



# Retention Works! Program Overview



## Retention Works

### Purpose

To provide employers with the tools to help attract and retain quality employees and how to become an “employer of choice.”

## Program Components

- Employee Appreciation
- Good Working Conditions
- Loyalty to Employees
- Tactful Discipline
- Good Wages
- Having A Voice
- Interesting and Challenging Work
- Job Security
- Help with Personal Problems
- Survey Tools

## Program Components

### Employee Appreciation

Employee recognition and appreciation are critical elements of motivating and retaining employees.



## Program Components

### Good Working Conditions

Unhappy employees  
who make demands  
are looking for  
positive feedback  
they are doing a  
good job.



## Program Components

### Loyalty to Employees

Learn four steps to  
earning loyalty  
from employees.



## Program Components

### Tactful Discipline

Understand how to formulate, administer and document employee discipline.



## Program Components

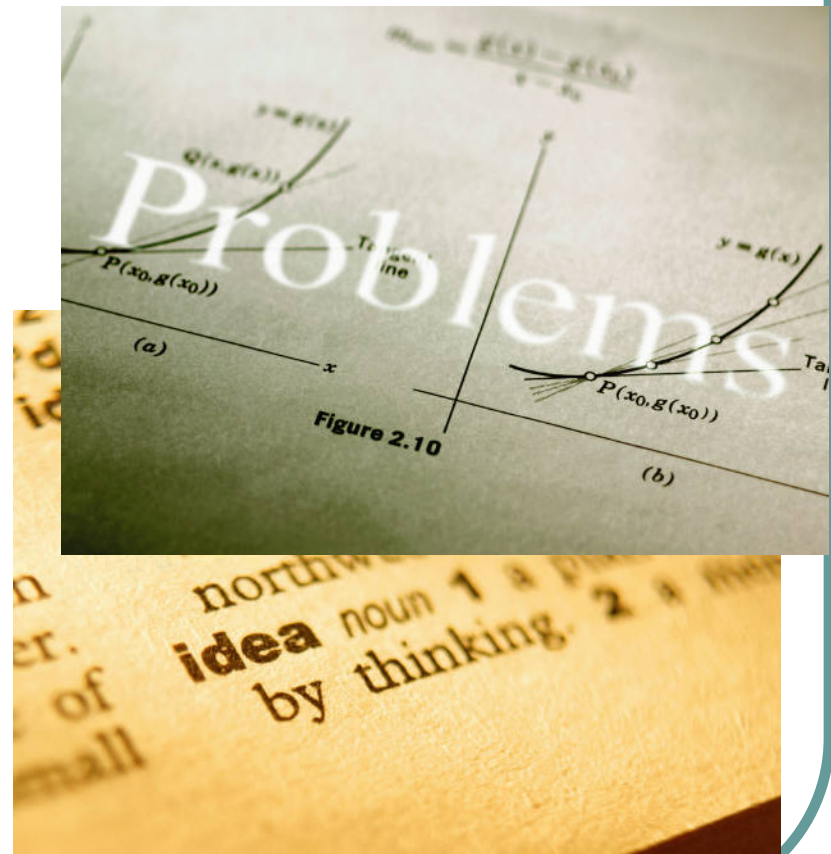
### Good Wages

Comprehend how worker turnover is closely associated with wages and 8 other categories. Learn what you can do to become an “employer of choice.”



## Program Components Having a Voice/Input

Find out how to motivate employees and incorporate a high level of involvement in idea-sharing and problem-solving.



## Program Components

### Interesting and Challenging Work

Money is thought to be the key motivator. The work itself is a stronger motivator than compensation for the work.



## Program Components

### Job Security

Incorporate the seven keys to job security to give you and your company an edge.



