Why Your Employees Are QUITTING

& What You Can Do About It

It's raining notice letters. So what can you do about it?

THE TURNOVER CRISIS

The number of employees leaving their jobs has been increasing steadily over the past few years, with businesses struggling as valued staff move to greener pastures.

42 MILLION

EMPLOYEES WILL LEAVE THEIR JOBS IN 2018

EACH YEAR, TURNOVER COSTS U.S EMPLOYERS

$600 BILLION

87%

OF HR LEADERS SEE IMPROVED RETENTION AS A CRITICAL OR HIGH PRIORITY

50%

OF ORGANISATIONS HAVE DIFFICULTY RETAINING THEIR MOST VALUED EMPLOYEES

45%

OF EMPLOYEES HAVE EITHER CHANGED JOBS IN THE PAST YEAR OR PLAN TO IN THE NEXT YEAR

61%

OF EMPLOYERS HAVE REPORTED AN INCREASE IN VOLUNTARY TURNOVER IN THE LAST 3 YEARS

THE COSTS OF TURNOVER

TO REPLACE HIGHLY TRAINED EMPLOYEES & EXECUTIVES, THE COST CAN EXCEED

200%

OF THEIR ANNUAL SALARY

IT CAN TAKE A NEW EMPLOYEE

2 YEARS

TO REACH THE SAME LEVEL OF PRODUCTIVITY AS AN EXISTING STAFF MEMBER

HIGH TURNOVER AFFECTS:

- Overall business performance
- Daily task management & productivity
- Company image & reputation
- Team dynamics

Remember, hiring has become ***more difficult***

2 IN 3

BUSINESSES ARE STRUGGLING TO FILL VACANCIES

We're Hiring!

WHY DO STAFF LEAVE?

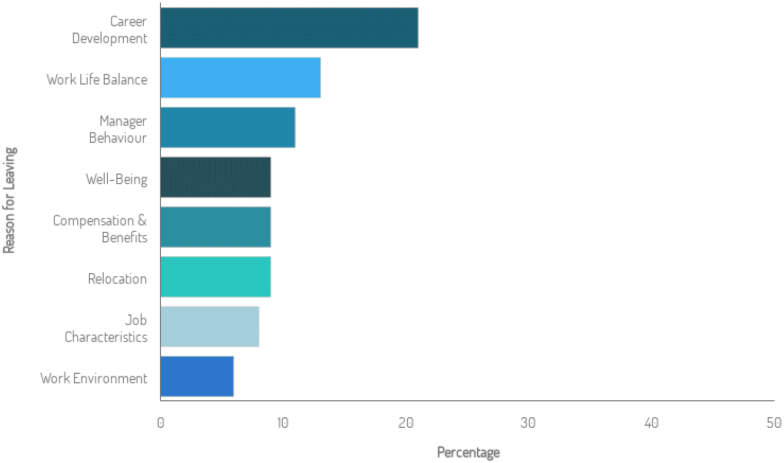
Take a look at the reasons employees most commonly give for leaving for a new job.

Remember,

77%

OF STAFF TURNOVER IS PREVENTABLE

In a study conducted by The Work Institute, 234,000 exit interviews were analysed to find the most common reasons for leaving a job:



CAREER DEVELOPMENT

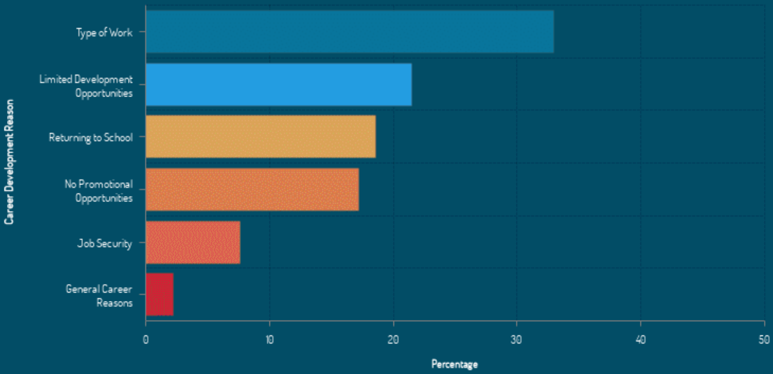
Career development covers the opportunities for growth, achievement and security in any given job.

THIS WAS THE MOST COMMON COMPLAINT, WITH

21%

OF RESPONDENTS CITING IT AS A REASON FOR LEAVING

Career Development - Most Common Explanations in Exit Interviews



70%

OF HIGH RETENTION RISK EMPLOYEES SAY THEY'LL LEAVE THEIR JOB TO ADVANCE THEIR CAREER

Things You Can Do As a Business

- Allot time for development
- Create personal development plans
- Carry out 1 to 1's with staff regularly
- Set clear learning goals & targets

