

# THE EXTRA POINT

BY JERRY ROBERTS



## # 507 Why Good Workers Walk Out the Door — Part 1

Why do good employees quit? What are the reasons some of the best workers tell us “sayonara” and walk out the door? I’m Jerry Roberts and today, I’ll have some of those reasons and I’m not sure everybody is going to like what they hear. That’s coming next on The Extra Point.

I was searching on the Internet the other day and saw a headline for an article, about the real reasons good employees quit the team. I usually click on that kind of link.

I’ve written on this very topic so I know a lot of reasons why workers reject employers, but maybe, just maybe, there’s some new research on the topic.

According to a study by the Society for Human Resource Management (SHRM), when an employee leaves it costs an average of 6-9 months of that former employee’s salary to find and bring on their replacement. If we lose several people each year it can get expensive. So, for the next few days we’ll talk about why good people leave us.

1. We don’t follow through on commitments. We promise somebody something, maybe that they can lead a project or attend a conference, but time passes and we don’t come through for them.

Maybe we forgot. Maybe the direction of the company changed. Maybe we’re in a tight cash situation. Whatever it is, the reality is that we broke a promise and our only response when asked is, “Suck it up and take one for the team.” They might do that but they won’t forget.

It’s possible that circumstances are such that we can’t avoid breaking the promise. Okay, stuff happens. We all know that. This is a time to explain the situation and apologize, even if it’s not our fault the problem happened and it wasn’t our decision that led to the breaking of

the promise. One day — when we can — we’re going to make it right for them. They’ll never forget us for doing that.

Let me be clear about this, they’re never going to forget in any case, but this is not forgetting for the best possible reason, isn’t it?

2. When we’re inconsistent. Inconsistent with our message, with how we treat them, maybe with how we apply the rules of the workplace. Do we criticize one person while we more or less look the other way when somebody else does the same thing?

3. Another thing that can drive a worker to the door is when their ideas are ignored. Good workers often make suggestions for ways to improve the organization, and little or nothing they submit is ever acted upon.

That can be extremely frustrating, especially in organizations where leadership stresses they want those ideas. If you ask workers for their opinions and then don’t use them, you shouldn’t be surprised if they ignore your requests the next time you ask.

When I conduct brainstorming sessions I always push the decision makers to implement the low hanging fruit — those ideas which are easy to move on and likely won’t require much, if any investment. Do something right away, sending a message that input is appreciated and we are action takers. I’ll have more reasons why good people quit, coming tomorrow.

That’s The Extra Point. Get out there and make something good happen today. For 93.3 and the Ray Gibson Show, I’m Jerry Roberts.

###

For information on training and consulting services from Jerry Roberts, please click this link: [guamtraining.com](http://guamtraining.com)

**THE POINT**  
93.3 FM / 1350 AM / 104.3 FM HD-3

**GUAM TRAINING**