CHAPTER 6 WORKSHEET

Human Capital

YOUR COUNTERSTEER	Stay interviews held and 1:1s completed, not just turnover rate.
YOU WALK AWAY WITH	A process for hiring, onboarding, and keeping people that doesn't depend on luck.

YOUR NAME | COMPANY | DATE STARTED

Fill this in on screen or print it. Type in any box and save the file to keep your answers. Don't polish it. Fill in what you know, leave the rest blank, and come back to it.

THE CHAPTER IN ONE MINUTE	
COUNTERSTEER	Stay interviews held and one-on-ones completed.
MEASURE IT WITH	Stay interviews and one-on-ones completed, reviewed monthly.
THE TRAP	Measuring turnover only after people have already left.
THIS WEEK	Run one stay interview with a key employee.

Your Assignment

Step 3 of the method: Grab the Wheel. Tick each one off as you finish it.

- ☐ Pull up your org chart. Is it accurate today, or a snapshot of six months ago? DONE ON
- ☐ Run one stay interview this week with a key employee — ask what would make them leave. DONE ON
- ☐ Build the New Hire Onboarding Checklist for whoever you hire next. DONE ON
- ☐ Check whether your compensation structure rewards something an employee can actually influence. DONE ON

Org Chart Check

Is it accurate today? ☐ Yes, accurate today ☐ No, it's out of date

Date last updated	
Who's missing, gone, or in a different seat	

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Stay Interview

One key employee, this week. Ask what would make them leave, then listen.

Employee and date	
What would make you leave?	
What keeps you here?	
What I heard that I didn't expect	
What I'll do about it, and by when	

New Hire Onboarding Checklist (First 90 Days)

Build it for whoever you hire next.

New hire, role and start date	

Timeframe	Task	Owner	Date	Done
Before Day 1	Workstation, accounts, and system access ready			☐
Before Day 1	Job description and 90-day goals finalized			☐
Day 1	Welcome, tour, introductions to immediate team	Manager		☐
Day 1	Walk through the business plan: who we serve, what we sell, where this role fits	Manager		☐
Week 1	Safety orientation and hazard walkthrough	Safety lead		☐
Week 1	Core systems training	IT/IS lead		☐
Week 2	First 1:1 check-in	Manager		☐
30 Days	Formal check-in against 90-day goals	Manager		☐
60 Days	Second formal check-in; adjust goals if needed	Manager		☐
90 Days	Final onboarding review; stay interview	Manager		☐

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Compensation Check

What our pay plan rewards today	

Can the employee actually influence it? ☐ Yes ☐ No ☐ Partly

What I'd change so it rewards something they control	

Find the Driver and Map Your Route

Step 1 and Step 2 of the method. Start with the result you want to move, then work down to the activity someone can change tomorrow morning. Write a person's name, not a department.

Result I want to improve *The number on the statement or report.*	
Financial driver affecting it *What is pushing that result up or down.*	
Activity driver my team can change *Something a person does, or doesn't do, every week.*	
Accountable Owner *One person, by name.*	
Measure and target *One number you can read in under a minute.*	
Tuesday review: day and time	

Tuesday Test: could someone move this number by doing something differently tomorrow morning? ☐ Yes, it passes ☐ No, pick a different driver

Copy this row to your Countersteer Dashboard (Appendix): Human Capital — activity driver, owner, measure and target. Review it for 15 minutes every Tuesday.

Your Commitment

This week *Run one stay interview with a key employee.*	
Done by (date)	
Who will I tell I've done it?	

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