

Starting Today: Ten Steps to Make the Most of Experience

1. **Take a close look** at your own and your company's attitudes toward older workers, and then take the time to research and separate the myths from reality. The Experience Works website and portal provides many links to give you the facts you need to make informed decisions.
2. **Include information** on aging and older workers in management training. The information in this kit on the "myths versus reality" and on generations may help managers understand generational differences in the workplace.
3. **Understand** Canada's changing workforce and take the time to evaluate how those changes will affect your company.
4. **Take a fresh approach** to retention strategies, especially making the most of more senior workers. Examine your policies, your pension plans, labour agreements and your physical workplace to understand how they might be changed to increase your ability to keep experienced workers.
5. Wherever possible, **build flexibility** into work assignments and schedules. This will benefit workers of all ages.
6. **Offer training** and retraining programs to workers of all ages. Encourage older workers to take part.
7. **Consider a survey** or pre-retirement interview of employees to understand their retirement goals and aspirations. Try to take advantage of the skills and abilities of those who don't wish to retire at 65.
8. **Open your mind** and your recruitment policies and practices to the possibility of actively recruiting older workers. Where can you go to find them? Have you been unconsciously (or consciously) discriminating on the basis of age? Use photos of mature workers in advertising. Build age diversity into your interview panels.
9. **Get familiar** with organizations in the London region that help older workers find jobs or that can connect you with older workers.
10. **Keep in touch** with your company retirees and make them aware of positions and jobs that may be of interest to them.

"Employers who hire experienced workers who have had two or more jobs in different environments can benefit from the knowledge they have gained. All employers need to do is be willing to be flexible, because experienced workers at Robert Q are dedicated and help us be successful."

Alan Shepherd, Corporate Manager
Robert Q Travel and Airbus Service

