

Preventing Turnover in the Workplace

Issues important to you - brought to you by the Human Resource specialists at the **Extensis Group**.



Though most employers assume that workers leave the organization because of compensation, many organizations do not truly investigate or understand why some of the best in their workforce choose to work for other companies. In fact, most workers leave their jobs because of miscommunications about expectations, broken promises and excessive workloads.

To prevent turnover, you must first determine your current turnover rate. This will help you decipher how many employees you are truly losing and by what means. To do so, divide the number of employees that were terminated or left the company voluntarily during one month by the number of employees who started during that same month. Beyond this calculation, you should also examine how many employees are leaving your organization voluntarily. For that statistic, divide the number of employees who left your organization within one month for voluntary reasons by the number of employees who were currently working at your organization at the start of that same month. If your turnover rate is significantly higher than your voluntary rate, you are in good shape because your employees are not choosing to leave you; you are choosing to let them go.

Retaining Your Valued Employees

To retain those employees that are hard workers and good assets to your company, consider these recommendations:

- Tell your valued employees how important they are to your organization, and do it often.
- Curtail apprehensions about job security and explain how employees can have a future with your organization.
- Be honest with individuals that are not meeting your expectations.
- Promote a diverse workforce. In addition to race, gender, ethnicity and sexual orientation diversity, hire individuals of various ages, marital and parental statuses, educational backgrounds, personality types and communication styles. Then, encourage your employees to get to know one another to learn more about people who are not exactly like them.
- Create an environment in which employees are accountable for their work and job performance.
- Set goals from all tiers of the organization. Your senior-level employees should be working towards the organization's goals just like your entry-level employees.
- Make your employees accountable for acting in a fashion that supports the organization's values.
- Encourage employees to drive their own success within your organization. If employees have some control in how they advance, they will be more motivated to do so.

- Management should provide feedback on a regular basis to continually motivate and encourage those below them. Also suggest that management focus more on one-on-one interactions with their subordinates as opposed to the formality of performance review forms and scheduled reviews.
- Do not reward those who do not deserve it. Rewards should be given as objectively as possible and for unbiased reasons.
- Promote physical, emotional and mental health by offering health screenings and fairs, gym memberships and other employer-sponsored perks.

When a Valued Employee Leaves...

When valued employees choose to leave your organization, conduct exit interviews to determine why they left the company approximately six months later. Within this period of time, employees may gather some perspective as to why they really left and can provide that information you. Employees may also be settled into a new company and are not worried about getting a good reference from your organization. As a result, they can be more honest about the reason(s) for why they left.

During the Hiring Process

When hiring new employees, create a realistic expectation of the jobs they are applying for. If a job will be extremely demanding or stressful, be honest about that fact. If these attributes do not match their personality and values, you may risk losing a solid employee because their expectations and yours were different. Essentially, try to prevent turnover before there is an opportunity for someone to leave.

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