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The Little Things?

They are not little

Some tips on how to keep your top talent on board in the workplace otherwise known as an employee retention guide.

Some Companies have the following five simple steps to keep their top performers:

1. Give employees the responsibility and authority to get things done;
2. Treat employees with empathy, attention and respect. (otherwise known as the “EAR” approach);
3. Provide feedback on performance and recognise achievement;
4. Dedicate thought and resources to promote high morale in the workplace;
5. Hire the right people (the “shoe must fit the workplace” approach).

See below some examples of low cost ways to keep your staff:

- Send out personalised thank you notes;
- Send out personalised voicemails/messages from Management team;
- Periodic days off to recognise good performance;
- Spot rewards (e.g. gift certificates for completion of large projects or a meal voucher);
- Recognise professional milestones, that is celebrate a promotion or years of service by means of a certificate framed and handed to the employee;
- Send out get well cards/flowers when they are in hospital;
- Send out birthday cards or what’s app messages for their days of celebration;
- Send out a bereavement card for a death in the family or nominate someone to attend the funeral service;
- Remember your manners and always say PLEASE, THANK YOU and SORRY when applicable.

The six professional motivators are as follows:

- ❖ Acknowledgement and respect;
- ❖ Camaraderie and fun;
- ❖ Compensation;
- ❖ Flexibility and time off;
- ❖ Increased responsibility and challenge;
- ❖ Personal development

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Some other fun examples are as follows:

- Support casual day;
- Prepare a breakfast for the office;
- Ice-cream Thursdays;
- Cupcake Wednesdays;
- Make tea or coffee for someone in the workplace;

Always encourage training, development and personal growth by the following:

- Create mentoring programs;
- Create on going performance feedback programs;
- Ensure every employee has the tools to achieve their professional goals;
- Support study leave;
- Afford the employees the ability to attend training if it is related to their work;

We also need to provide an environment of trust in the workplace:

- ✓ Have a suggestion box;
- ✓ Provide them with a problem-resolution policy/grievance policy;
- ✓ Implement an OPEN DOOR COMMUNICATION policy;
- ✓ Provide the employees with newsletters and regularly update them on management communications and positive feedbacks.

Lastly, we need in our retention and succession planning to ensure that we have full baskets in the workplace and we need to create a specific model job that defines the following of each employee:

B - Behaviour

A - Attitude

S - Skills

K - Knowledge

E - Experience

T - Talent

Kind Regards

Trish Ryan

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