Employee Retention

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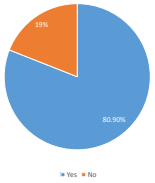
Employee Turnover

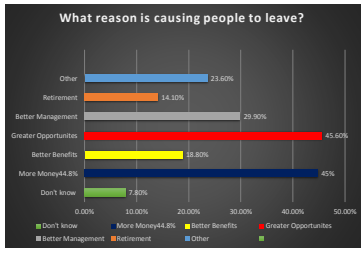
Chart Your Course International
www.Chartcourse.com

Survey conducted July 2018

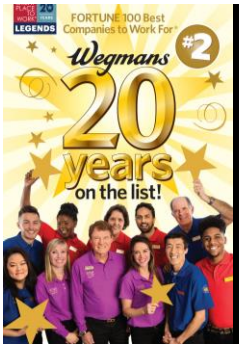
Have you seen an increase in employee turnover in your organization?



Why are you leaving?

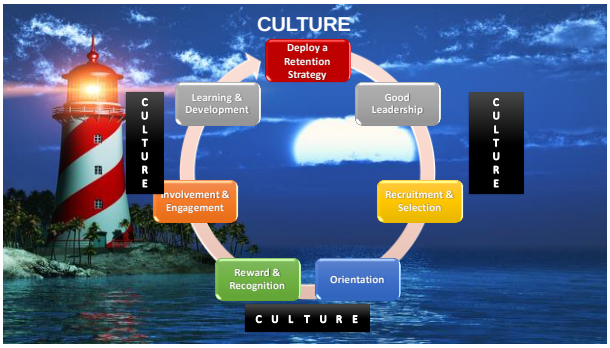


- Turnover Less Than 4% a year
- Work life Center:
  - Elder Care
  - College Assistance
  - Childcare Resources
- Artist in Residence
- Onsite Daycare
- Children Eat with Parents
- Automatic Pay Adjustments
- Free On-Site Healthcare



Wegmans
Mission statement: *"Helping people live healthier, better lives through food."*

- Spent $50 million on employee development last year
- $5 million in scholarships
- "Fulfilling" work gives them a "sense of purpose,"



CULTURE

"A system of values and beliefs an organization holds that drives actions and behaviors and influences relationships."

Walt Disney Institute

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CREATING A GREAT CULTURE

"Delivering Happiness To Customers, Employees And Vendors"

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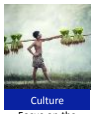
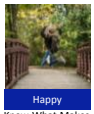
ZAPPOS: LESSON'S LEARNED

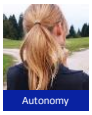


Culture
Focus on the Culture



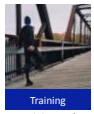
Happy
Know What Makes People "Happy" ($4K)

Be Bigger
Be Part of Something Bigger than Yourself

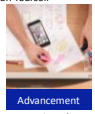


Autonomy
Make decisions without getting Management's approval

Communication
Transparent Communication/ All Hands/Twitter



Training
Training and Continuous Learning



Advancement
Progression Plans – Promotions Based on Objective Criteria

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MILLENNIALS: WHAT DO THEY *WANT*?

Source: PWC Millennials at Work

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RELATIONSHIP WITH THE BOSS

"The employees' problems are our problems"

Tom Draude, USAA

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Most Managers Do Not Have the Skills & Knowledge to Retain Their Employees

"We're a Limited Partnership.
We're limited by Allen's pessimism,
Elizabeth's abrasive personality, and
Dave's refusal to work weekends."

Identify and Fix the Issues

- Focus groups
- Exit surveys
- Satisfaction surveys
- Glassdoor
- Talk to recruiters

Employee Empowerment

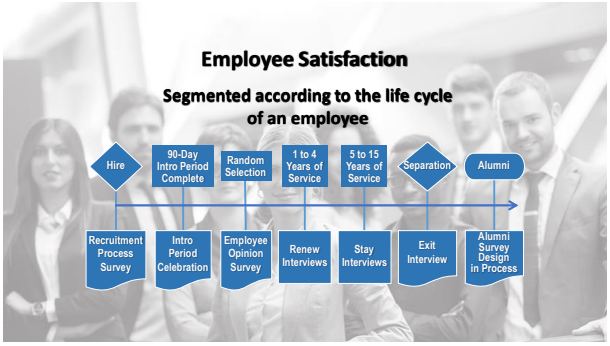
CASE STUDY
RIVERSIDE AUTO GROUP

RIVERSIDE AUTO GROUP

RIVERSIDE AUTO GROUP

95% employees said. . .

"I am willing to put in extra effort for this organization."


Employee Satisfaction
Segmented according to the life cycle of an employee
Hire
90-Day Intro Period Complete
Random Selection
1 to 4 Years of Service
5 to 15 Years of Service
Separation
Alumni
Recruitment Process Survey
Intro Period Celebration
Employee Opinion Survey
Renew Interviews
Stay Interviews
Exit Interview
Alumni Survey Design in Process

WHAT YOU NEED TO KNOW
Why do you stay?
What aspects of your job have you enjoyed the most?
What can we do to make the job better?
When do you feel most appreciated for what you do?
What are you overdue for?
Have you had opportunities at work to learn and grow?
Flexibility arrangements needed?
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BEST PRACTICES
• Appreciation Calls - Boeing
• Suggestion Campaign
• Employee Scavenger Hunt
• Rumor Mill Meetings
• "Take a Walk in My Shoes"
• Roast, Toast & Boast Sessions
• "Spirit Teams" Taco Bell
• Lunch with the President

REWARD & RECOGNITION

- Job Titles
- Shining Stars
- Only a Fool Would Work Here This Long
- Roast, Toast & Boast Sessions
- Debuggers
- B.E.E.R. Award (Beyond Exceptions Exceeding Results
- Greased Monkey Award
- Banner Ads on Website

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ROAST, TOAST AND BOAST SESSIONS

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BRIGHT IDEAS CAMPAIGN

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FIRST 30 DAYS

- Orientation
- Behavior Assessment
- Development Plan
- Assign a "buddy"
- "Lunch Bunch"
- Assign New People to Best Supervisors
- "Intent to Stay" Interview
- Referral Bonus
- Retention Report to CEO

Handouts

https://www.chartcourse.com/handouts/

Train Your Managers Training Course

https://store.chartcourse.com/product/employee-retention-training/

Retention Survey
https://www.chartcourse.com/employee-retention-survey-2018/

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