REDUCING EMPLOYEE TURNOVER CHECKLIST

HR Advice Online

Reducing employee turnover can have a positive impact on company profitability. Having enough people with the right skills is critical to delivering the business plans and objectives. Finding the right people though is becoming increasingly costly as well as proving challenging, in a competitive job market.

☐ **Hire the right people and involve colleagues in the process**

Be clear about the organisation's culture upfront, telling the candidate not what they think the person wants to hear, but how the company operates. Employees often state that their job descriptions do not reflect the actual job responsibilities, and it wasn't what they expected.

Employers have had great success with new hires by engaging team members in hiring decisions. Employers should invest time getting to know the candidate better which might include in-person meet and greets to see how the person interacts with potential future colleagues, this be done via video conference particularly for remote working teams.

☐ **Focus on onboarding**

Onboarding is the new employee's introduction to your workplace culture. It's hard to recover from a bad onboarding experience. Employees who have negative new hire onboarding experiences are likely to explore new opportunities sooner. Pair new employees with mentors and facilitate connections with people in various teams and departments.

☐ **Check in and get to know your employees**

Regularly check in to see how things are going, providing support and resources along the way. This is particularly important in the early days of the employment relationship but should never be forgotten with existing employees either.

What is their dogs name, do they have any children? Do they enjoy spending time with an elderly grandparent? People like when others take an interest in them, making them feel wanted, increasing workplace satisfaction and morale.

☐ **Regularly review remuneration to ensure this remains competitive**

Pay and benefits are a reason many choose to look elsewhere, even if they are content in their current role. Maintaining a competitive market rate of pay and packaging is critical to not only attract the right people but to keep the employees you have.

☐ **Monitor workplace culture and address concerning behaviour**

Toxic co-workers can have a significant impact on individuals and teams. A toxic co-worker may be overly critical, often blame others, gossip, undermine colleagues and only look out for themselves. These types of employees can push strong performers and high achievers out of your business. There is a direct link between working relationships and turnover, the old saying "one bad apple spoils the bunch."

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☐ **Recognise and reward employees**

A simple "thank you" or a note of appreciation can go such a long way. It's true what they say, the little things do matter. Giving employees new opportunities and tasks that are suited to their career development and satisfaction, is another way to recognise their achievement and commitment.

☐ **Be flexible**

Employees are increasingly seeking job flexibility, that can increase not only retention rates but can lead to a longer career. Flexible work isn't only working remotely or hybrid but may include flexibility around working hours, compressed workweek/workday, part-time schedules, or a job-share where employees rotate days working from the office.

☐ **Monitor employee engagement**

The more engaged an employee is the less likely they are to leave, reducing your rate of turnover. Engagement can be influenced by several factors including the relationship the employee has with their manager.

Culture surveys and focus groups are an excellent place to start — providing that management evaluates the results and acts upon them, utilising any outcomes for continuous improvement activities.

☐ **Regular performance reviews**

Infrequent, unproductive, or non-existent performance reviews have a significant impact on employees' engagement. Traditional performance reviews were static in nature and an annual or biannual event. Instead consider performance reviews being collaborative, dynamic and form a continuous process that works to improve the relationships between employee and managers, is the best way to advance the working relationships.

☐ **Goal setting**

It important to engage employees in goal setting activities. Goals can be set and reviewed, regularly. It is recommended that this is frequent and not overwhelming. No need to set 20 goals to achieve in one month if no more than three are achievable. Goal setting needs to be realistic and work to meet the practical reality of the work being performed and the expectation of the business. As your employee regularly achieves these goals, they are more likely to become further engaged in the work they are performing.

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☐ **Ensure the workload is manageable and fair**

Employees don't want to feel constantly overwhelmed and exhausted. Some employees thrive on juggling various commitments and projects but, not all. Excessive workloads can lead to burn out as well as feeling underappreciated which can prompt an employee to leave.

☐ **Career development pathways, continuing education and opportunity for growth**

One of the major reasons people leave companies is lack of career growth. Increasingly businesses are looking at existing resourcing, with growth opportunities which might include promotion or transfer.

Employees desire training that will strengthen their existing skill sets or build new ones. Upskilling programs serve multiple purpose including providing the business with the skills needed while deeply engaging employees in their work, driving retention whilst preparing your business for the future.

☐ **Be transparent**

Leaders recognise that effective communication with employees is key to increasing retention and can take many on forms like one-on-one meetings between managers and their team members, team meetings and culture surveys. Employees are more invested in the business when they feel like they have a voice and have a real understanding of what's going on with the business.

☐ **Analyse turnover rates**

The ability to collect, analyse and act on turnover-related data in real time and compare it to historical trends is essential to finding, developing, and retaining your employees. This type of analysis has become increasingly important ensuring data is captured, analysed, evaluated, and interpreted so that the information gathered can guide the business into the future and address and identified risk areas.