DEDICATE

10%

OF EMPLOYEE WORK TIME TO PERSONAL & PROFESSIONAL GROWTH

- Recognise accomplishments
- Encourage internal promotion & progression

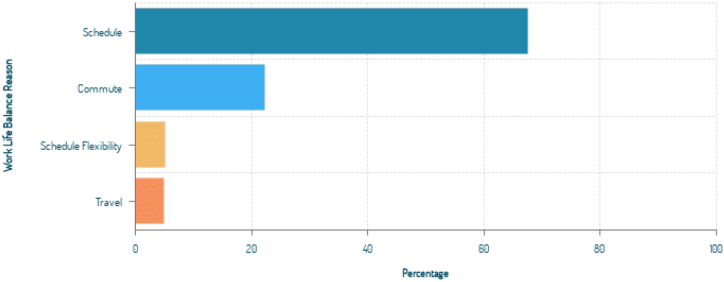
WORK LIFE BALANCE

Work life balance is the division of time between working, and family or leisure activities. Factors such as work scheduling & commute lengths can play a part in employees feeling dissatisfied with this.

13%

OF RESPONDENTS SAY WORK LIFE BALANCE IS THEIR MAIN A REASON FOR LEAVING

Most Common Issues with Work Life Balance



Things You Can Do As a Business

Offer remote working & telecommuting

Introduce flexitime options

Promote health and wellbeing initiatives

Encourage employees to avoid working after hours

Make sure employees take regular breaks

Offer more holiday allowance

COMPANIES THAT SUPPORT REMOTE WORK HAVE

25%

LOWER TURNOVER

77%

OF EMPLOYEES REPORT BEING MORE PRODUCTIVE AWAY FROM THE OFFICE

MANAGER BEHAVIOUR

People don't leave jobs; they leave bad managers. Find out how your managers could be driving staff away.

11%

OF RESPONDENTS SAY MANAGER BEHAVIOUR IS WHY THEY LEFT THEIR JOB

55%

OF BRITS SURVEYED HAD LEFT A JOB DUE TO BAD MANAGEMENT

The Anatomy of a Bad Manager

Below are the most common problems had with managers when asked in exit interviews.

UNPROFESSIONALISM
35%

POOR EMPLOYEE TREATMENT
17%

POOR COMMUNICATION
8%

LACK OF SUPPORT
18%

POOR GENERAL BEHAVIOUR
12%

INCOMPETENCE
7%

UNFAIRNESS
2%

UPPER MANAGEMENT ISSUES
2%

Things You Can Do As a Business

Refine your hiring process to get the right managers

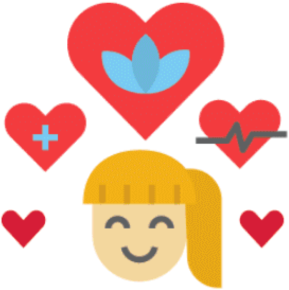
Provide comprehensive management training for new managers

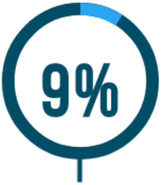
Give managers the resources they need to succeed

Provide feedback to managers on performance

WELLBEING

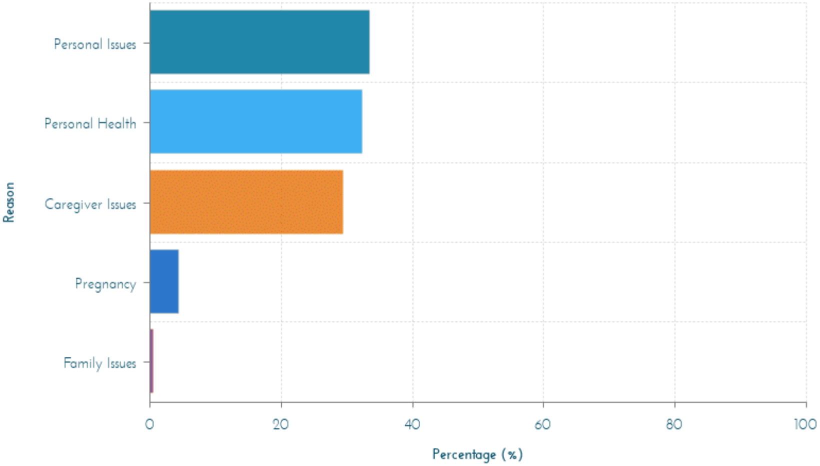
Wellbeing is a broad category, covering a range of physical, emotional, and family related issues. Employees may wish to take better care of themselves or their families, and find their job is getting in the way.





OF RESPONDENTS SAY WELLBEING IS THEIR MAIN REASON FOR LEAVING

Most Common Issues with Wellbeing



Things You Can Do As a Business

12
1
2
3
4
5
6
7
8
9
10
11

Be accommodating to employee personal circumstances

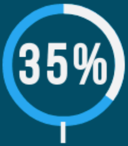
Check in with employees going through a difficult time

Offer flexibility or part-time work

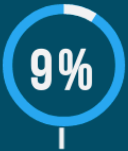
Allow employees to take leave for major life events & issues

COMPENSATION & BENEFITS

It's probably unsurprising, but inadequate pay and benefits are still reasons that employees might be tempted to jump ship.

