



Expect more.

**Safehands**  
RECRUITMENT

# Talent Retention Checklist

## Who Am I – Rachel Harber



**FCIPD, >20 years HR and Recruitment**

**People Strategy**

**Organisational Review and Recommendation**

**Talent Attraction and Retention Strategy**

**Employee Engagement and EVP**

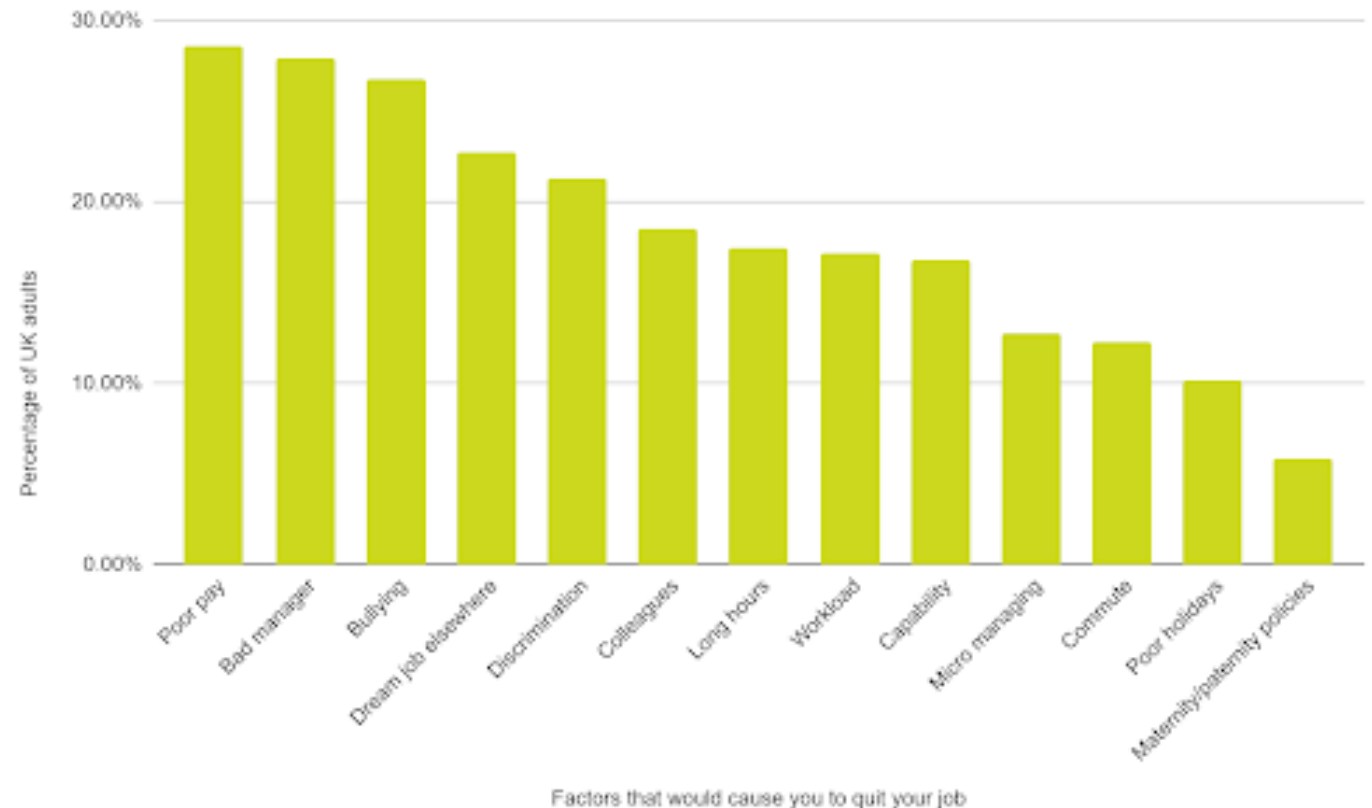
## Some stats

According to SHRM, **47%** of HR professionals said **employee retention** was the top talent management challenge they faced, closely followed by **recruitment at 36%**.

The COVID-19 pandemic, not surprisingly, is a major factor in why many workers are rethinking their employment situation. **38% of professionals** surveyed by Robert Half feel their **career has stalled** since the start of the crisis.

