

# GROWTH PLAN



## AREAS FOR GROWTH:

- Retention*
- Engagement*
- Productivity*

Based on your Health Check, we've identified **engagement** and **retention** as areas for growth at your company.

**Why do engagement and retention matter?** There's a high cost of losing team members and having an unengaged team. Low retention and low engagement can have a ripple effect throughout the organization, affecting:

- Customer Ratings
- Profitability
- Commitment
- Morale
- Safety Incidents
- Quality (defects)

## RECOMMENDATIONS FOR YOUR COMPANY:

- Deploy a specific, relevant, and actionable employee engagement survey.
- Conduct exit interviews with employees that leave. These might be painful, but will give you insight into what might be missing.
- Meet as a leadership team to discuss employee engagement and retention. Why is this an issue for the company's long-term success?
- Both employee engagement and retention start at the management level. Your managers account for 70% of the variance in employee engagement. And the #1 reason employees leave is because of their direct manager. Commit to developing your managers to address these issues at the source.

Develop your managers with the following **12 Leadership Essentials courses** (recommended to be taken in this order). **Delivery options:** Classroom, online, or blended.

- *Essential Skills of Communicating*
- *Essential Skills of Leadership*
- *Communicating Up*
- *Coaching Job Skills*
- *Delegating*
- *Developing Performance Goals & Standards*
- *Providing Performance Feedback*
- *Supporting Change*



## GROWTH PLAN, CONTINUED

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- *Managing Complaints*
- *Improving Work Habits*
- *Resolving Conflicts*
- *Effective Discipline*

- After these 12 Leadership Essentials courses, ensure you are hiring (and retaining) the right people with the **Hiring Winning Talent** and **Retaining Winning Talent** courses. Having the right team to begin with is the other critical piece to reducing turnover.
- Finally, empower your managers to motivate their employees with the Motivating Team Members course.
- Review compensation and benefits annually to ensure you are aligned with the market. Verify that your bonuses are fair and rewarding the right activities and results.
- Schedule an out of the office volunteer day or fun activity. Try to integrate different levels of the company so people don't just hang out in their "bubbles."
- Today more than ever, employees want to feel strongly connected to a company's culture. Brainstorm how can you reinforce your culture and immediately recognize employees that exhibit your values.
- Retake the employee engagement survey. Did the results improve?

**Want help?** Think of us as your turnkey solution to leadership and management training. That's one less thing on your "to do" list!

Schedule a "Growth Plan" call