

Employee Retention – How to Keep your Good Employees

Businesses take the time and effort to make the right hiring decision, train and invest in the newly hired employee then the employee leaves. Is it because the company across the street offered your employee more pay or was there another reason?

Employee surveys consistently indicate compensation and benefits rank four & five out of the top 10 most important considerations of employment from the employee's perspective. While pay and benefits are important to our employees and their families, is it the only reason they choose to stay or leave our company?

Often employers wait until an employee is leaving to ask for feedback. Asking people why they leave isn't the same as asking why they stay. Employee's attitudes about their jobs, compensation, benefits, relationships with co-workers, communication, job security, opportunity for advancement, inclusion and other variables may all be factors.

The following are the most common reasons Why People Quit:

Lack of:

- Open Communication within the organization
- Recognition for good work
- An opportunity to be challenged
- Some control over their work/work environment – (Empower People!)
- An opportunity to resolve issues in the workplace

Through *Employee Engagement* and the use of **Pre-Exit Interviews**, employers have the opportunity to discover what matters to employees and avoid the loss of key talent, as well as avoid possible lawsuits and other costly consequences of poor *Employee Relations* – It is our job to engage our most valuable assets, our employees, and know what they're thinking!

Here are some tips for conducting **Pre-Exit Interviews**:

Purpose:

Engage and gain feedback from employees about key aspects of their job

Approaches:

- ✓ Team Interviews
- ✓ Targeted Employee Attitude Surveys
- ✓ One-on-one discussions – Offer YOURSELF as a person!
- ✓ Use someone neutral like an HR representative

What Should You Ask Them?

- ✓ What do you like best about your job, co-workers and management?
- ✓ What challenges excite/motivate you?
- ✓ What do you want to do more or less of?
- ✓ Why do you stay (people, job, rewards, manager, co-workers, and career growth)?
- ✓ Describe your dream job?
- ✓ If you were in charge of the business, what would you do differently?
- ✓ Do the people you report to listen, and/or value your input?
- ✓ Do you feel you have an opportunity to make a difference?
- ✓ Do you get all the information you need to do your job?
- ✓ If you were to leave, what would be the leading reason?



By taking time to engage your employees through the use of Pre-Exit Interviews, as well as opening other channels of communication, you have the opportunity to truly know what your employees are thinking and work proactively to retain your people.

For more information on Pre-Exit Interviews and other Strategic Human Resource Solutions and/or questions regarding compliance with Employment Labor Laws, contact Mike Dobert, S.P.H.R at HR in Alignment; 281-494-2985 or email at m Dobert@hrinalignment.com.

This article is for informational purposes and not intended as legal advice.

Copyright © 2012-2013 by Michael J. Dobert and HR in Alignment, LLC