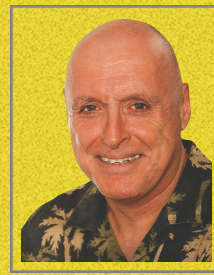


# THE EXTRA POINT

BY JERRY ROBERTS



## # 1272 Why Workers Quit Soon After Being Hired — Pt. 1

Hiring a new employee is an expensive and time-consuming process. According to the Society for Human Resource Management (SHRM), the cost to add someone to your staff is several thousands of dollars. So, if they end up quitting on you soon after you both say “I do,” that’s no fun. I’m Jerry Roberts and let’s find out why this happens, next on The Extra Point.

Several surveys have been released over the past few years which show that up to 17% of new employees leave in their first week on the job; and up to 33% bolt within the first 90 days.

These surveys were taken back in the U.S. mainland, so it would be easy to discount the issue as something that happens over there. If you ask a cross-section of HR specialists in Guam, you’ll learn that’s not the case. Many of them have seen the same thing play out here.

Before we go further, this is Extra Point #1272 and is available for download on our website, [guamtraining.com](http://guamtraining.com). Go to the top menu bar, click on the letters “XP,” and you’ll get access to this one and all the rest we’ve done.

So, why do people leave a job so soon after accepting it? The surveys give us clues, and show that about 40 percent of employees report that their day-to-day role wasn’t what they had been led to believe it would be.

That wasn’t a huge surprise to me. Over time, I’ve asked numerous HR managers how close their company’s job descriptions match up to the reality of the positions. In some cases they did, but I’ve also received a smattering of smiles, giggles, rolling of eyes — and even flat-out admission they hadn’t seen them in a long time.

Another reason workers bail out quickly is that they don’t hit it off with their manager. In many cases, the manager was not part of the hiring process, and the first experience for both the

worker and manager was on day one of the worker’s employment.

While chemistry between the two should never be *the* reason to hire someone, it helps if it’s positive.

Overall company culture is also a significant cause of workers walking out. If people don’t think they fit in, or if they can’t connect early-on with other workers, they may feel alienated.

Onboarding workers is also an issue and a reason people leave soon after hiring on. In most medium- and large-sized employers, the process to bring workers in helps the employee get comfortable, meet coworkers, learn about the organization, and ease into the position.

On the other hand, the experience isn’t that way at a large number of companies. There is little formal onboarding, and it takes much longer for the worker to settle in. Some never do.

Yet another cause for early employee quitting is that training stops right after the completion of the onboarding, or the training was a blur and didn’t prepare them well for their tasks and responsibilities.

This is of particular interest to Generation Z workers, and Millennials. They want training and skill building to be continual. It’s part of the DNA for both groups.

Let me give you one more. The applicant had interviewed with two or more employers, and yours was the best offer at the time they accepted the job. Then, another offer came in that beat yours — even by a small amount — and off they went.

There are other reasons why workers take off prematurely, but these five are big ones, and we’ll place our focus there.

(Con’t.)

I mentioned that hiring a new worker carries a cost of thousands of dollars.

This includes the cost to promote the job opening, the salaries and benefits of the new hire, the salaries and benefits of the team that does the hiring, any drug tests and/or assessments, the stress on other workers while the new employee is being brought up to speed if they have to shoulder a larger share of the work, and the relationship cost with vendors and customers while the new hire is learning the job.

So, yes, the financial aspect is real. Thus, it would seem to be a good idea to avoid having new workers say “sayonara” right away.

Tomorrow, I’ll have a few ideas on how you can do the onboarding, and get more people to stay longer.

That’s the Extra Point. Be responsible and make something good happen today. For 93.3 and the Ray Gibson Show, I’m Jerry Roberts.

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