

Soft-Train



*At Soft-Train
Technology Works*

The 7 Hidden Reasons Employees Leave (2 Days) ST00017

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. Thirteen Steps Engagement-to-Departure
- C. The Deliberation Process
- D. Two Distinct Periods

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. Employers of Choice Start by Understanding the New Career Realities
- C. Recognizing the Signs of Blocked Growth and Career Frustration.
- D. Employee's Responsibilities
- E. Organization's Responsibilities
- F. Manager's Responsibilities
- G. Best Practices for Creating Growth and Advancement Opportunities.

VIII. Feeling Devalued and Unrecognized.

- A. Pay: The Emotional Issue Of All Time
- 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. Mismanagement of Change
- B. Poor Communication
- C. Crisis Of Trust And Confidence
- D. Reading the Signs of Distrust and Doubt.
- E. The Three Questions Employees Need Answered.
- F. Criteria for Evaluating Whether to Trust and Have Confidence

XI. Planning To Become Employer of Choice.

- A. Talent Engagement Strategies in Action.
- B. What Do We Learn From Success Stories
- C. Linking Talent and Business Objectives.
- D. Linking the Right Measures to Business Results.