

EMPLOYEE RETENTION TRAINING PROGRAMS

Chart Your Course International

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"Creating Best Places to Work"





Retentionship™ Training Programs

The Chart Your Course International Retentionship™ Training Programs are designed to train managers, business owners, supervisors, and human resource professionals in not only how to retain their most talented performers, but also how to transform their entire workforce into a high-retention culture. The end result is an organization that will save countless thousands of dollars and become a best place to work. Results are both immediate and quantifiable.

Money and benefits may bring employees through the front door, but poor work conditions and weak management skills drive them out the back. When it comes to recruiting and retaining, many organizations are unable to see their own bad habits, faulty processes, and other inefficiencies leading to low productivity and high turnover.

Our programs will provide you the knowledge, skills, tools, and processes to create a great place to work. We will certify your management team and help you design a unified strategy leading to low turnover and high retention.

Our Retentionship programs have the following benefits:



BETTER MATCHING -- With our specialized assessments and talent reports we show you how to spot and develop people who "fit" with the job description, the company culture, and the supervisor or manager.

BETTER MANAGERS -- Our Retention Training Programs help insure managers learn how to build teams, manage performance, develop individuals to their full potential, and help them achieve success on the job.

BETTER INTEGRATION -- We can show you how to design effective orientation and "Onboarding" programs to build enthusiastic employees that stay longer.

BETTER CONNECTIONS -- Our programs help measure an employee's individual needs and helps build productive relationships with their co-workers and supervisors.

BETTER CULTURE -- After decades of research, we have designed eight critical drivers that employees need and expect from their job.

BETTER ACCOUNTABILITY FOR TURNOVER -- Our system makes it easy for HR and line management to capture critical information such as retention plans, training needs, and job performance, and communicate this information to the entire management team for accountability.

EIGHT EMPLOYEE RETENTION DRIVERS

Our training programs focus on eight key drivers that impact employee turnover and build high retention workplaces. Our services will provide you the knowledge, skills, tools, and processes to help you become an employer of choice.



1. Deploy a Retention Strategy

- There is a clarity and strength to the organizational values and mission
- There is a clear Employee Value Proposition
- Senior management demonstrates the organizational values
- The vision is understood by the workforce
- There is a high level of respect and support for the senior management
- It is clear the organization is well managed
- The cost of turnover is measured

2. Provide Direction and Lead by Example

- First and second level managers have respect and support from the workforce
- Managers and supervisors visibly behave in ways that reinforce organizational values
- Managers know their strengths and weaknesses and have a plan of improvement
- Supervisors receive management training

3. Recruitment and Selection

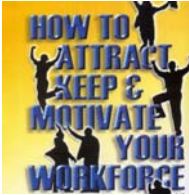
- Essential behaviors have been established for key jobs
- Employees hired based on behaviors and competency models
- Interviewers are properly trained and a structured approach to interviewing has been established
- A program is in place making everyone responsible for recruitment--not just recruiters

4. Orientation and Onboarding

- Onboarding program is in place for new employees
- Random surveys ask why people stay at the organization
- Exit interviews are conducted and results distributed
- New employees are assigned a "go to" person to help assimilate them

5. Build Connections and Communication

- A plan is in place to identify communication barriers and obstacles
- Managers conduct retention reviews with their employees
- We have worklife flexibility programs in place
- Employee satisfaction surveys are conducted on a regular basis
- Reasons employees quit their jobs are identified
- Top reasons employees stay with the organization are identified



6. Rewards, Recognition, and Reinforcement

- Competitive pay and benefits are provided
- Important behaviors identified to reward and recognize
- Multiple reward and recognition programs provided
- Senior managers participate in and support reward and recognition programs

7. Charged Environment that Engages the Workforce

- A process is available to measure level of employee engagement
- Employees and staff have a system to submit ideas and suggestions
- A system is available to focus on making work fun

8. Employee Learning and Development

- Career ladders for all jobs
- Individuals have an opportunity to learn new skills
- Demonstrate a commitment to training and development
- Development programs for high potentials
- Timely communication of performance provided to the workforce
- There is a system in place to coach individuals for higher performance

TALENT AND RETENTION SOLUTIONS

Whether you are looking for a training program or a complete retention strategy, we can help your organization.

