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# EMPLOYEE RETENTION WORKSHOP

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Monday, February 22 • 11:30 am-1:00 pm

Co-Hosted with



**TRI-LAKES**  
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ECONOMIC DEVELOPMENT  
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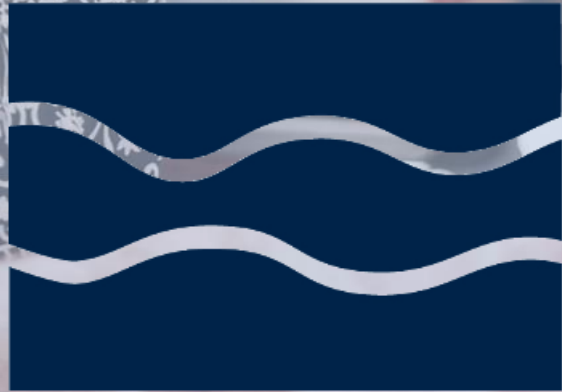


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- ✓ free **consulting**
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# TRI-LAKES

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**Abby Engelkemier**

**Human Resource Consultant, Barrett Business Services**

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# REDUCING TURNOVER AND INCREASING RETENTION



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# AGENDA

- Reasons good employees leave
- Direct and indirect costs of turnover
- Voluntary vs. involuntary turnover
- Determining causes of turnover
- What employees really want
- Tactics for retaining employees
- Rewards and Recognition

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# REASONS GOOD EMPLOYEES LEAVE

- Recognition
- Growth/Opportunities
- Overworked
- Poor Leadership
- Culture
- Pay





## BENEFITS OF EFFECTIVE RECOGNITION

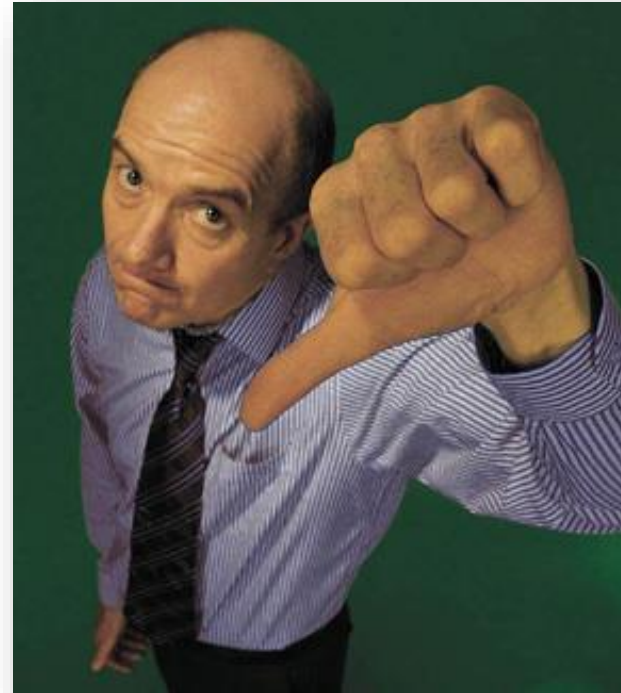
The cost to replace an employee ranges from 1.5-2 times employee's annual salary. Includes time cost of:

- Recruitment
- On-boarding
- Covering work

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# EMPLOYEE (DIS)SATISFACTION

- Large percentage of American workers dissatisfied with jobs
- Many plan to move on within a few years
- National voluntary turnover rate was rising (before Covid)



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# WHERE DOES IT START?

