) the Best: Talent Acquisition & Retention Processes



- Disability Disclosure
- Invitations to Self-Identify
- Qualification Standards
- **Job Announcements**
- **Hiring Process**
- **Career Development and Advancement**
- **Advancement and Retention**
- **Accessibility and Accommodations**

Job Announcements

- More than 50% of job seekers with disabilities:
 - Use social media to search for jobs
 - Have searched for jobs on a mobile device
 - Go directly to a company's website to view/apply
- 76% of job seekers with disabilities said it was important for a potential company to have a reputation as “disability friendly”

Job Announcements (Continued)

- Ensure your career website sends an “inviting” message of inclusion to candidates with disabilities
 - Company brochures and the website should use pictures that reflect people with disabilities, including people who also fit other minority groups
- Ensure your job listing/postings and online applications are accessible for people with low vision, other visual, cognitive or print difficulties
 - Navigation
 - Easy-to-find information for assistance and/or reasonable accommodation
 - Help is available at www.peatworks.org/talentworks

Hiring Process

- Procedures should not change when a disability is apparent or disclosed
- Hiring managers should avoid assumptions about the existence of a disability and its impact on job performance
- Ask questions about how the candidate will perform specific job tasks, ***asking the same questions of all applicants***
 - As with **all** candidates, concentrate on the applicant's technical and professional knowledge, skills, abilities, experiences and interests.

Hiring Process (Continued)

- Increase use of Schedule A and Veterans Hiring Authorities
- Identify the positions with the highest number of vacancies
- Identify the positions with the highest employee turn-over
- Use direct hire (avoid posting job announcements)
- Use internships and summer programs

Career Development & Advancement

- Provide training to leadership, managers and line staff about new strategies including new hiring initiatives, training programs and workforce flexibility
- Develop and provide career enhancement and leadership development programs
- Provide training opportunities, such as apprenticeship programs, on-the-job training and job shadowing for current employees with disabilities
- Monitor the composition of participants in training and mentoring programs and track and report participation rates

Advancement & Retention

- Develop a mentor/mentee program
- Develop an internal disability employee resource group (ERG)
- Ensure internal and external training centers and materials are accessible
- Ensure funds to support training, promotions and retentions requirements
- Increase telework participation and benefits

Advancement & Retention (Continued)

- Increase telework participation and benefits
 - Promotes flexibility and creativity
 - Supports the recent hires
 - Supports the aging workforce
 - Supports the new/developing disabling conditions
- Ensure policies are posted online
 - Telework as a form of reasonable accommodation
 - OPM's Telework Enhancement Act
- Become familiar with accommodation solutions

Advancement & Retention (Continued)

- Adopt stay-at work and return-to-work programs
- Conduct studies/surveys to collect feedback on the needs and interests of employees with disabilities
- Work with the company's disability employee resource group (ERG) to identify retention strategies
- Adopt strategies based on information obtained from surveys and exit interviews
- Review proposed terminations to ensure disability accommodations were considered, when appropriate
- Conduct exit interviews

Accessibility & Accommodations

- Accessible environment
 - ✓ Building access, parking, workspace and policies
 - Modification to work schedule, job restructuring and location – telework
- Accessible electronic environment
 - ✓ Web, electronic documentation, infrastructure
 - Online application, training, timesheets and forms
- Reasonable accommodations: www.askjan.org/toolkit
 - ✓ Acquisition or modification of equipment/accommodations
 - ✓ Qualified sign language interpreters and readers
 - ✓ Accessible training and materials in alternative formats
 - ✓ Personal Assistance Service: EEOC Q&A

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Thank You!