Retentionship™ Training for Managers

Half-day, one-day, or two-day training will help managers understand the key drivers affecting employee turnover and retention. We will help you design an action plan that will generate immediate results and train your key staff for a long lasting impact.

Employee Retention Strategy Consulting Projects

Our team of experts can provide a consultative strategy or approach to assist you in your retention efforts. We will help you design a powerfully effective retention strategy for your organization.

Webseminars and Teleseminars

Our web technology allows your staff to learn about employee retention without the expense of travel and time away from the office. Most webseminars are 90 minutes long--includes handouts and toll-free access.

Pre-hiring and Development Assessments

We provide a variety of assessments designed to help develop and match individuals with the right jobs that are in alignment with their skills, abilities, behaviors, and talents.

WHAT PEOPLE HAVE SAID

"As a result of your training, we are now seeing measurable improvements in reduced turnover, increased sales, better customer service, and improved communication and morale of all concerned."

David Doss, President, Bates Ace Hardware

"Greg provides a comprehensive road map for not only attracting and keeping talented employees, but for motivating them to achieve a higher level of performance."

David Shadovitz, Editor-in-Chief, Human Resource Executive Magazine

"Your background and experience was instrumental in creating a more productive office where people enjoy coming to work. The ideas you provided us have helped to retain my staff."

Garry Moss, District Attorney--State of Georgia

"Four hours of my time in your seminar has resulted in an 51% improvement of our revenues. Our teams work smart as well as hard, and each member is having a lot more fun working together. You are the "Deal of the Century."

Dave Dibble, HR Director, Presidion Solutions

"No matter what size company you work in, the key to business success is attracting, keeping, and motivating your workforce. This provides all those answers and more, and will make a measurable difference on your bottom line in your organization's future success."

Embree Robinson, President and CEO -TRC Staffing

"CYC International will help you transform any organization into a high-retention workplace. As the demographics of the labor market change dramatically, employers must also change -- to create work environments that attract, motivate, and retain talented people. Greg Smith offers proven ways to help organizations in all sectors of the economy, public and private, to meet this challenge."

