

Performance Management Secrets to Improve Staff Engagement

Prudence Pitter, MBA, SPHR, GPHR
Chief Talent Officer
Club Fit



About Prudence

- More than two decades of HR expertise
 - Bachelor's degree in Business Management and an MBA
 - HR certifications
 - SPHR
 - GPHR
 - Experience in industries such as:
 - Non-profit
 - Retail
 - Staffing
 - Banking
 - Manufacturing
 - Technology
 - Hospitality
- * Adjunct Faculty - BS and MS Professor of HR Management & Organizational Behavior and Leadership



About Club Fit

A world apart from fitness as usual

- Founded in 1973
- Serves more than 14,000 members and guests
- Offers comprehensive health and fitness facilities and programming to enhance quality of life and physical well-being for staff and community members of all ages



Club Fit Values

- Deliver genuine hospitality
- Show attention to detail
- Embrace our neighborhood
- Care about members' well-being



Club Fit Mission



Exceptional staff promoting a healthy lifestyle
in a unique environment

club
fit®

Club Fit Staff Dynamics

- Every generation represented
- 21 different departments
- Long-term staff
 - Average length of service - 7 years
 - Multiple staff over 20 years
- Varied schedules
 - 24% Full-Time
 - 48% Part-Time
 - 28% Variable



Club Fit Needs

- Managers needed more time to engage our members and guests
- Staff needed more direction and empowerment from managers
- Processes needed to be automated
- Staff needed relevant information at their fingertips



Club Fit Staff Survey

- Need to be heard and empowered more
- Brainstorming session at Annual Manager Meeting
- Roll out of results to all staff with action plan
- All Staff Meeting



SURVEY



Where We Are Today

- Review form and process changed
- Staff empowered
- Time saver for managers
- Performance management
 - Regular Conversations



Club Fit's Future Plans

- Improved applicant and staff communication
- Improved on-boarding process
- Performance management
 - Regular conversations



THANK YOU!

