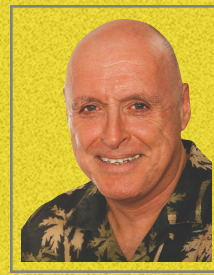


THE EXTRA POINT

BY JERRY ROBERTS



1696 Word Game: Why People Quit Their Job

There are a lot of reasons why employees quit their job. Those reasons will vary from person to person and workplace to workplace. Today, we're going to play a little game, with the goal to come up with those reasons why. I'm Jerry Roberts, and that's next on the Extra Point.

If I said, "Give me **four words** for why someone quits a job," what would you say?

How about:

"I need more money"
"I hate my boss"
"No opportunities for advancement"

Money certainly is an issue with many people, particularly with Guam's runaway cost of living. You can say the same when a worker sees that they have no realistic opportunity for growth.

As for someone wanting to get away from their manager, what percentage would you give for workers who do leave, and do so for that reason? What if I said it's about 50%. Half of the people who quit do so because of their supervisor.

Now, give me **five words** for why people quit.

"I feel undervalued and unappreciated."

It's rare when a manager hears these words from a worker, but they often come out in exit interviews after the decision has been made to leave.

The worker-manager relationship is beyond any doubt the most important factor in our success in retaining good employees. When you don't have that relationship, or it's not a good one, losing talent is almost inevitable.

Managers are not trained in how to build a solid and productive relationship with a worker, unless somebody like me comes along and give training and encouragement to do it.

Okay, let's try **six words** for why workers leave.

"I'm burned out and mentally exhausted"
"My skills aren't being utilized effectively"

Exhaustion and burn out affects many more people than we realize. We spoke about this last week. Anxiety, stress, worry, depression.

Far too many people are fighting these issues and most managers are not trained to know and understand the symptoms.

The second factor, skills and talents not being used on a regular basis, is huge with many people. This is not necessarily about finding one's passion, it's about having work line up with what you're good at.

Congratulations to those people who have this benefit. It makes a big difference.

Finally, give me **seven words** for why workers walk out the door.

"Management doesn't listen to what we say."

I can't tell you how many times I've heard this over the years. It is a sore point with far too many workers.

They have ideas and opinions, and they'd like to be heard. When you do this right, it's a relationship builder.

However, not listening isn't the worst thing you can do. The worst thing you can do is to let people give you feedback, and then ignore what they tell you. You don't feed back to them. Their ideas are not discussed.

If this happens, the employee is thinking, "Why did I bother to put in work on this?" That thought is usually followed with another one, "I'll never do that again."

(Con't.)

Thanks for playing along. Now, give me **eight words** for how to treat a worker so they don't want to leave.

"Build a strong relationship through trust and respect."

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

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