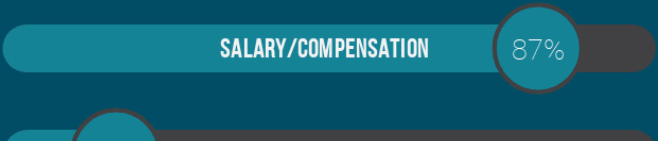


OF EMPLOYEES WILL LOOK FOR A NEW JOB IF THEY DON'T GET A PAY RISE IN 12 MONTHS



SAID PAY & BENEFITS WERE THEIR MAIN REASONS FOR LEAVING

Most Common Issues with Compensation & Benefits



12% BENEFITS

1% OTHER

Things You Can Do As a Business

- Match salaries to market rates
- Reward employees for great performance
- Conduct regular salary reviews
- Pay staff equally & fairly

Incentives Your Staff Will Love

- PAID SICK LEAVE
- COMPANY PENSION
- FLEXIBLE WORKING & TELECOMMUTING
- HEALTH & WELLBEING PROGRAMMES
- GENEROUS HOLIDAY ALLOWANCE
- TEAM BUILDING ACTIVITIES

- Have clear plans & processes for pay progression
- Offer better incentives & perks

50%

WOULD LEAVE THEIR JOB FOR BETTER BENEFITS

WHEN REFUSED A PAY RISE,

72%

OF WORKERS DO NOT ACCEPT THE RATIONALE

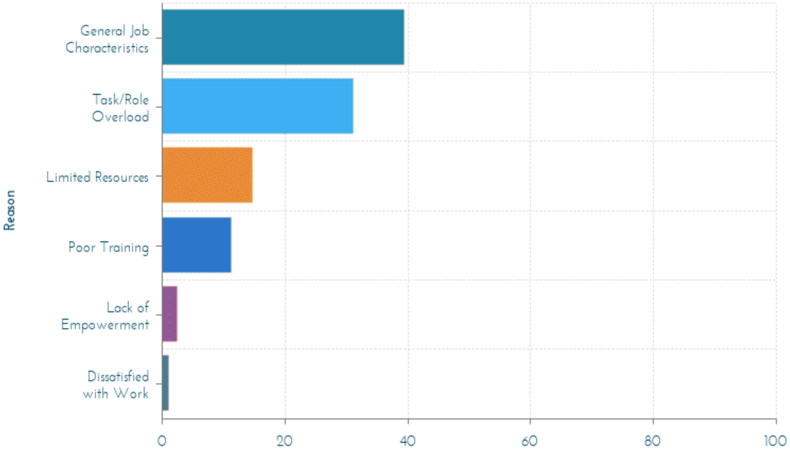
JOB CHARACTERISTICS

This category covers ownership and enjoyment in work. If your employees aren't engaged and dislike their work, it's far more likely that they will leave.

8%

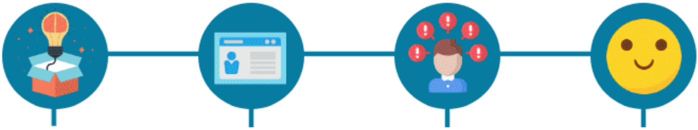
OF RESPONDENTS SAY JOB CHARACTERISTICS ARE THEIR MAIN REASON FOR LEAVING

Main Issues With Job Characteristics



Percentage (%)

Things You Can Do as A Business



- Offer new challenges to prevent employees becoming bored
- Have very clearly defined job roles & expectations
- Set reasonable workloads that don't overwhelm staff
- Regularly meet with employees to discuss if they're happy with their role

WORK ENVIRONMENT

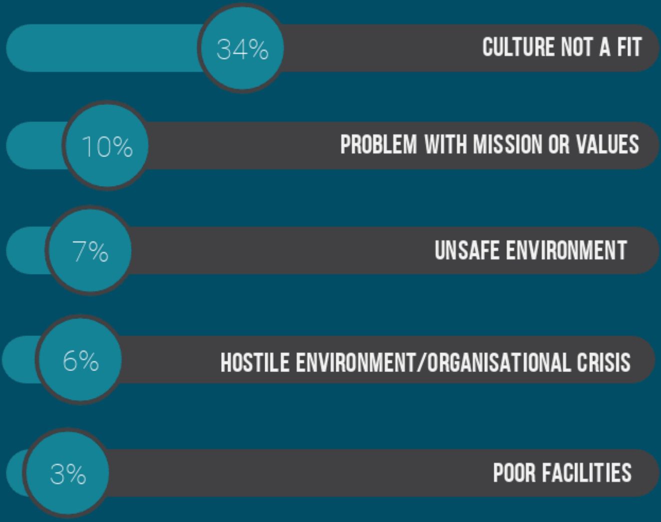
You don't want your employees to be unhappy every moment they're in work. Cultivating a pleasant work environment - both physically and culturally - is key to ensuring this isn't the case.

6%

SAID THE WORK ENVIRONMENT WAS THEIR MAIN REASON FOR LEAVING

Main Issues With Work Environment

36% PROBLEMATIC CO-WORKERS



Things You Can Do As a Business

- Have a dispute resolution policy to deal with conflicts
- Design a comfortable office environment
- Build values & culture with employee feedback
- Try team building activities to improve team morale

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