


**MISSION
POSSIBLE**

**RECRUITMENT
AND RETENTION**

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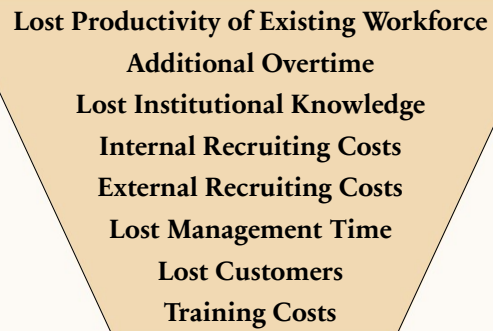
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My first job.



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Retention Savings Can Be Measured



Lost Productivity of Existing Workforce
Additional Overtime
Lost Institutional Knowledge
Internal Recruiting Costs
External Recruiting Costs
Lost Management Time
Lost Customers
Training Costs

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How Expensive is Turnover?

Employers often consider hiring the best employees the prime objective; however,

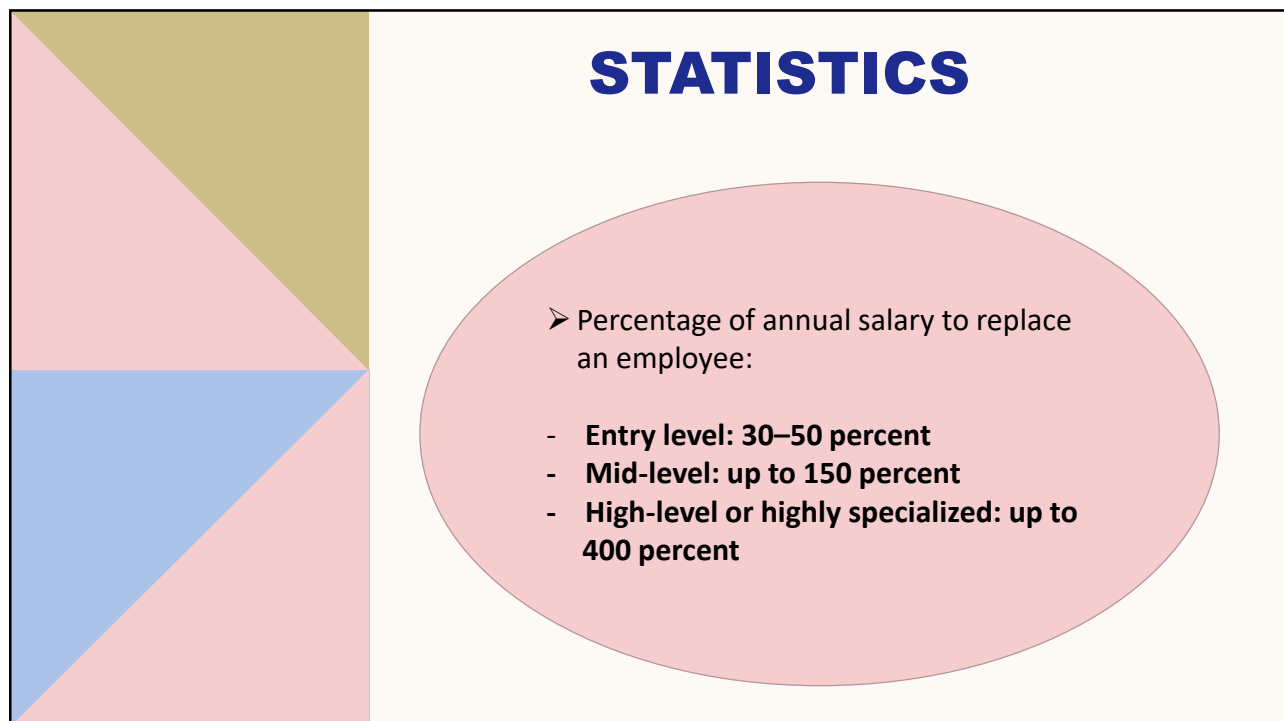
Keeping your best employees is just as important.

