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WHY GOOD PEOPLE QUIT

3

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MILLENNIALS: WHAT DO THEY *WANT*?

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RELATIONSHIP WITH THE BOSS

"The employees' problems are our problems"

Tom Draude, USAA

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ROAST, TOAST AND BOAST SESSIONS

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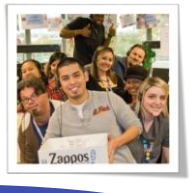

CREATING A GREAT CULTURE

"Delivering Happiness To Customers, Employees And Vendors"

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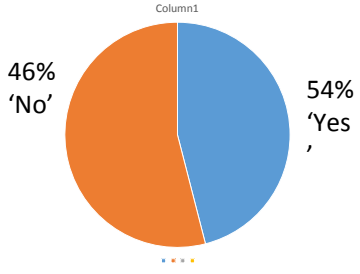
Did you receive recognition for your work?



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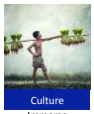
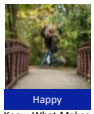
ZAPPOS: LESSON'S LEARNED

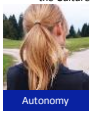


Culture
Immerse Yourself in the Culture



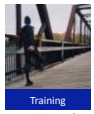
Happy
Know What Makes People "Happy" ($2K)

Be Bigger
Be Part of Something Bigger than Yourself

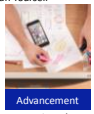


Autonomy
Make decisions without getting Management's approval

Communication
Transparent Communication/ All Hands/Twitter



Training
Training and Continuous Learning



Advancement
Progression Plans – Promotions Based on Objective Criteria

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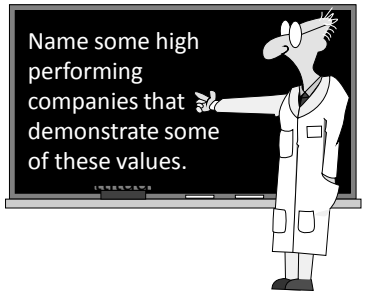

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WHAT GOOD MANAGERS DO

SMILE TECHNIQUE

- **S** Seek Solutions
- **M** Make Yourself Approachable
- **I** Ignite & Know Strengths
- **L** Listen to Their Ideas
- **E** Execute and Take Action!

Be, Know, Do

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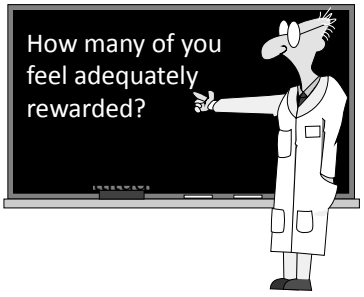

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REWARD & RECOGNITION

- 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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"The brain is a wonderful organ. It starts working the moment we wake up and does not stop until we enter the office."

Robert Frost

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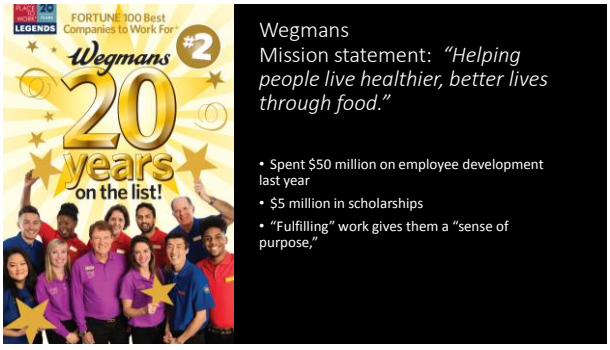

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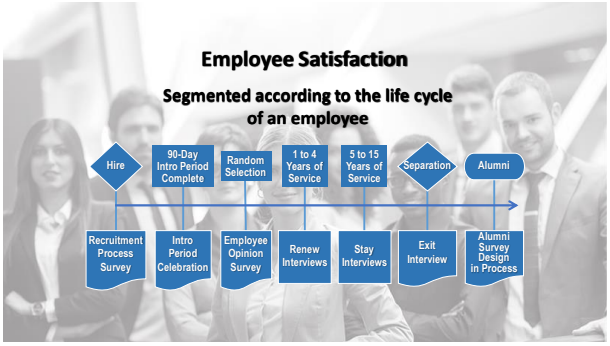

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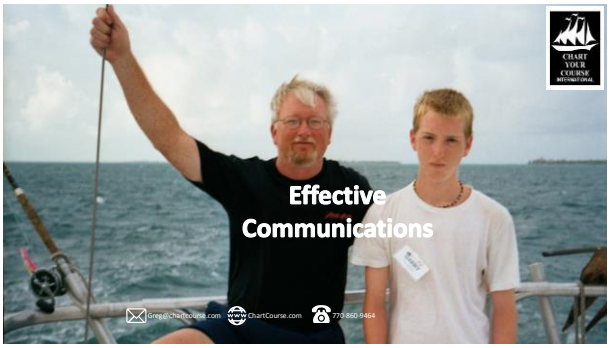

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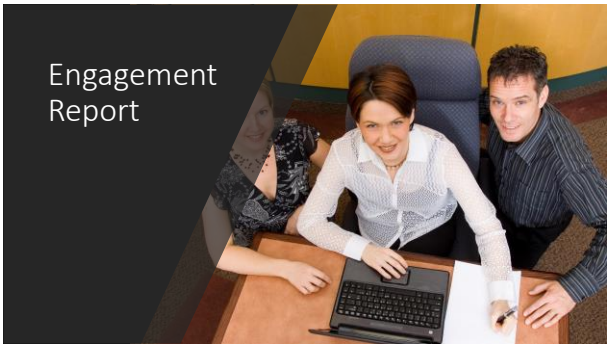

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CONTACT INFORMATION

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BRIGHT IDEAS CAMPAIGN

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What does effective communication look like?

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WHAT YOU NEED TO KNOW

- Why do you stay?
- What aspects of your job have you enjoyed the most?
- What is your dream job?
- 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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FOUR BEHAVIOR FACTORS

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INVOLVE & ENGAGE

"I always give 110% to my job.
40% on Monday, 30% on Tuesday, 20% on Wednesday, 15% on Thursday, and 5% on Friday."

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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

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