

Soft-Train



*At Soft-Train
Technology Works*

The 7 Hidden Reasons Employees Leave (3 Days)

COURSE GOAL: To provide manager's with a tool to understand why the employee turnover rate is high within an organization.

PREREQUISITES: None.

LEARNING OBJECTIVES:

Upon completion of this course the student will be able to:

- Have a better understanding as to why employees leave.
- A means of trying to eliminate or reduce the turnover rate at the company.
- A means to try and change management style to keep employees longer

KEY TOPICS:

I. Why Care About Why They Leave?

- A. Managers will not hear what workers will not speak
- B. Turnover: Just a cost of doing business
- C. When the tide turns the mindset must change.
- D. What about HR's role in Exit Interviewing?

II. How they Disengage and Quit

- A. The Disengagement process
- B. The Deliberation Process

III. Why they Leave: What Research Reveals

- A. Why Employees say they leave.
- B. What caused their initial dissatisfaction.
- C. A few words about pay.
- D. Respecting the Differences
- E. Who has the power to meet these needs.

IV. Job or Workplace was not as Expected.

- A. Hidden Mutual Expectations.
- B. How to recognize the warning signs of Unmet Expectations
- C. Obstacles to Meeting Mutual Expectations
- D. Engagement practices for Matching Mutual Expectations
- E. How prospective employers can do their part.
- F. The Beginning or Ending of Trust

V. The Mismatch Between Job and Person

- A.** What's missing: A passion for matching.
- B.** Common Misconceptions and Truths about Talent
- C.** Recognizing the signs of Job-Person mismatch.
- D.** Best-Fit Selection Practices
- E.** Employers Role in the Matching Process.

VI. Too Little Coaching and Feedback

- A.** Why Don't Managers provide Coaching and Feedback.
- B.** Recognizing the Signs
- C.** More than an Event: It's about the relationship.
- D.** The Five Step Coaching process.

VII. Too Few Growth and Advancement Opportunities

- A.** What are they really saying.
- B.** Recognizing the signs of blocked growth and career frustration.
- C.** Best practices for creating growth and advancement opportunities.

VIII. Feeling Devalued and Unrecognized.

- A.** Pay: The emotional issue of all
- B.** Pay practices that engage and retain.
- C.** Three types of variable pay
- D.** The total rewards approach to scarce talent.

IX. Stress from Overwork and Work-Life Imbalance.

- A.** How big a problem is stress?
- B.** Causes of Increased Stress
- C.** Healthy vs. Toxic Cultures
- D.** More than just the right thing to do.

X. Loss of Trust and Confidence in Senior Leaders

- A.** Crisis of Trust and Confidence
- B.** Reading the signs of distrust and doubt.
- C.** The three questions employees need answered.

XI. Planning to Become Employer of Choice.

- A.** Talent Engagement strategies in action.
- B.** Linking Talent and Business objectives.
- C.** Linking the Right measures to business results.