

Trends in Engagement and Retention

Iulia Buciuman



Engagement And Retention Trends Survey



Commit. Engage. Excel.

About TalentKeepers

Leader in:

- Award-winning engagement and retention solutions
- Proven results in boosting performance, retention, service and business metrics



Representative Organizations We Helped Engage and Retain Valued Talent



Our Purpose Today

What are the market trends in keeping the best employees?

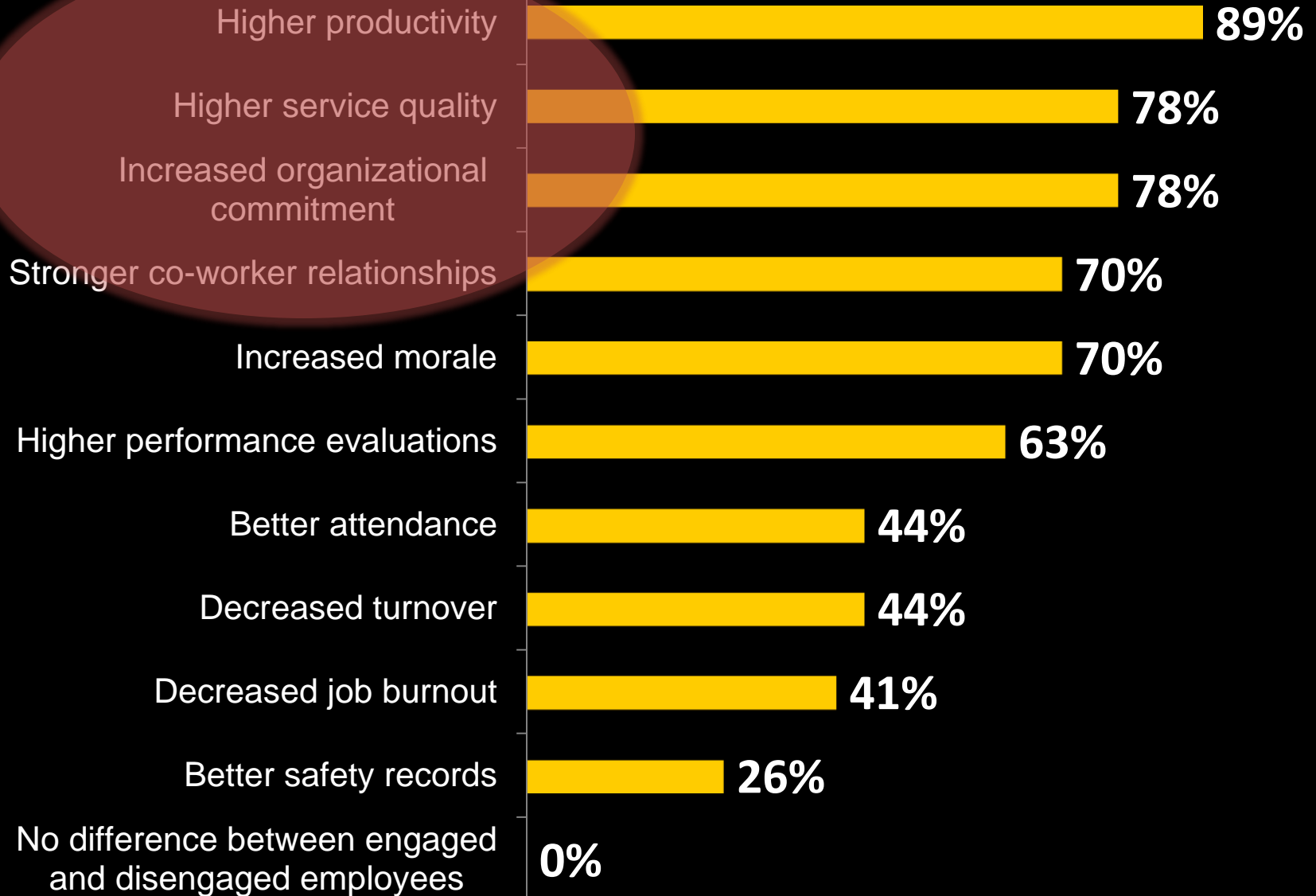
Agenda

- How does it matter?
- Why and when are employees leaving?
- What are the today strategies of engagement and retention?
- What can we do?
- Solution spotlight : the first 90 days

How does Employee Retention & Engagement Matter?



