Retaining Key Employees

Creating A Self-Motivating Work Environment
Retaining Key Employees

Creating A Self-Motivating Work Environment
YOU WANT ME TO DO WHAT!!?
Retaining Key Employees

Creating A Self-Motivating Work Environment
WHY GOOD PEOPLE LEAVE

People leave because they do not want to stay.

…Yogi Berra
Leaving?

1. Work environment not particularly friendly.

Examples-
Heavy workload
Combining jobs during downsizing.
Competition among workers instead of team work.
2. Lack of effective leadership.

3. Lack of recognition and appreciation.
4. Don't feel supported - good people need growth opportunities.


6. Passed over for promotion.
More money does not keep a dissatisfied employee on board.
Approximately half will leave their jobs in 5 years.
Five Ground Rules For A Great Team

1. Everyone is a sales person
2. Everyone is equally valuable
3. Everyone wants to be a master at something
4. Everyone needs to be caught at doing something right
5. Everyone should be encouraged to share his/her own ideas
What’s Next?
#1  Work Environment
MANAGERS HAVE TO CREATE A WORK ENVIRONMENT WHERE PEOPLE:

• Enjoy what they do
MANAGERS HAVE TO CREATE A WORK ENVIRONMENT WHERE PEOPLE:

• Enjoy what they do

• Feel like they have a purpose
MANAGERS HAVE TO CREATE A WORK ENVIRONMENT WHERE PEOPLE:

- Enjoy what they do
- Feel like they have a purpose
- Are committed to the job and to customers.
MANAGERS SHOULD MEET WITH HIS/HER TEAM FOR 15 MINUTES EVERY WEEK TO DISCUSS:

- Ways to improve
LASTING IMPRESSIONS

Quality
Reliability
Convenience
Functionality
Service
Timeliness
AVENUES TO IMPROVE IMAGE

Company Logo
Web Site
Business Cards
Letterhead
Invoice
Packaging

Employee Attitude
Phone Service
Dress Code
Business Hours
Location
Parking
Ways to compete with service

- Better customer service
- More favorable hours of operation
- Faster delivery
- Online ordering
- Efficient, reliable, simple website
- Offer freebies
- Be international
- All employees knowledgeable
- Uniforms
#2 Lack of effective leadership
LEADING

LEADING – Visionary thinking
LEADING

LEADING – Visionary thinking
Global thinking
LEADING

LEADING – Visionary thinking
Global thinking
Long range thinking
LEADING

LEADING – Visionary thinking
Global thinking
Long range thinking
Influencing others
Vision is the key

Share your visions
Set up goals and objectives
Remove fear of the unknown
Remove fear of failure
Stay focused
Vision is the key

Allow time for creativity
Allow people time to explore
Plan for success…and failure
Invest in employee training
There are –

Adapters
There are –

Resisters
There are –

Coasters
BE SURE TO MEASURE THE RIGHT THINGS...

Don't confuse motion with progress.
WHAT MOTIVATES PEOPLE?

• Show respect & appreciation
WHAT MOTIVATES PEOPLE?

• Show respect & appreciation
• Chance for promotion
WHAT MOTIVATES PEOPLE?

- Show respect & appreciation
- Chance for promotion
- Trust and respect for supervisors
• Have clear expectations
• Have clear expectations

• Provide time frames that are reasonable
• Have clear expectations
• Provide time frames that are reasonable
• Provide challenges
• Encourage people to think for themselves
• Encourage people to think for themselves

• Demonstrate can-do attitude
• Encourage people to think for themselves

• Demonstrate can-do attitude

• Set an excellent example
# 3 Lack of recognition and appreciation
Catch someone doing something right every day
There are two types of people:

Those motivated by a dangling carrot. **Rewards**

Those motivated by a waving stick. **Consequences**
REWARDS -

- Work fewer hours
- Have fun
- More time off
- Security, Safety
- Work with people you like
- Autonomy
- Team player
- Learn new things
- Use new technology
- Do things that matter
- More responsibility
- In the know
- Strive for goals
- Look good
CONSEQUENCES -
Work more hours
No time off
Not heard
Lack safety
No autonomy
Losing team spirit
Learn nothing new
Have no fun
Use old technology
Do nothing important
No goals
Treat employees fairly. Don’t play the favorite game.
Retaining Key Employees

Creating A Self-Motivating Work Environment