

GROWTH PLAN



AREAS FOR GROWTH:

- Retention
- Engagement
- Productivity

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

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

- Customer Satisfaction
- Engagement
- Morale
- Revenue and profit
- Longevity
- Scalability

RECOMMENDATIONS FOR YOUR COMPANY:

- Conduct exit interviews with employees that leave. These might be painful, but will give you insight into what might be missing.
- Meet with the leadership team once a quarter and set 3-5 critical company goals for the next 90 days (make sure each goal is S.M.A.R.T. and has a single person who is ultimately responsible to get it done).
- Once your major goals are set, determine how the leaders and team members can focus on these critical priorities and avoid the "high urgency, low importance" tasks that often make people less productive at work.
- Employee productivity and retention start at the management level. 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 **10 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*
 - *Supporting Change*
 - *Coaching Job Skills*
 - *Delegating*



GROWTH PLAN, CONTINUED

- *Developing Performance Goals & Standards*
- *Providing Performance Feedback*
- *Managing Complaints*
- *Resolving Conflicts*

- After these 10 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, ensure your team is managing projects efficiently and effectively with the **Leading Successful Projects** 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.
- Block off time to focus on critical priorities. Especially for certain team members, having solid blocks of uninterrupted time is crucial for being productive. Discuss this with the team and implement.
- 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.

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