Engaged compared to disengaged employees have

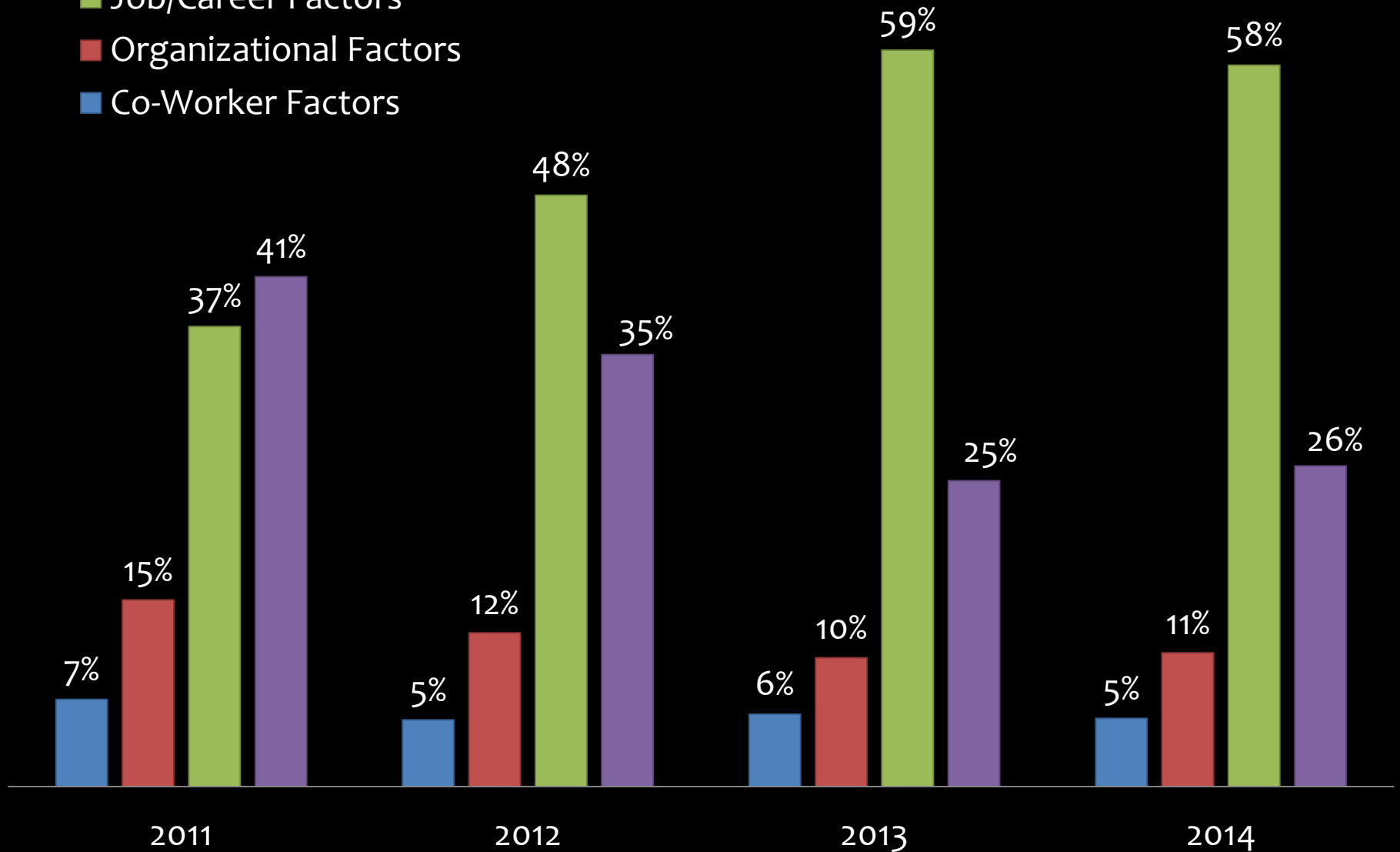




**WHY & WHEN
are employees leaving?**

Excluding pay, what factors are driving unwanted turnover?

