

### **Rethink the interview**

*Retentions starts from the beginning. If the person you hire is in line with the values, the position and the growth opportunities are in line they are more likely to remain in the establishment.*

- Ask questions where you can understand clearly the expectations they have from the posted position.
- Think of a different way to phrase, “were do you see yourself in five years”
- An example could be, “What are your career goals.”
- Listen to your employees, ask questions.

### **Words of Affirmation:**

*Feedback and Mentorship*

- Workplace appreciation in a public setting, verbal or written acknowledgment of work well done, create time or space for everyone on the team to share a high (maybe a low too)

### **Quality Time:**

*Workplace Bonding*

- Take team to lunch at end of a big project (if remote, delivering drinks/treats to houses of team), encouraging team members to take mental health days (lead by example), create space to give undivided attention to a specific coworker/team member (1:1 or team break off rooms)

### **Receiving Gifts:**

*New Opportunities and challenges*

- An actual gift on a work anniversary, a celebratory day off, giving higher-level opportunity to someone who has excelled, offering mentorship or advice to a newer employee

### **Acts of Service:**

*Support*

- A “just checking in” email to a struggling employee, creating a platform for helpful resources or tips that may help everyone, recognize when an employee is overworked and provide relief

### **Communication**

*Human beings are social beings; we need to communicate to build relationships*

- Employee’s outcomes have a greater influence from their supervisor’s communication competency than their leadership style
- Supervisors who keep informal channels of communication open can win trust of employees which ultimately increase job satisfaction
- Good communication entails good listening and honest feedback

### **Job Growth Opportunists**

*Research shows that if career opportunities are in place, an employee will stay for a longer time and also tend to be more loyal for that company*

- If possible, allow a hierarchy that can be climbed upward. ie: CTR I, CTR II, Senior CTR, etc.
- Create workgroups or committees to oversee certain tasks or problem areas
- Provide time for training. There are many resources to allow educational growth.
- Performance Evaluations can be an opportunity to talk about an employee's long term career goals and then find a way to help them achieve them

### **Flexibility**

*Defined as the ability of workers to make choices influencing when, where and how long they engage in the work-related task.*

- If employees are given the option of workplace flexibility, they will find options to balance their work and life.
- Invest in Employees Careers
- Focus on Manager
- Reassess compensation
- Consider your benefits package
- Prioritize Work-Life Balance.
- Feedback Culture
- Conducting Exit Interviews
- Providing Leadership Opportunities