Bob Lavigna, Senior Manager for Client Services, CPS Human Resource Services

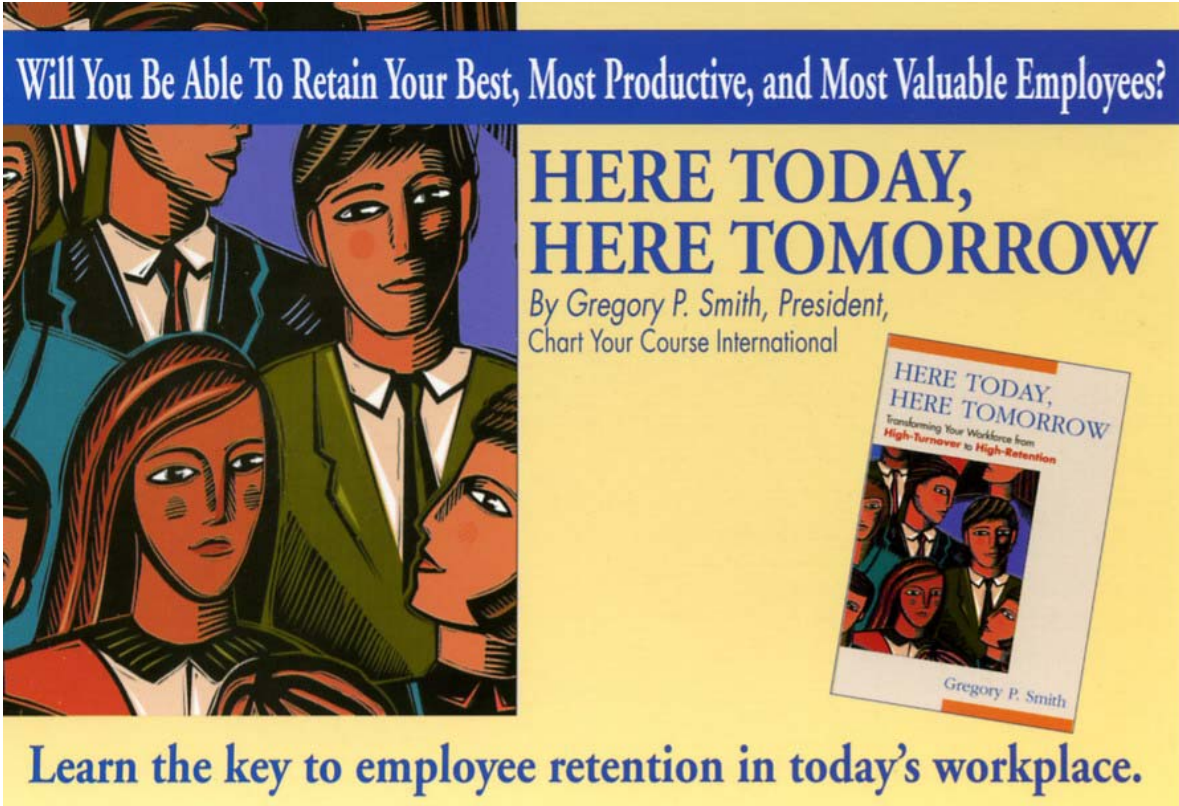
SATISFIED CLIENTS

National Restaurant Association Michigan Restaurant Association Burger King Tetrapak-Egypt Sysco Wyndham Hotels Hilton Hotels Merrill Lynch CONEXPO Turner Broadcasting—TBS Young Presidents Organization DAPSCO Ace Hardware Stores	Atlanta Hartsfield-Jackson International Airport Bobcat Lanier Worldwide, Inc. Mary Kay Cosmetics Service Corporation International Singapore Service Quality Centre Southwest Airlines Delta Airlines Hallmark Cards National Retail Federation Society of Human Resource Management	MGMA American Hospital Association Northside Hospital Southern Regional Medical Center Baxter Healthcare Foundation Health Grane Healthcare Kaiser-Permanente PacifiCare Healthcare Association of New York State Triumph Hospital Nevada Healthcare Association Suffolk County Hospital, New York
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Organizational Talent Reports

Your organization will benefit from a number of valuable Organizational Talent Reports available from the Retentionship™ experience.

Cost of Turnover	Length of Service Intention	Internal Climate Assessment
Manager Abilities Plan	Task Quotient Gap Score	Manager Strengths and Weaknesses
Opportunities for Improvement	Personal Talent Skills Indicator	Employee Value Proposition Summary



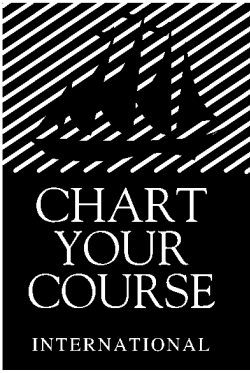
Will You Be Able To Retain Your Best, Most Productive, and Most Valuable Employees?

HERE TODAY, HERE TOMORROW

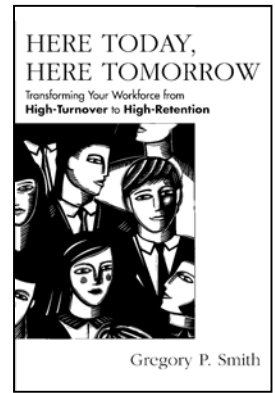
By Gregory P. Smith, President,
Chart Your Course International

**HERE TODAY,
HERE TOMORROW**
Transforming Your Workforce from
High-Turnover to High-Retention
Gregory P. Smith

Learn the key to employee retention in today's workplace.



FAX COVER PAGE



"Preparing leaders today for tomorrow's new business horizons"

Fax to: 770-760-0581

From:

Subject: Contact Me

MY CONTACT INFORMATION	
Name:	_____
Company:	_____
Phone:	_____
Fax:	_____
E-mail:	_____

Please do the following:

- Contact me about your employee retention training programs.
- Contact me about your executive coaching programs for either myself or someone in my organization.
- Contact me about our assessments and profiles for pre-hiring and development.
- Contact me about your consulting services for a specific issue within my organization.
- Other:

