

THE EXTRA POINT

BY JERRY ROBERTS



510 How to Keep Good Workers From Leaving

In the last three episodes we've talked about why good workers pick up and leave I'm Jerry Roberts and today, what to do to get them to stay. That's next on The Extra Point.

All employers want to retain their best talent, there's no doubt about that. What they do to make sure that happens is a mixed bag. Let's see what will help keep people on the payroll.

In general, we want to do the following:

1. Let the worker feel we have an interest in them and their career.
2. Follow through on our commitments. If we promise something, make it happen. If we can't for some reason, be straight about it and tell the workers when we think we can.
3. Be consistent in how we treat people, with emphasis on how we apply the rules of the workplace.
4. Let the worker feel we have an interest in them and their career.
5. The best workers have ideas. Don't ignore them. Let people know we appreciate their participation and discuss how and when we might be able to use them.
6. Include them in decision making and help them improve those skills.
7. If there are problem workers who are a regular disruption and distraction, and our best people are complaining about them and about what is not being done to deal with the situation, don't hide and hope things will somehow magically work out. Get with your HR specialist and discuss your options, then make the appropriate decisions.
8. Let the worker feel we have an interest in them and their career.

9. Have a good feedback strategy. As we said the other day, when we have good things to say to or about an employee, we should do it in public and in front of as many people as possible. If it's negative feedback, it's private. We never talk about anybody behind their back unless it's to praise them.

10. Management should follow the same rules which are in place for all workers. People will judge us as hypocritical if we break the policies we hold them to.

11. Praise workers regularly and effectively, and go out of our way to show them we appreciate their contributions.

12. Oh, I forgot one. Let the worker feel we have an interest in them and their career.

One other point, younger workers are tuned into these things to a greater degree than other generations. In example, Millennials are focused on three employee benefits more than others. In a survey on this topic, 14% voted for better compensation and cash bonuses; 19% wanted flexible working hours; and 22%, the number one benefit desired...22% wanted more training and development.

None of this is magic. Most of it is common sense, basic management skill, caring about others, and investing in making people better. This is how you'll keep the best workers in the years ahead.

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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