

Our checklist for retaining employees

Recruiting employees is expensive, disruptive and time consuming. If you're looking to grow your business then keeping your key people is essential.



Employee Engagement



Leadership & Management



Customer Excellence

- 1 Identify and set a key performance indicator for voluntary employee turnover.** Benchmark your voluntary employee turnover against your competitors and other companies that you admire. Set yourself a % performance measure, and track frequently.
- 2 Assess the risk.** Establish the extent to which you have employees in the danger zone of leaving. Do this by looking at the likelihood and consequences of resignation. Identify turnover hotspots, high-risk groups, costs and trends over time.
- 3 Examine why people are leaving.** Use well structured exit interviews or surveys to highlight why your employees are leaving for reasons that are in your control. Again, look for trends to identify underlying causes.
- 4 Focus your recruitment.** Avoid turnover among your newest recruits by matching employees to roles. Avoid over-inflating expectations before they join your company. Hire on will and then train on skill.
- 5 Train and develop your people.** Design and deliver training and development opportunities to meet the needs of your company and your individual employees. Provide refresher training and on-the-job coaching.
- 6 Develop the leadership styles of your managers.** Equip all your managers and team leaders with the skills and knowledge they need to manage your people effectively. Make sure that they understand that their performance and behaviours will impact on employee turnover – both positively and negatively.
- 7 Pay attention to job content.** Allow as much autonomy and teamwork as is practical. Make the work as meaningful as you can, enabling employees to understand how their work impacts on the bigger picture.
- 8 Reward your employees wisely.** Use loyalty bonuses only when nothing else will work – and even then don't expect their impact to last. Ensure that rewards are seen by your employees to be fairly determined and distributed.
- 9 Use flexible working intelligently.** Ensure employees with a need for flexibility in hours or location feel they are listened to and that your company responds appropriately. Flexible working works best when both the needs of the individual and the organisation are met.
- 10 Review your progress.** Include voluntary turnover as part of your formal business review process. Keep it on your management team agenda to avoid any complacency.

At Beyond Theory we advise on all aspects of employee engagement, leadership & management and customer excellence. Contact us for more details and/or a no obligation meeting.

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