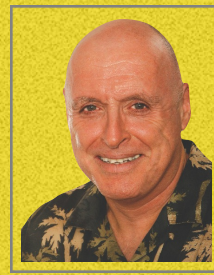


THE EXTRA POINT

BY JERRY ROBERTS



1273 Why Workers Quit Soon After Being Hired — Pt. 2

Yesterday, we revealed the major reasons why new workers bail out on employers soon after being hired. Today, let's talk about how to bring them on board and keep them longer. I'm Jerry Roberts and that's coming next, on The Extra Point.

In Yesterday's Extra Point, we learned the key reasons why up to a third of new hires leave their jobs in under 90 days.

You can find the transcript for that, #1272, at guamtraining.com. Go to the top menu bar, click on the letters "XP," and you'll get access to it and all the others we've done.

The primary reasons people quit so soon are:

- The job didn't match their expectations
- They didn't hit it off with their manager
- The company culture wasn't a good fit
- The onboarding process wasn't effective
- Training stopped right after onboarding
- They applied for more than one job, chose yours, then a better offer came through.

So, what can we do to improve our chances to keep workers from leaving us so quickly?

1. Be clear on the specifics of the job. Unless you're at a job fair, give every candidate on your final list, or each one you offer a job to, a brief tour of where he/she would be working.

This is particularly good if you have a high-energy workplace. I'd want a serious prospect for hire to get a sense of the pace we keep.

My mom told me to ask for the tour whenever I was seeking a job. That way I could feel the energy, and I could see if people looked bored, stressed, happy, or sad. I like the tour idea, and it may help with those expectations.

2. The issue of not hitting it off with their boss can be helped by making that manager a part of the hiring process, and conducting the tour. By the way, the HR interviewer should be a part of it, too. In some companies, it's the

manager who has the final say over who gets the job, and I'm generally okay with that.

One point to be mentioned here is that if a particular manager has experienced a number of new hires quitting, you might want to look into the situation. It shouldn't happen often.

3. Company culture is a difficult issue. This is an area that should come out in the interview process. The hiring team or manager should ask questions about the culture at the places the candidate has worked, and then discuss how their culture is different.

4. In my opinion, onboarding is not a morning or a day, and not even a week. Onboarding is a total familiarization program that is designed to make the new hire comfortable, to get them off to a running start in their job, and then to follow them for a period of time.

Maybe it lasts 60 days, or 90, or more. It might include introductions to people in every unit or department, with an explanation of how the functions mesh together for success. It could include an assignment to work on a company project. How about a 15-minute chat with the CEO or general manager?

Onboarding can be anything you want. Make it varied, interesting, and exciting. Add a little bit of the "wow" factor if you can.

5. Don't let training end with onboarding. Grow people immediately, then regularly. Gen Z and Millennial workers are particularly interested.

6. Now the last item, when the candidate applies for more than one job, takes yours, then accepts another offer for a few bucks more, and then they tell you goodbye.

If you've been following along and if you do a good job in the areas we've discussed so far, I think it will be more difficult to get your new hire to bail out on you. That's what you want. (Con't.)

Will people still leave over money? Yes, some of them will. Not all. Your good effort in the onboarding process, along with the manager establishing a solid connection with the worker, will result in fewer of them walking out.

It's a numbers game. Do the work and you'll win.

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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