** Studies show such costs between 100% and 300%*

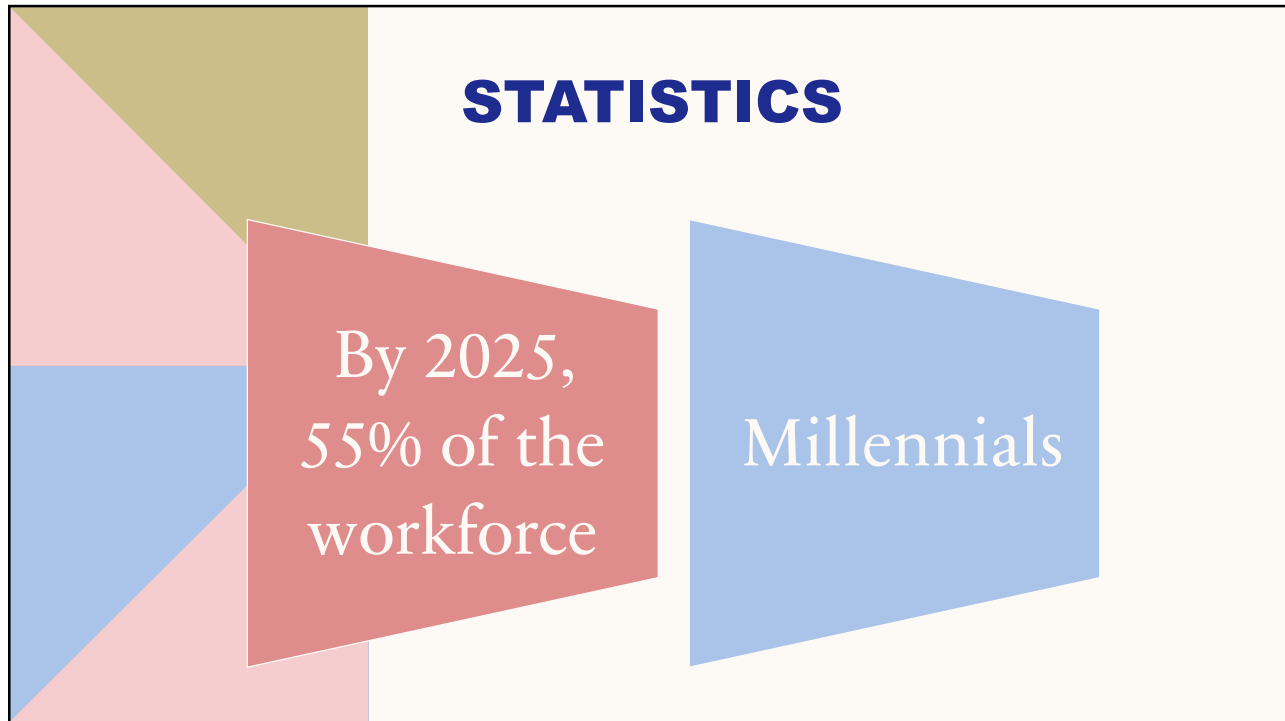
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