- Company Mission
- Company Vision
- Company Values



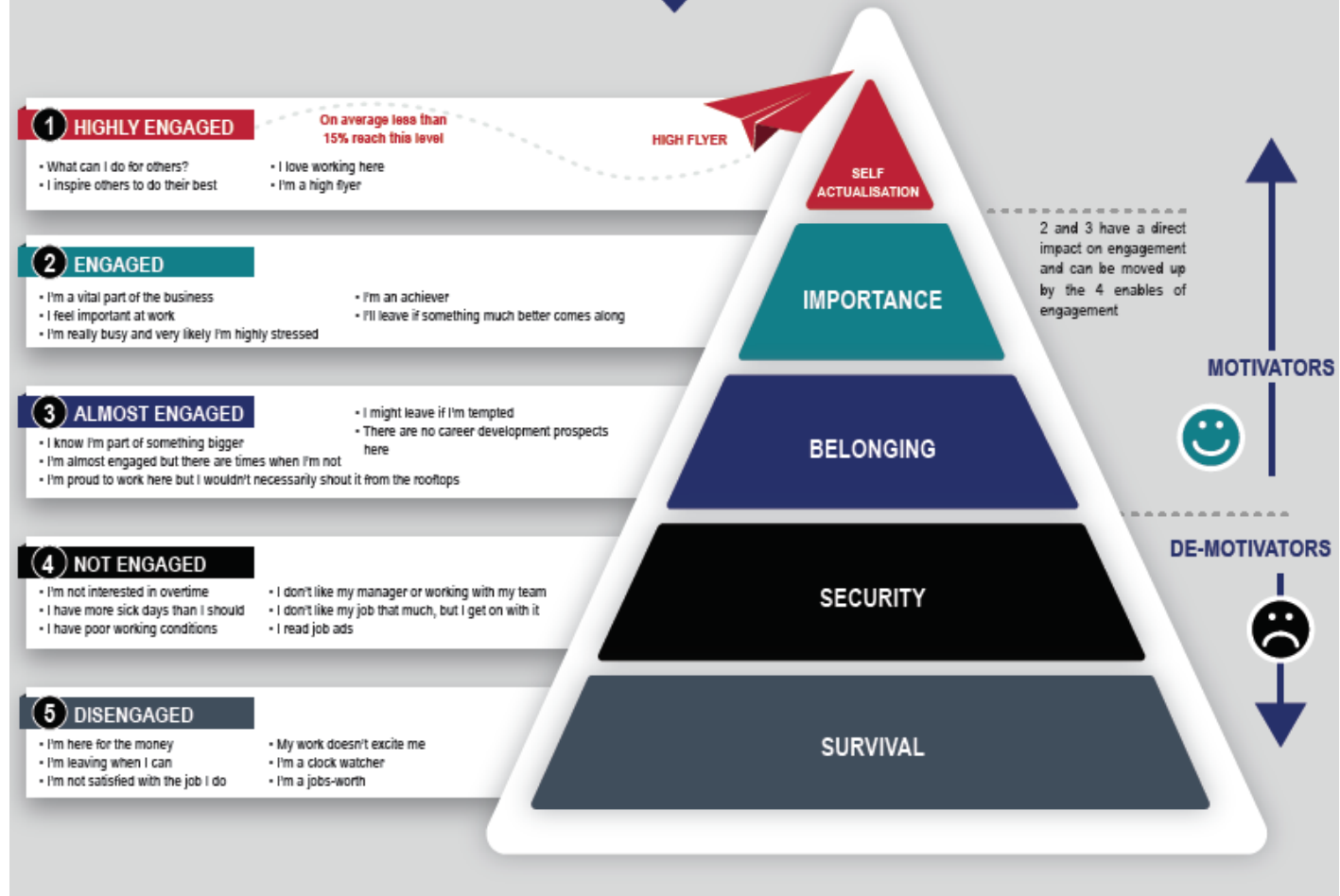
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# HOW DO YOU FIND OUT WHY?

- Exit interviews
- Conversations with employees
- Watching trends over time
- Talking to managers



# MASLOW'S HIERARCHY OF NEEDS APPLIED TO EMPLOYEE ENGAGEMENT



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# FORBES' TOP MOTIVATORS

What are the top motivators?

9. Trustworthy Leadership
8. Being relevant
7. Proving others wrong
6. Career Advancement
5. No regrets
4. Stable future
3. Self Indulgence (Pay)
2. Impact
1. Happiness

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# WHAT EMPLOYEES REALLY WANT

(CONT.)

- Freedom to use judgment and initiative
- Being part of a team
- Fairness and consistency
- Clear goals and well-defined tasks
- Deciding how to perform tasks
- Influence and decision-making opportunities

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# WHAT EMPLOYEES REALLY WANT

## (CONT.)

- Adequate resources
- Being able to take pride in their work and the organization
- Sharing ideas and solving problems with co-workers
- Being consulted when affected by decisions



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# TURNOVER PREVENTION: HIRE THE RIGHT PEOPLE

- Explain the job
- Define your expectations
- Look for a good fit



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# GET OFF TO A GOOD START

- Orientation
- Training
- Coaching
- Teamwork

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# PROVIDE A HEALTHY, SAFE, AND SECURE ENVIRONMENT

- Health
- Safety
- Security



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# PROVIDE LEADERSHIP AND DIRECTION

- Set clear goals
- Define responsibilities and set limits
- Explain policies
- Be fair and consistent
- Deal with all complaints promptly



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# CHALLENGE EMPLOYEES

- Assign meaningful work
- Encourage initiative
- Delegate decision-making responsibility

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# CHALLENGE EMPLOYEES (CONT.)