- Leadership Factors
- Job/Career Factors
- Organizational Factors
- Co-Worker Factors



Why are people leaving?

RO

Job/Career

Leadership

Organization

Co-Worker/Team

When does the highest turnover occur?



RO

During initial
training

Within first 90
days

Around 6
months

Around 1 year

Around 3
years

More than 5
years

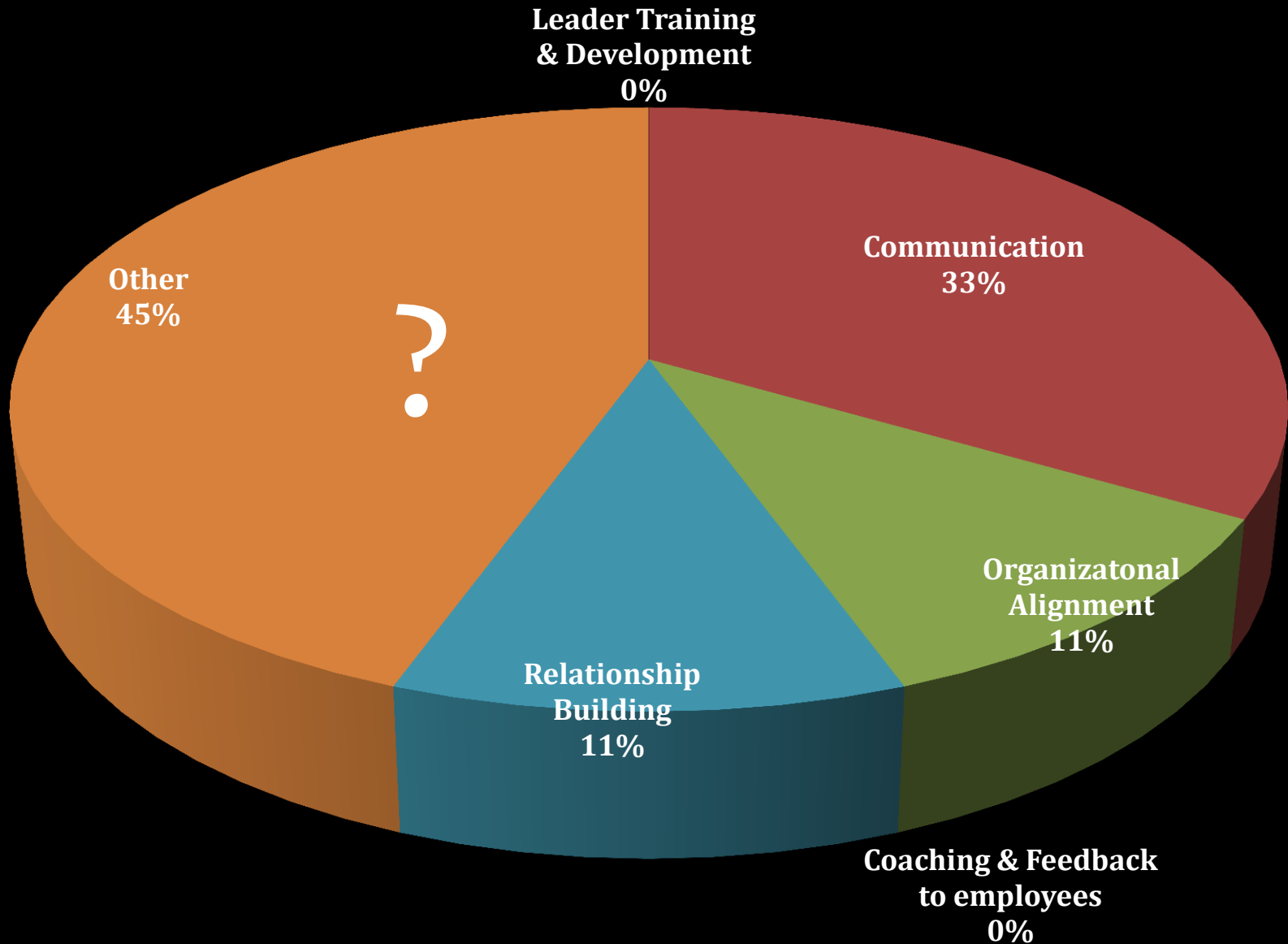
The Biggest Reason New Hires Leave Organizations within the First 12 Months

A blue wavy graphic element in the top right corner.

