



# Newsletter

Seeing the Workforce in High Definition

February 2009

## In This Issue

### Featured Article

No Layoffs in 30 Years

New Website

Trying to Engage the Non-Engageable

Predict Union Membership Article Headline

## More People Turn to Food Service Jobs in Tough Times

With today's economic meltdown, the restaurant life raft is rapidly filling with applicants from inside and outside the restaurant industry.

Thousands of people flooded the Raising Cane's Chicken Fingers chain with applications when it began advertising late last year for 42 jobs in its new Plano office.

Recruiters got more than 10,500 résumés, and about 45 percent were from people who didn't have restaurant backgrounds, the company said. [read more](#)

## New Website



BHI has made some huge advances recently in science and in technology. Along with these advances we have upgraded our website to provide our clients with the latest industry information in an easy to navigate fashion. On the new site you will find blog entries from the BHI team, current articles, white papers and news releases. The website will also be a portal to log in to our new High Definition Assessment Science™ platform. [Check it out now](#)

## How Much Money is Your Company Wasting on Trying to Engage the Non-Engageable?

Experienced leaders understand the importance of a potential employee's attitudes, expectations, and traits, but most have not clearly connected the impact of these traits on the longer term discretionary effort, loyalty, and retention of the employee. We know from prior studies that personality is predictive of engagement, but are these traits directly connected to independent customer satisfaction scores at the store level? This case study will show not only the relationship between the BHI Engageability Index™ (a BHI personality measure) and employee engagement, but it will also show a direct impact on customer satisfaction ratings. [read more](#)

## Container Store:

### No Layoffs in 30 Years

DALLAS - At a time when job layoffs are soaring, one North Texas company claims a rare distinction. The Container Store has never laid off an employee in its 30 year history.

[read more](#)



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## Is It Possible To Predict Union Membership Through Personality and Attitudinal Measures?



As many industry stakeholders are aware, the likelihood of unionization within the restaurant industry is an increasingly ominous possibility for the near future. As such, the hiring decisions that managers and directors are now making are likely to be the same employees that may face the decision of whether to join a union or not within the near future. This article helps both researchers and practitioners understand the specific personality characteristics and attitudes within individuals that are most predictive of voluntary union membership. [read more](#)

## Thinking Outside of the Cube - Brenda Boots



Many of you have had conversations with Brenda Boots, the Client Services Coordinator for BHI, but few of you know much more about her other than that she is a very knowledgeable and client oriented part of the BHI family. Brenda's position includes working with clients to answer any questions they have or to help solve problems that may come up while using BHI tools.

Here are some things you may not know about Brenda. Born and raised in North Dakota, Brenda moved to Texas in 1997. She lives in the country, where she has four horses, two golden retrievers and three cats to keep her busy along with all the other chores that come with country living. Brenda has always had horses, and they have always been an integral part of her life.

Brenda had volunteered for a horse clinician, Clinton Anderson of Downunder Horsemanship, and in 2005 was offered a position as part of his Road Staff. She jumped at the opportunity, and now 8 or 10 weekends a year, Brenda puts on her jeans and cowboy boots and travels around the country to work at his tours and clinics. Her passion has always been helping people and having the opportunity to work with horse people and be a part of the horse industry is a bonus for her.

Brenda is also involved with a local Golden Retriever Rescue Group, and in her spare time helps foster golden retrievers until they are adopted.

## HRchitect Interview with Lewis Hollweg

Last week Matt Lafata interviewed Lewis Hollweg on such topics as **Maximizing Leadership in a Rapidly Changing Environment** and **Typical Mistakes Leaders Make Under Stress**. If you missed the interview it was archived. [Click here to listen](#)

Thank you for your continued support and interest. For questions or comments on any material in this newsletter please contact:

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