- Cross-train
- Build self-confidence
- Remove barriers to performance



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# PROVIDE OPPORTUNITIES

- Training and coaching
- Promotions
- More responsibility
- Special assignments



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# OFFER CONSTRUCTIVE FEEDBACK

- Reinforce positive behavior
- Correct inadequate performance
- Make good use of performance reviews
- Set a good example





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# PROMOTE OPEN COMMUNICATION

- Share information
- Listen to employees' concerns
- Welcome ideas and suggestions
- Encourage interaction among employees
- Manage conflict

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# OFFER ADEQUATE SUPPORT AND SUPERVISION

- Be accessible
- Show employees that you value them
- Provide guidance and instructions
- Help people learn from their mistakes
- Stick up for your people



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# PROVIDE SUFFICIENT RESOURCES

- Tools and equipment
- Supplies and materials
- Training
- Time

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# REMAIN FLEXIBLE

- Help employees balance their work and personal lives
- Capitalize on diversity
- Accept change

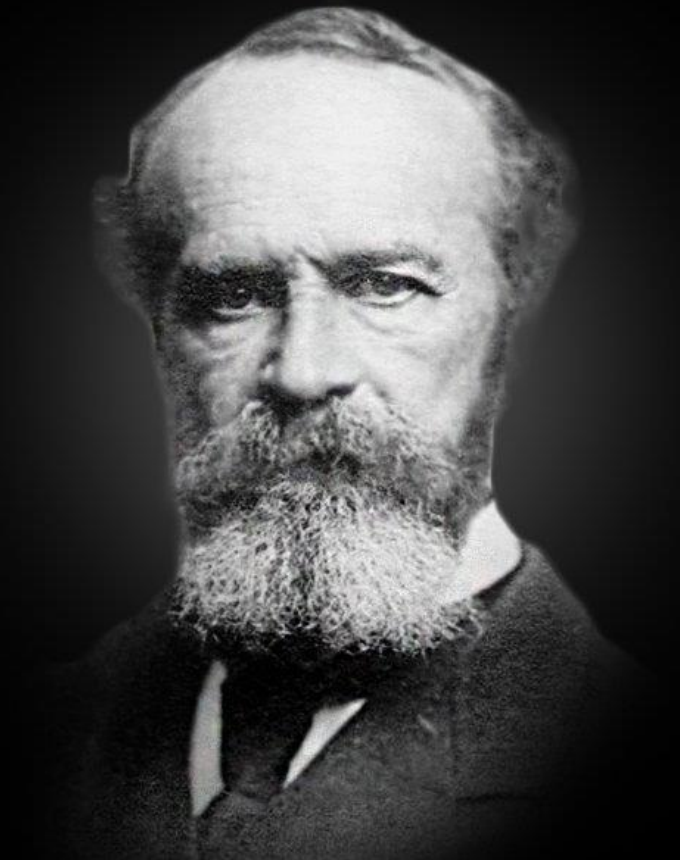


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The deepest principle  
in **human nature** is the craving  
to **be appreciated.**

— *William James*

AZ QUOTES



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# DIFFERENCE BETWEEN REWARDS AND RECOGNITION

## Rewards

- Tangible
- Transactional
- Economical

## Recognition

- Intangible
- Relational
- Emotional



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# WHY IS RECOGNITION AND REWARD IMPORTANT?

- Makes employees happier
- Improves employee retention
- Cultivates a culture of self-improvement
- Boost morale
- Motivation
- Increase productivity
- Attract new recruits
- Strengthen teamwork habits

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# EMPLOYEE RECOGNITION ATTRIBUTES

- Tell a story
- Frequent Recognition
- Public Recognition
- Specific
- Unexpected
- Celebrate Success
- Peer to Peer Recognition





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# WAYS TO RECOGNIZE EMPLOYEES

- Employee Appreciation Events/Days
- “Thank you”
- Employee Recognition Wall
- Emails to the team or to management

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# TYPES OF REWARDS

- Food!
- Company Branded gifts -SWAG
- Time Off
- Career Advancement
- Gift Cards
- Lunch with the Owner



SWAG

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QUESTIONS???





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