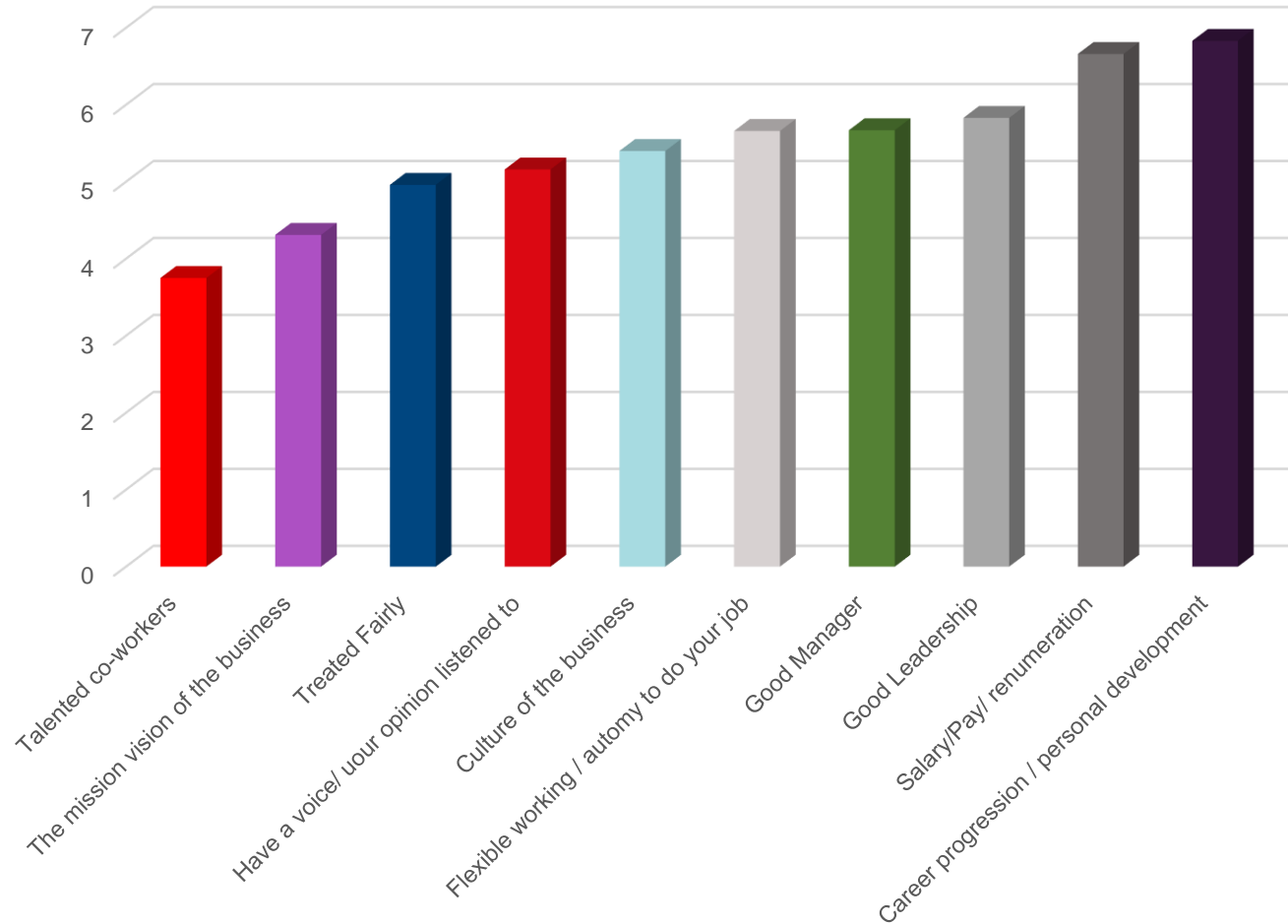
UK **average turnover rate is 15%** (various sources)

- A survey by Censuswide in July 2021 found the following:
- The biggest factors that cause people in the UK to quit their jobs is **poor pay (28.5%)**, a **bad manager (28%)**, **bullying in the workplace (27%)**
- 1 in 5 were not fans of their bosses, describing them as being “annoying”, “mean” and simply - “useless”!



## Some stats

RE Stats – 36% response (should have offered pizza for a better response!)



- **Career Progression** / personal development biggest factor
- **Pay** close second
- **Manager / Leadership** definitely important
- Flex working middle of the road
- Talented co-workers least important

Important to find out from your business / industry what is important

**People are individuals** and are motivated by different things

## Hire Right

- Take your time to understand what you need
- Ensure you recruit what is needed for now
- Include an element of future need
- Onboard well
- Set clear objectives
- Check in regularly
- Consider a mentor
- Identify top talent for progression pathways

## Competitive Salaries and Benefits

- Understand your competitors and what they may be offering your best talent – salaries, benefits, flexibility, career opportunity. Three options to consider:
  - Pay someone who does this all the time
  - Use your recruitment suppliers
  - Gather as much data as you can from job boards and download Hays / Robert Half annual report
- Use the budget well - Don't spend money on 'perks' that no-one uses
- Wellness – keeping employees fit (mentally / physically / financially)

## Good Leaders and Managers

We all recognise good and bad leaders and managers – inspires others, values their teams, investment in people etc.

What do you do when poor Leadership / Management is recognised?

- Don't delay addressing the situation
- Listen and Investigate
- Follow a process and form a solution
- Make a change

Avoid giving Management roles to those who have proven to be poor managers – find another way to retain them!

## Effective Engagement

- Listen and action
- Work that is meaningful
- Opportunity for growth / Training & Development
- Feedback regularly (ideally continuous) – protected time
- Recognition for their achievements
- Flexibility / Autonomy / Balance
- Treated fairly / equitably



## Be Part of Something

- Create a culture
- Celebrate success – even the small milestones
- Regular communications about achievements
- Give people a voice
- Team building and collaboration activities

# Continuous Improvement

- Understand your data
  - Attrition – good and bad
  - Exit interviews
- Ask for feedback
- Address the issues

# How many ticks for your company?

- Hire Right
- Competitive Remuneration
- Good Leaders & Managers
- Effective Engagement
- Be Part of Something
- Continuous Improvement

# Questions