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# RAPID RETENTION!

10 PROBLEMS, 10 SOLUTIONS  
(AND A FEW MORE FOR GOOD MEASURE)

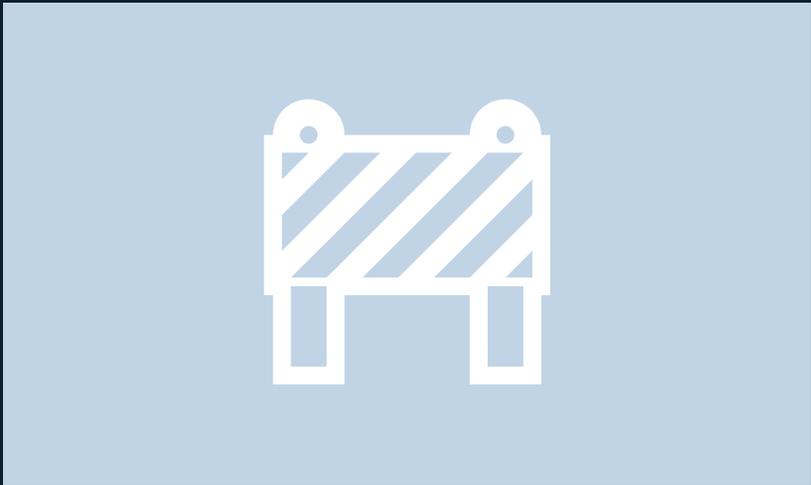
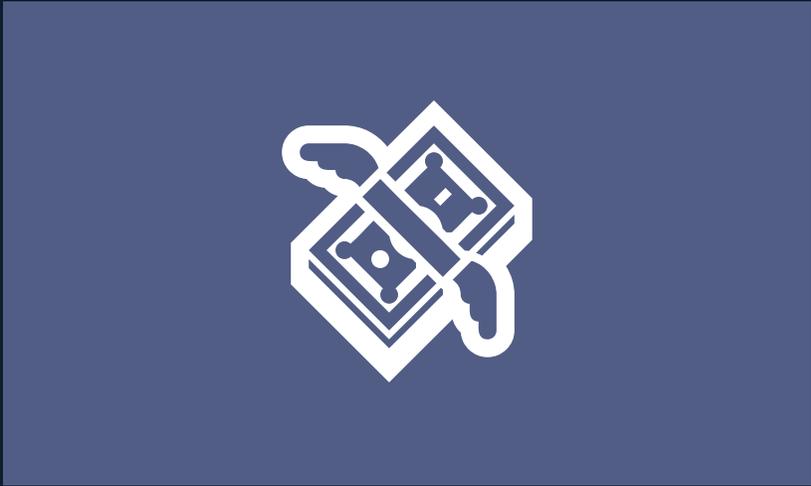
Joey Spivey

Learning and Development Manager, Diversity Officer





**WHY DO WE  
CARE ABOUT  
RETENTION?**





**Employees will tell  
you exactly why  
they're leaving.**

**Just ask.**



# The four-question exit interview.

1. What did you enjoy most about the job?
2. What would you change if you could?
3. Why did you choose to leave?
4. Would you consider working here again in the future?



**THIS ONE'S  
FREE!**

# THE PRE-SESSION OATH

I [your name] promise  
that I will try two, and no more than two, of the things  
mentioned in this session  
and not just the easy stuff  
and if something doesn't work like I hoped  
I won't blame Joey  
and I'll just try something else.



# 1 POOR WORK-LIFE BALANCE

-  Stop sending after hours emails, meeting invites, status reports, etc.

## OR YOU CAN TRY THESE:

- Implement 15-minute breaks for every 90 minutes worked
- Make things like time off, bereavement leave, parental leave, volunteer time off, and other 'life-focused' time as easy to take as possible



**72% of employees**  
consider work-life balance to  
be **very important** when looking  
for a job.



## 2 POOR LEADERSHIP

-  Get your leaders in front of your employees early and often.

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### OR YOU CAN TRY THESE:

- Hold your leaders to a higher standard, and develop employees to meet that standard
- Implement a rotating senior leader shadowing program

**74% of employees**

feel like they're **missing out** on company information and news.





## 3 TEAM ISSUES

- ☑ Regular team standups: What were you most proud of yesterday? What are you looking forward to today? How can your teammates help?

### OR YOU CAN TRY THESE:

- Create a team mission statement (what do we do? who do we do it for? why is it important?)
- Do something together: ice breakers, team building, volunteering



**37% of employees**  
say “**working with a great team**”  
is their **primary reason** for  
staying.



## 4 DISCONNECT WITH COMPANY VALUES

-  Build an onboarding program where this is the first and most frequent thing you talk about.

### OR YOU CAN TRY THESE:

- Revise your mission, vision, culture pillars, etc.
- Regularly communicate goals, and progress on those goals

**27% of employees**

who leave in the first year cite feeling **disconnected from the organization.**





## 5 NO GROWTH OPPORTUNITIES

-  Create personal development goals along with competency or behavioral performance goals.

### OR YOU CAN TRY THESE:

- Host professional development days, lunches, happy hours
- Facilitate mentoring relationships



**34% of employees**  
who left previous positions did  
so because of a **lack of  
opportunities for career  
development.**



## 6 BAD MANAGER

- ☑ Train your managers to be managers.

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### OR YOU CAN TRY THESE:

- Communicate specifically to your managers
- Give your managers time and capacity to manage



**50% of employees**  
leave their companies because  
of **their boss.**



# 7 UNDERAPPRECIATED

-  Create a public, peer recognition space.

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## OR YOU CAN TRY THESE:

- Ask each employee how they want to be recognized
- Celebrate personal accomplishments



**63% of employees**

who feel **recognized** are  
**unlikely to look for a new job.**



## 8 POOR COMPANY CULTURE



Complete a regular (annual) culture survey.

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### OR YOU CAN TRY THESE:

- Cultivate coworker connections
- Talk about company-wide initiatives in terms of your core values



**58% of employees**  
wish their company conducted  
**employee engagement surveys**  
more frequently.



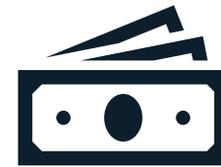
## 9 LOW PAY

-  Add low-cost improvements to your total employee compensation.

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### OR YOU CAN TRY THESE:

- Reevaluate your job descriptions, and the work being performed.
- Annual (or more frequent) performance reviews and salary adjustments.



**30% of employees**  
and **first-level supervisors**  
**don't believe they are paid**  
**fairly.**



# 10 LACK OF RESPECT OR TRUST

-  Allow your employees to bring ideas to the table and bring them to fruition.

## OR YOU CAN TRY THESE:

- Start having meaningful, employee-driven 1:1s
- Let your employees do the big, important things



Employees at **high-trust** companies report

**74% less stress.**

# REMEMBER YOUR OATH

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that I will try **two, and no more than two**, of the things  
mentioned in this session  
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SHAZAM<sup>®</sup>

**IT DOES NOT  
MATTER WHAT YOU  
DO.**

SHAZAM<sup>®</sup>

**JUST DO  
SOMETHING.**



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