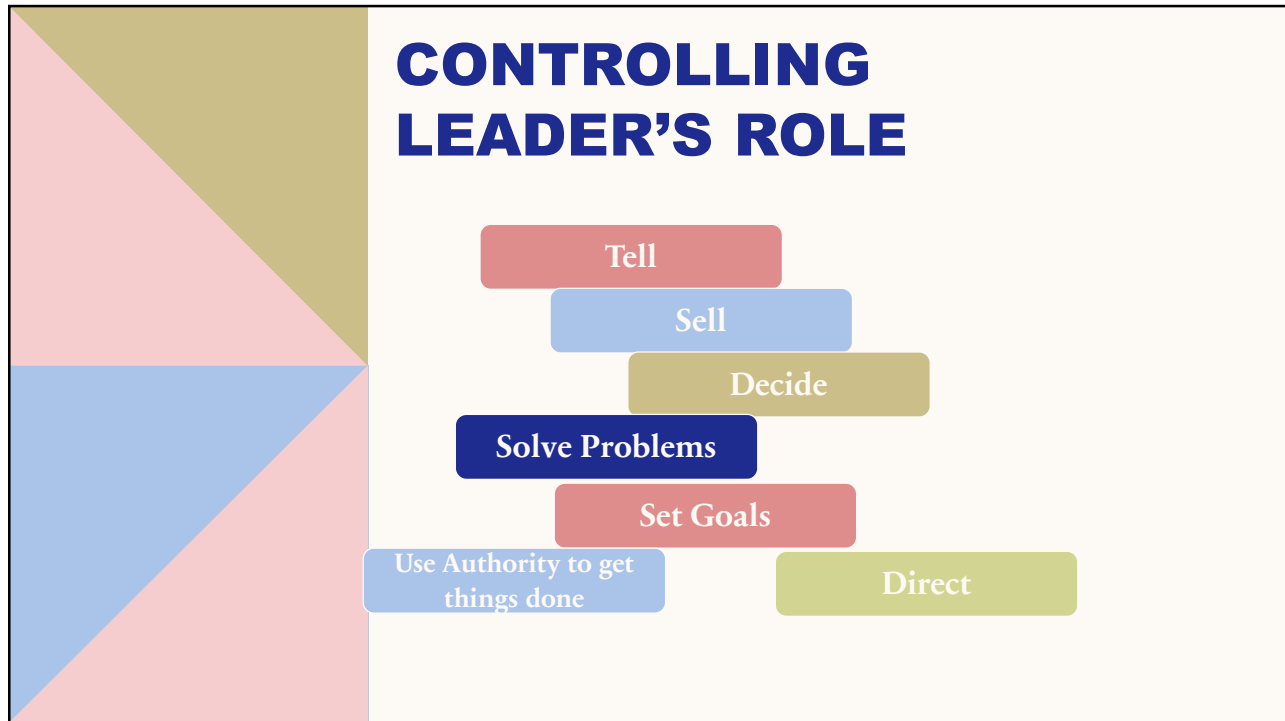
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Why do employees leave?

