



Track: Strategy / Leadership 1:00pm - 2:00pm

Conference Track
Presented by:



#### **MODERATOR**



Jennifer Warrington
The Glue / WISE



Lesli John
General Manager / Dir
Pangloss Cellars & Repris Wines



Amanda Lee Lorren
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Hannah M.P. Robinson
Sr. Human Resources Specialist /
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## JENN WARRINGTON THE GLUE, WISE



- Quietly Quitting but not those who love their job. What are we, can we do to ensure a cultural company to be THE Company people want to work for?
- Have a comprehensive onboarding program 1st day, 1st week, first 30, 60, 90 days. This is a critical time, shadowing another employee just doesn't cut it.
- Always check in with employees to ensure they are still enjoying what they do if not, but a good cultural fit? then find ways to cross train, move staff around, etc. to ensure right person, right fit.



# LESLI JOHN GM, PANGLOSS CELLARS & REPRIS WINES



- Do you know the answer to this question for all of your employees? If not, you are at risk for turnover. You can't solve something you aren't aware of. **Are you happy, fulfilled in your current role?**
- One size DOES NOT fit all. Different benefits or compensation components carry different weight based on each individual. Small things can make a big impact.
- Consider redeploying team members to other roles. This is very effective for those who burnout in front facing sale roles.
- 4 COVID forced innovation, fresh thinking which benefited many businesses in our industry. KEEP this mindset.

# AMANDA LEE LORREN DIRECTOR OF CUSTOMER ELATIONS, TALISMAN WINE



1 30-day trial period for Them and You – see each other in action and see if it's a great fit

2 Cleary and regularly spelling out compensation

Retain customer service professionals by encouraging, supporting and incentivizing them as INDIVIDUALS



### HANNAH M.P. ROBINSON

SR. HR SPECIALIST, DISTINGUISHED VINEYARDS AND WINE PARTNERS

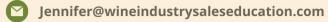


- To enhance your engagement programs, do a deep dive into the benefits or other programs that you are already paying into
- 2 Do **annual** marketplace compensation analysis for positions especially important for non-salary.
- Incorporate diversity, equity, and inclusion questions into the interview process!
- Invest in employees who assist employees HR and People & Culture leaders!



**Jenn Warrington** 

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