RO

What leadership factor of this strategy could be improved?

RO



Most frequently cited practices to engage and retain employees in 2013

RO



focus..?
efficiency?

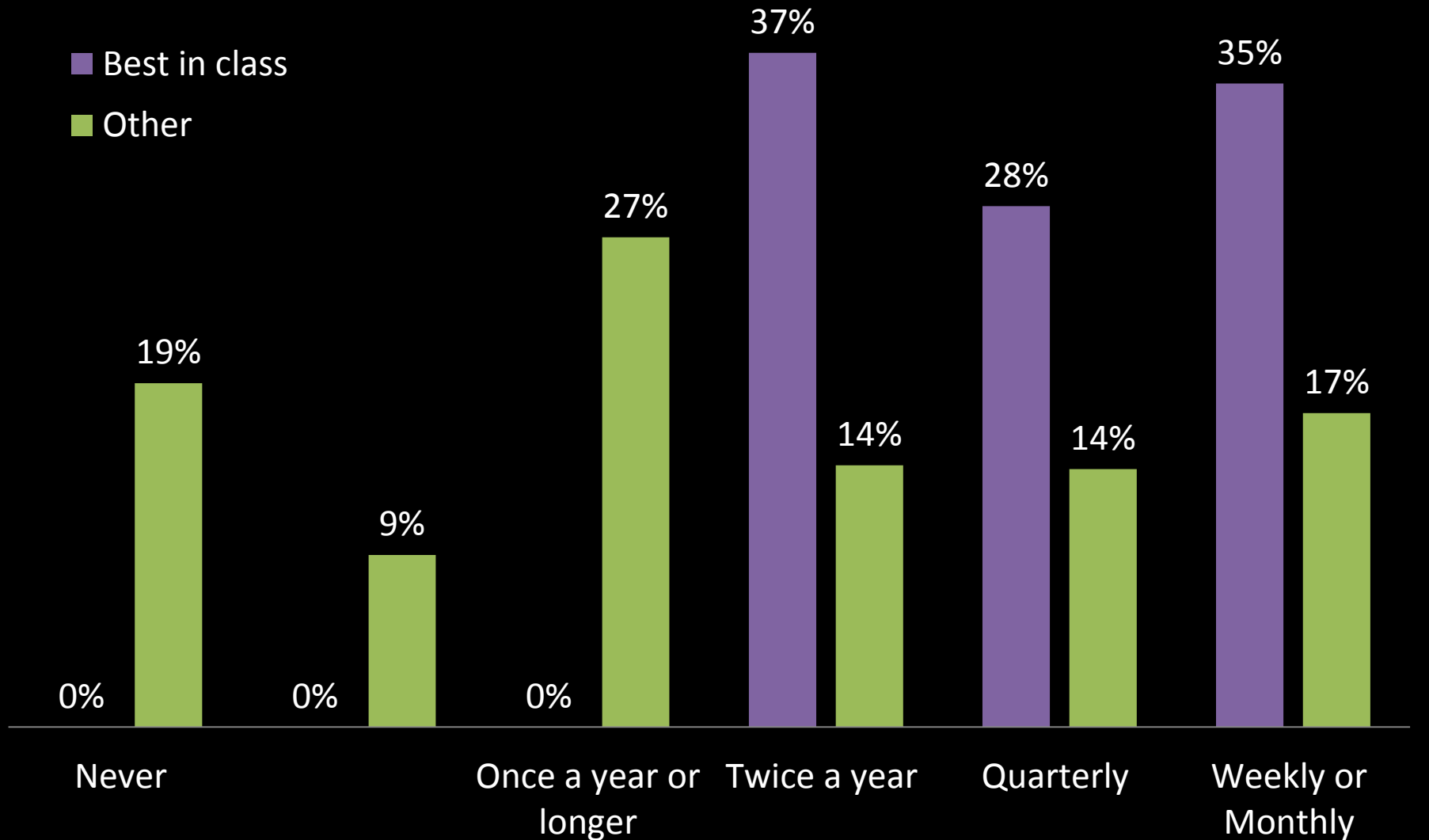
A low-angle shot of a roller coaster car with yellow and red cars carrying passengers over a red track against a blue sky. The car is yellow with red accents and has the word "PORT" on its side. It is carrying several passengers, some of whom are waving. The track is red and curves upwards. The background is a clear blue sky.