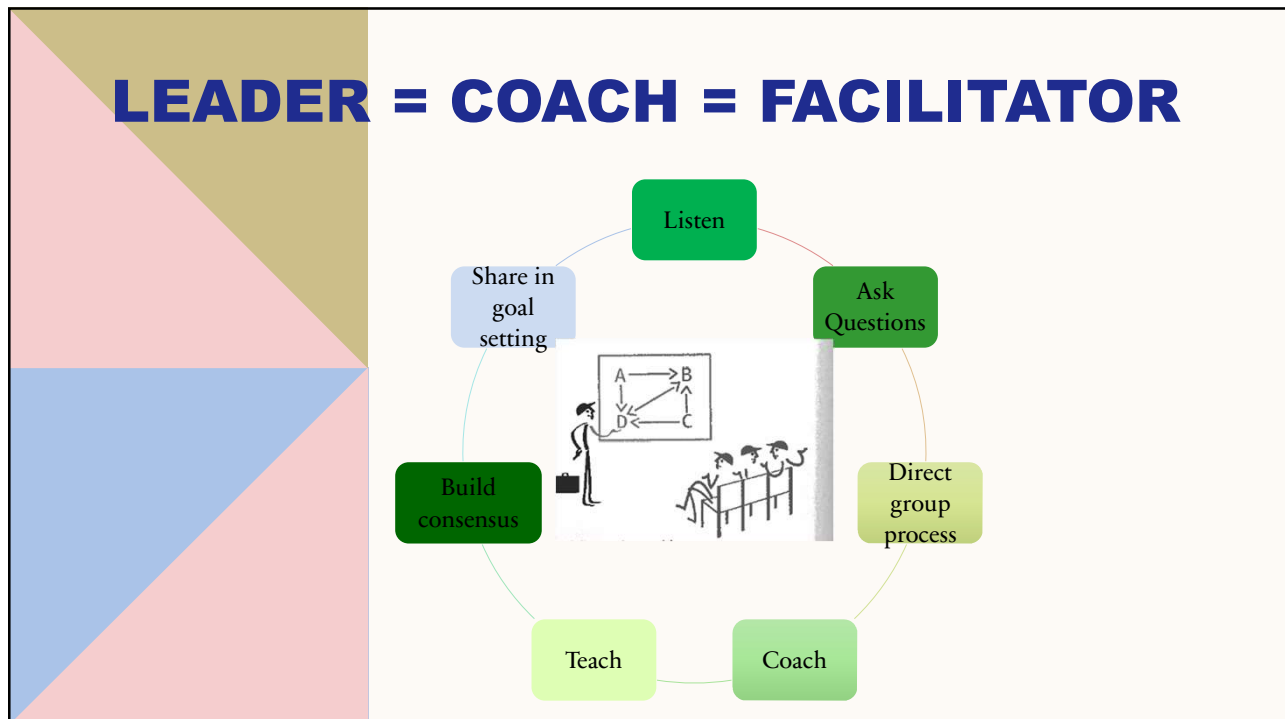
- Surveys show most employees leave due to:
 - ✓ Bad Relationship with Supervisor and Team
 - ✓ Lack of Recognition/Rewards
 - ✓ Non-Competitive Salaries and Benefits
 - ✓ Lack of Advancement Opportunities
 - ✓ Better Commute Options
 - ✓ Lack of Training/Education
 - ✓ Lack of Empowerment
 - ✓ Do Not Feel Valued Part of the Organization

