

# THE EXTRA POINT

BY JERRY ROBERTS



## # 509 Why Good Workers Walk Out the Door — Part 3

Again we ask the question, why do good employees quit? What are the reasons some of the best workers leave? I'm Jerry Roberts and today, three more reasons this happens. That's next on The Extra Point.

In our first installment on why good workers leave, we started with 1) We don't follow through on our commitments to them. 2) We're inconsistent, possibly in our message, treatment of people, and maybe in applying workplace rules. 3) We ignore their ideas.

Then, yesterday, 4) They are not trusted to make decisions. 5) Their employer keeps problem workers and tolerates their bad behavior. 6) Their boss criticizes or embarrasses them in front of coworkers.

Those are all certainly things to be avoided, but there's more. And, as bad as those first six are, the next three are arguably more critical in their decision to pick up and quit. Here we go.

7. Their boss has rules laid down for the team but regularly breaks them himself. He says one thing but does another. In other words, the boss is hypocritical.

Workers absolutely hate this. They expect their supervisor to set the example for how the department is operated. When that doesn't happen trust is lost, respect goes out the window, and your top workers will find it hard to follow that kind of leader.

8. Poor management decisions or the company's slow or incorrect reaction to market changes have led to fewer opportunities and slower personal growth. Your best people are almost certainly looking to advance. If the chances for that appear unlikely over a year, two, or three, why wouldn't a high quality worker consider testing the market to see what their options are?

9. A lack of praise and recognition. Most managers do a poor job of praising and recognizing their team members. It's such a simple thing but the majority fall short.

Study after study shows that employees crave praise and recognition, but so many managers hold onto those words as if they were part of their retirement.

How hard is it to give someone a few specific and personal words that make it clear we saw what they did, and that we appreciate the effort?

10. There is actually one more and this one indeed contributes to people leaving. The worker feels there is no real relationship with their manager, and that their manager doesn't have much, if any interest in them or their career.

The manager-employee relationship is critical to the success of every operating unit in any organization. When those break down there is trouble ahead.

Senior leaders count on managers to build those relationships and get people ready for increased responsibilities. It's the number one job of any leader — to build more leaders.

In all, we've given you 10 reasons why good people leave. There are other factors for why workers bail out, but if you can avoid these 10 you've got a pretty good chance to succeed.

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.

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