**Communication Shapes an
Employee's Experience,
Beliefs, Expectations,
Trust and More**

How often **DO YOU have** quality conversations with your employees?

How often **they say** you have quality conversations with them?

Excluding Performance Reviews, How Often do Planned Meetings to Discuss Engagement Occur



Leaving or staying decision is

EMOTIONAL

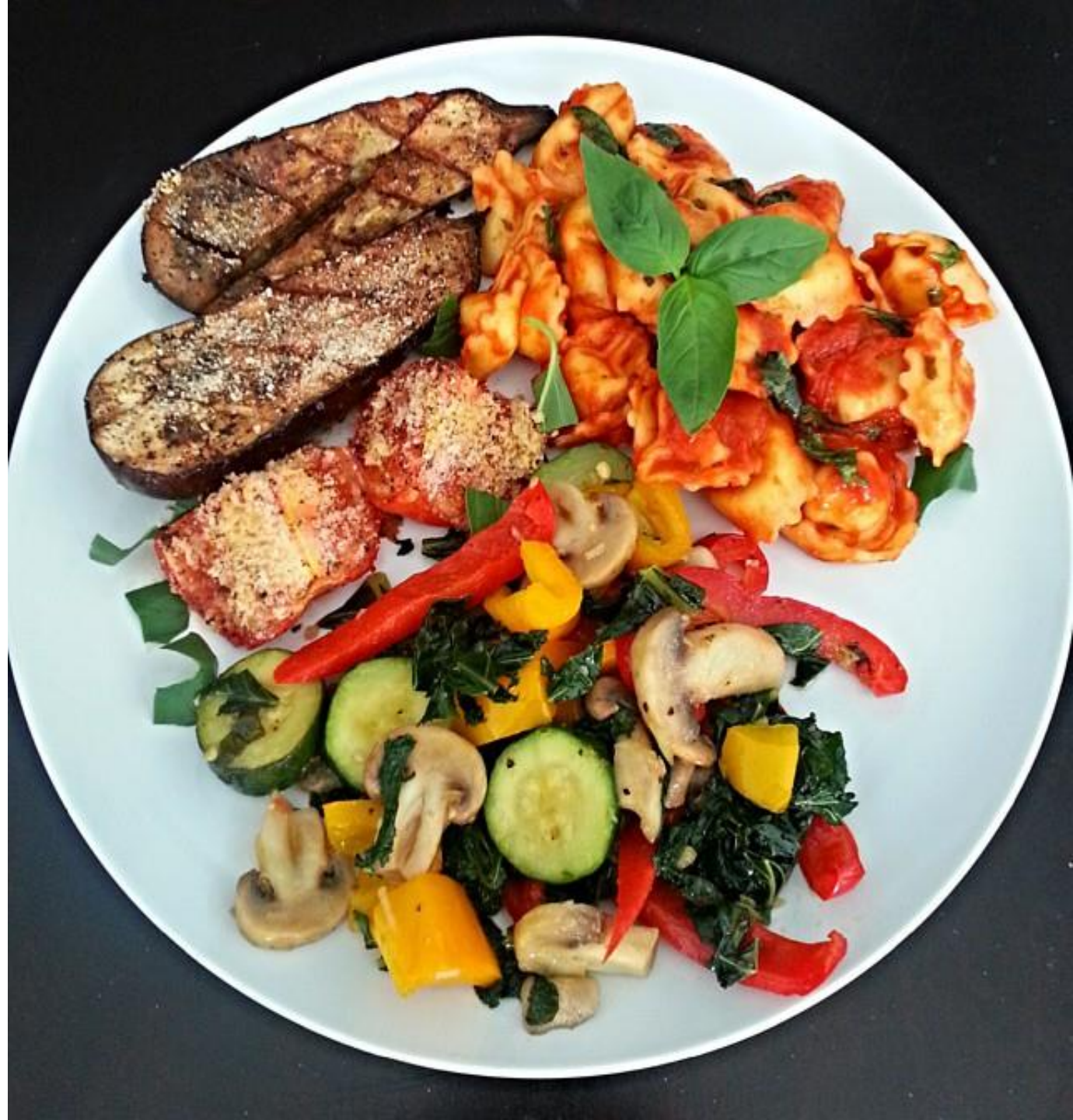


The first 90 days



Onboarding

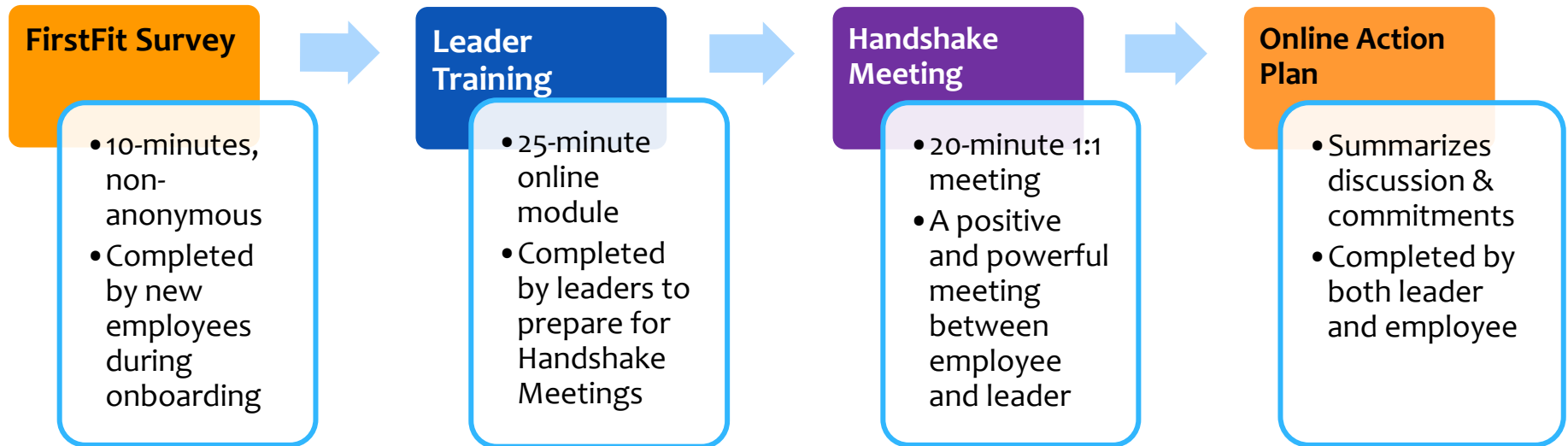
**The
*Friday
Night
Dinner*
Test**



What You Need to Know About Your New Employee!

- *Leader Preferences*
- *Recognition Preferences*
- *Engagement Preferences*
- *Career Preferences*

The Onboard Connection System



Purpose:

1. Build strong 1:1 relationships with each team member
2. Understand each team member's personal work preferences
3. Inspires shared commitment & engagement from team member and leader

CONNECT



Handshake Meeting

Course Map

Glossary

Key Learning Points

Restart Simulation

Save and Exit

ASK about a leader who was good at this talent, or was not good at it.

TIPS:

- Practice effective body language: make good eye contact, sit upright or lean slightly toward the person, avoid folding your arms across your chest. Keep your shoulders square to your team member.

ANNA: She was very honest, and whenever she said she was going to do something, she always did it. I guess you could say she kept her promises and followed through on things. You knew that if you asked for help and she offered to do something for you, then she would. For example, this one time





“Everything speaks.”

Career & Leadership

Open Communication

Create Relations &
Feelings

Build Easy to Follow
Frameworks

Thank you