What do your exit interviews reflect?

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LEADER DON'TS



Don't be sarcastic

Don't be afraid to say you do not know

Don't avoid eye contact

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Facilitating Leaders: Reconnect with People Frequently



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FACILITATING LEADERS

- 87% said most important thing is a company caring about their well-being
- Respectful, Fair, Transparent Treatment
- Consistency

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Facilitating Leaders: Uncover Employee Needs



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GO SEE FOR YOURSELF ATTITUDE



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Facilitating Leaders: Reinforce Communication



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Towards Retention

Empowerment

- Training/Development
- Promotional Opportunities

Culture – Family Feeling

Does the culture of your organization embody what employees are looking for?

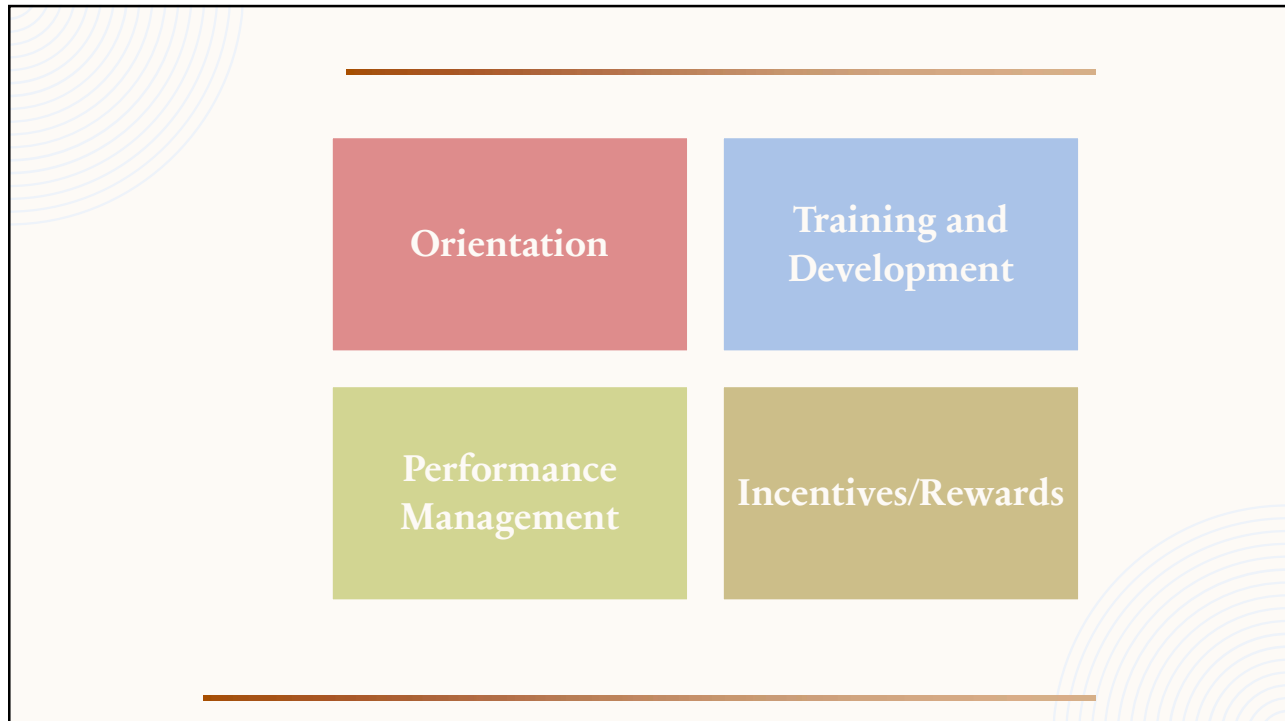
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|-----------------|-----------------------------|
| ✓ Recognition | ✓ Physical Environment |
| ✓ Inclusiveness | ✓ Ease of Commute |
| ✓ Fun | ✓ Positive Management Style |
| ✓ Flexible | ✓ Lifestyle Friendly |

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Recruiting

- The recruiting process is one of the most important in ensuring high employee retention
 - Steps in Recruiting/Hiring Process:
 1. Hiring Planning
 2. Active Search
 3. Pre-Screening
 4. Interviewing
 5. Reference Checks
 6. Job Offer
 7. Post-Offer Testing
 8. Hiring Documentation
- } Manage the process to ensure it is smooth and professional

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Why onboarding programs fail.

- No one is directly responsible.
- Viewed as a checklist or "orientation paperwork."
- Limited management interest or involvement.
- Material introduced is never reinforced later.

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MERIT RAISES AND PERFORMANCE EVALUATION

EMPLOYEE NAME	Click or tap here to enter text.	EVALUATION PERIOD	Choose an item.
DEPARTMENT	Choose an item.	SUPERVISOR NAME	Choose an item.
POSITION TITLE	Click or tap here to enter text.	EVALUATION TYPE	<input type="checkbox"/> 6 Month <input type="checkbox"/> Annual <input type="checkbox"/> Unscheduled
RATINGS: E= Exceeds Standards M=Meets Standards I=Improvement Needed			
QUALITY AND QUANTITY OF WORK			E M I
Thoroughness and accuracy of work.			<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
Shows initiative.			<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
Prioritizes and meets established deadlines.			<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
Listens and communicates effectively (oral and written).			<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
Adheres to safety programs for assigned tasks.			<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
Keeps current with changes that affect the job.			<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
Displays courtesy and sensitivity to customers' needs.			<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
DEPENDABILITY/ATTENDANCE			E M I
DECISION MAKING/INITIATIVE/ PROBLEM SOLVING			E M I
TEAMWORK AND INTERPERSONAL RELATIONSHIPS			E M I

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WHERE TO START? SET GOALS! WHAT IS IMPORTANT?



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There is no silver bullet.
You increase retention literally
one person at a time!

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