



**Coulter & Justus, P.C.**

**Increasing Employee Retention**

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# Session Format

- Invite engagement
- Facilitated discussion
- Questions
- Reflection
- Application

# “The Great Resignation”

## Statistics

- 2021 survey 55% of people in the workforce intend to look for a new job in the next 12 months
- April-June 2021 11.5 M workers quit their job – U.S. Department of Labor
- In June 2021 10.1 M job openings – U.S. Department of Labor
- Attrition varies by job category with some companies having over 100% turnover since March 2020
- 73% of companies in 2021 People Management Report are hiring – Gallup
- 68% of the same companies plan to move forward with a hybrid workforce

What are the challenges  
associated with  
employee retention?

There are varied perspectives  
among employees  
as to what matters most  
when it comes to work

What actions can positively impact employee retention?

# Five Major Employee Retention Components

- Compensation
- Onboarding
- Career Path
- Culture
- Manager/Supervisor



# Compensation

In your experience, what role  
does compensation play in  
employee retention?

Should the criteria for  
pay increases & promotions  
be transparent?

# Onboarding

Onboarding fulfills promises made in recruitment/hiring and lays the foundation for the new employee's beginning and beyond with the new company

- “Only 12% of employees strongly agree their organization does a great job of onboarding new employees” – Gallup
- ”Employees with an exceptional onboarding experience are 2.6 times as likely to be extremely satisfied with their place of work” - Gallup

# Career Path

“Over half of exiting employees (51%) say that in the three months before they left, neither their supervisor nor any organizational leader spoke with them about their job satisfaction or future with the organization.” - Gallup



# Culture

## Culture

- Culture defined: The way we do work around here
- Standards, environment, processes, etc.
- Feeling of belonging
- Well-being
- Diversity, equity and inclusion (DEI)
- Communication and follow-up
- Workload
- Flexible schedule

# Manager/Supervisor

## Manager/Supervisor

- Managers/supervisors are the catalysts for employee engagement and a positive workplace experience
- Effective leadership leads to increased employee engagement, better performance, less burnout, greater retention
- Leaders lead by example
- Invested in Manager/Supervisor development
- Gallup's 12 Manager Actions to Increase Employee Engagement

## Manager/Supervisor cont.

- EQ more valuable than ever, Self-awareness, Empathy
- Effective communication
- Regular feedback
- Treat people with respect
- Engage your people - ask their opinions, implement their ideas when possible
- Clear plan for professional development & career advancement for direct reports

## Manager/Supervisor cont.

- Employees want a coach, not a boss
- Build relationships with your staff/colleagues
- 1-on-1's - listen, what parts of your job are most rewarding, career goals, (stay interviews)
- Provide regular feedback
- Treat people well when they decide to leave

# Questions

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