



Does Employee Retention Result In a More Profitable Bottom Line?

Do you find that your company is frequently hiring for the same position? Are employees moving out instead of up within your organization? Are your customers voicing concerns or dissatisfaction with the service they're receiving with comments such as "oh no...not **another** new person"?

If you've answered yes to these questions, then it's very possible that employee turnover is adversely affecting employee morale and productivity, and ultimately, your company's reputation and profitability.

Can this trend be turned around? The answer is YES! Be prepared to make a long term commitment to address the situation, identify the source of the issues, and develop a plan for moving forward.

Collaboration rather than dictation is more likely to gain buy in and support among the staff, so engage your employees by including them in the process, and encouraging their participation.

Make sure that a few simple ground rules have been established so that the process doesn't become a free for all "complaining fest." For example, ask your employees to identify changes that would make their jobs more satisfying, and then task them with developing an

action plan. This in effect, will turn complaining into solutions-based problem solving.

Some of the employee feedback could be quite surprising, so it is important to remain objective in order to give fair evaluation and consideration to each suggestion. Make sure to thank the employee for their participation and provide an opportunity for open discussion, particularly for items of a sensitive nature, or when a suggestion cannot be implemented.

Employees will be more likely to participate if they feel their ideas are welcomed and appreciated. Involving employees in this way builds leadership, grants empowerment, and promotes innovation, creating a powerful and positive momentum toward your organization's success.



Please contact Double C Professional Consulting Services for more information or assistance with developing your employee retention plan.