

RETENTION SKILLS TRAINING

for Managers

The next frontier to organizational success is in how managers **unlock the potential** of their teams. *What becomes possible when we develop and retain the highest performing employees?*

Increasing **competitive advantage** depends on creating a **Retention Environment**. To do so, managers will need a common language around a universal **Retention Competency**.

Leverage Best Practices

With changing needs, wants, and expectations of staff, modern managers need insights to **identify** and **address the root causes** of employee turnover to engage and motivate top talent.

A **Retention Strategy** succeeds by identifying:

- Who is most likely to resign?
- What are the underlying reasons for why employees leave? And why they *stay*?
- What is the true cost/impact of turnover?
- How do we **engage** staff across generations and backgrounds?

Achieve your Goals

Participants receive real-world methods, tools, and action plans to extend new hires' **tenure**, and increase high-performer **loyalty**.

How to Deliver

Retensa partners with your firm to drive a message of retention into every point of contact with the workforce. This program will help your managers:

- Deliver **engaging**, motivating, and targeted communication to each employee
- Gather genuine employee feedback
- Provide immediacy-based recognition
- Establish **benchmarks** to measure individual volatility

Results

- Turnover reduced up to 67%
- Absenteeism reduced up to 42%
- Individuals who value the contributions of their team, manager and leadership
- Managers who are 2.5 times more likely to be "Most liked aspect" by staff
- Managers who are not the reason staff leave the company
- More time to innovate and grow, rather than "deal with the people issues"

See Page 2 for training course details...

"The ability to attract and hold on to talented employees is the single most reliable predictor of overall excellence"

- Fortune Magazine
"Most Admired Companies"

Retensa is a leader and innovator of Employee Retention Strategies. We combine experience and technology to **attract, motivate, and retain** a company's **best employees**. Retensa builds solutions and HR Metrics to help firms **reduce turnover** and create a **high-performing workforce**. To get the world's 1st "touchfree" employee feedback platform or additional expertise in Predictive Analytics, **Leadership Development, Mentoring Programs, Employee Surveys, Management Training, and Exit Interviews**, visit www.retensa.com or call **212.545.1280**.



The Difference

This program explores the challenges managers face to meet deadlines, motivate staff, and reduce costs while building loyalty in their key people. Participants complete this course with increased agility to respond to the changing needs of their staff.

Course Outline

This program is designed so you maintain the tools to succeed long after Retensa's work is complete.

Module 1

Understanding the new management models and the new workforce:

- The Culture of Retention
- Impact & Cost of Employee Turnover
 [Interactive Exercise]
- Opportunities & Challenges of Your Workforce
 - Real data for Real insights
 [Interactive Exercise]
- How do you retain employees?
 - The scientific approach to retaining employees
 - What metrics do we need to focus on? When are employees leaving?
- Clearing the Space
 - Creating connection and reestablishing trust
 [Interactive Exercise]

Module 2

Predicting and Preventing Turnover:

- WHY – Identifying Root Causes of Turnover
 - Root Cause Analysis
 [Interactive Exercise]
- WHO – Who Is Leaving Your Company?
 - Identifying staff at-risk of leaving your organization
 [Interactive Exercise]
- Talent Management Model: The Emergent Life-Cycle™ (ELC)
 - ELC Stage 1 – Attraction
 - ELC Stage 2 – Recruitment
 - ELC Stage 3 – Expectancy
 - ELC Stage 4 – Formative Days
 [Interactive Exercise]



Module 3

Applying real-world motivation and retention techniques to engage and inspire your team:

- ELC Stage 5 – Development
 - Identifying Strengths: Focus on strengths to gain trust, commitment and motivation
 [Interactive Exercise]
 - Communication and Conflict Styles
 - Communication Habits
 - Conflict Style Self-Assessment
 - Active & Empathetic Listening
 [Interactive Exercise]
 - Putting it all together: The secret ingredient to unlocking the needs, desires and goals of your workforce
 - Conversations to identify employee needs and goals
 [Interactive Exercise]

Module 4

Helping your organization grow by helping your people grow:

- ELC Stage 6 – Growth Enablement
 - Coaching for Performance: Empowering employees to overcome obstacles and create their own solutions
 [Interactive Exercise]
 - The Art of Giving Feedback: Delivering feedback that increases performance
 [Interactive Exercise]
- ELC Stage 7 – Work-life Actualization
 - Creating loyalty and commitment
- ELC Stage 8 – Separation
 - Preserving relationships and intellectual capital
 [Interactive Group Exercise]

Customization

Your culture is unique, but is your training? Retaining nurses vs. accountants vs. truck drivers is very different. Working with Retensa ensures that solutions are customized to your industry and your business challenges are addressed.

Contact us at:

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for more retention strategies:

www.retensa.com