

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.](#)
- **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”



- **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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