

Retaining the Employees You Have

* **Understand your business core values, mission, and vision,** so you can share them and hire accordingly. [Video explaining how to do this- 7 minutes.](https://www.eosworldwide.com/blog/four-ways-use-core-values-attract-hire-great-people)
* **Create an employment handbook** with clearly written policies.
* **Create an onboarding process -** the more likely that employees will stay.
* **Set clear expectations** such as dates and times projects are due.
* **Establish the boundaries** of the job, so employees know when they can take initiative.
* **Establish measurable results** of job performance.

## Train employees thoroughly

* + Direct employee: “this is how I do it” “this is how I want you to do it”
	+ Employee confirms ability: “this is how I do X” Employer confirms “yes / redirect”
	+ Act and report: Employee acts and then reports to manager. Manager coaches.
	+ Employee acts autonomously - this generally takes minimum 9-12 months to be fully trained and at 100% productivity

## Employees need:

* + Knowledge / Cont. Education
	+ Resources / Equipment
	+ Skills
	+ Ability to do what they are best at
* **Support -** check in with employees on a timely basis-at least monthly. Learn their motivations and you’ll be able to anticipate some of their needs.
	+ Do they have what they need to do their jobs?
	+ **Ask “why are you staying?”** Healthcare, child/elder care, people, flexibility, perks, insurance, salary, balance?
	+ What are employee short and long-term goals?
	+ Do they feel you care about them as a person?
	+ Do they feel the company mission/purpose makes their job important?
	+ Do they feel their co-workers/colleagues are doing quality work?
	+ Do they have someone they can confide in with no repercussions ie “best work friend”

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* **Re-evaluate workloads and responsibilities** especially if employees took on more through the pandemic.
* **Create opportunities for recognition -** titles, tiers of positions, employee of the month
* **Track your turnover.** It costs on average $7,000 to hire and train- $4k to hire, $3k to train. Would it be more cost-effective to invest in other hiring / retention strategies?
* **Exit Interviews:** Why are they leaving? What could be done to retain them? Make them an offer or consider implementing suggestions.

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