

Employee Retention

Days: 1

Prerequisites: None

Audience: Managers, Supervisors, and HR Professionals

Description: Reducing employee turnover and attracting as well as retaining quality staff members have been common pain points all employers are facing in the post-pandemic workforce. This course provides timely insight to the “Great Resignation” phenomenon with very relatable topics to help quash “quiet quitting”, which has become prevalent across all industries. Participants will explore common causes for employees leaving jobs they once loved, the significance of workplace culture and job satisfaction, different work style modalities, and what key ingredients inspire employees to stay committed to an organization (hint: it’s NOT loyalty).

Course Objectives: Participants will learn:

- How to audit, evaluate, and benchmark to find turnover problems
- What information to gather from an exit interview
- How to build a company culture based on company core values
- How The Commitment Curve applies to their teams and their organization
- The manager’s role in employee retention
- Different aspects of employee retention programs (beyond “casual Fridays”)

LESSON 1: COURSE OVERVIEW

The instructor will spend the first part of the day getting to know participants and discussing what will take place during the workshop. Participants will also have an opportunity to identify their personal learning objectives.

LESSON 2: WHAT CAUSES EMPLOYEES TO LEAVE?

Participants will discuss the real cost of employee turnover and will explore how to audit, evaluate, and benchmark to get to the problem that is causing the turnover. They will also discuss how to handle vent letters and what information needs to be gathered from an exit interview as well as how the information should be used in benchmarking.

LESSON 3: WORKPLACE CULTURE AND JOB SATISFACTION

Participants will delve into the leading factors for job satisfaction and how company culture is built on the company’s core values. They will also work in small groups to list best practices for creating a positive workplace culture that goes beyond casual Fridays.

LESSON 4: THE COMMITMENT CURVE

Participants will learn about the commitment curve and how to use it to build employee engagement within their teams and spread out into the organization. Participants will discuss how to recognize the early signs and symptoms of employee disengagement and how to initiate a conversation to mitigate that.

LESSON 5: WHAT MATTERS MOST

This interactive session will be a large group discussion based on the needs that the managers from the organization see for each modality of work style: in-office, remote, and hybrid.

LESSON 6: WHAT MAKES EMPLOYEES WANT TO STAY?

This section will focus on the manager’s role in employee retention and participants will practice “stay” interviews to understand how they can proactively stop good employees from leaving the company.

LESSON 7: EMPLOYEE RETENTION PROGRAMS

Participants will explore common problems with employee retention programs and will discuss how to build an employee retention program that is measurable and that fits the culture of the company.

WORKSHOP WRAP UP