## Survey Tools

**There are two Excel documents that contain formulas**

- Employee Survey
- Exit Interview Survey



# Survey Tools

## Employee Survey

Key the number of respondents

**You are invited to participate in our employee survey interview.**  
Your survey responses will be strictly confidential your information will be coded and will

Q1		How long have you worked here?	
Less than 3 months	1	#DIV/0!	
3 months to 1 year	10	#DIV/0!	
1-3+ years	20	#DIV/0!	
4- 6+ years	5	#DIV/0!	
7-10+ years	45	#DIV/0!	
10+years	5	#DIV/0!	
<b>TOTAL</b>		0	

# Survey Tools

## Employee Survey

The % of respondents will appear

**You are invited to participate in our employee survey interview.**  
Your survey responses will be strictly confidential your information will be coded and will

Q1		How long have you worked here?	
	Less than 3 months	1	1.00%
	3 months to 1 year	10	10.00%
	1-3+ years	20	20.00%
	4- 6+ years	19	19.00%
	7-10+ years	45	45.00%
	10+years	5	5.00%
	<b>TOTAL</b>	100	

The total of respondents will appear



# Survey Tools

## Exit Interview Survey

**You are invited to participate in our employee exit interview.**

Your survey responses will be strictly confidential your information will be coded and will remain confidential. **Thank you very much for your time and support.**

Please select the department in which you work

Q1

Administration	<input type="checkbox"/>	#DIV/0!
Advertising	<input type="checkbox"/>	#DIV/0!
Business Development	<input type="checkbox"/>	#DIV/0!
Clerical, Processing	<input type="checkbox"/>	#DIV/0!
Creative, Design	<input type="checkbox"/>	#DIV/0!
Consulting	<input type="checkbox"/>	#DIV/0!
Customer Service, Sales Support	<input type="checkbox"/>	#DIV/0!
Distribution	<input type="checkbox"/>	#DIV/0!
Education/Training	<input type="checkbox"/>	#DIV/0!
Engineering	<input type="checkbox"/>	#DIV/0!
Executive Management	<input type="checkbox"/>	#DIV/0!
Finance	<input type="checkbox"/>	#DIV/0!
Human Resources	<input type="checkbox"/>	#DIV/0!
Information Systems, Information Technology	<input type="checkbox"/>	#DIV/0!
Legal	<input type="checkbox"/>	#DIV/0!
Marketing	<input type="checkbox"/>	#DIV/0!
Merchandising	<input type="checkbox"/>	#DIV/0!
Operations/Production	<input type="checkbox"/>	#DIV/0!
Purchasing	<input type="checkbox"/>	#DIV/0!
R&D/Scientific	<input type="checkbox"/>	#DIV/0!
Research	<input type="checkbox"/>	#DIV/0!
Sales	<input type="checkbox"/>	#DIV/0!
Other: _____	<input type="checkbox"/>	#DIV/0!
<b>TOTAL</b>		0



# Survey Tools

## Exit Interview Survey

**You are invited to participate in our employee exit interview.**

Your survey responses will be strictly confidential your information will be coded and will remain confidential. **Thank you very much for your time and support.**

Please select the department in which you work

Q1

Administration	1	8.33%
Advertising		0.00%
Business Development		0.00%
Clerical, Processing		0.00%
Creative, Design		0.00%
Consulting		0.00%
Customer Service, Sales Support	6	50.00%
Distribution		0.00%
Education/Training		0.00%
Engineering		0.00%
Executive Management	1	8.33%
Finance		0.00%
Human Resources	1	8.33%
Information Systems, Information Technology		0.00%
Legal	2	16.67%
Marketing		0.00%
Merchandising		0.00%
Operations/Production		0.00%
Purchasing		0.00%
R&D/Scientific		0.00%
Research		0.00%
Sales	1	8.33%
Other:		0.00%
<b>TOTAL</b>	<b>12</b>	

The % of respondents will appear

The total of respondents will appear

# Survey Tools

## Exit Interview Survey I felt

	1 Strongly Disagree	2 Disagree	3 Neutral	4 Agree	5 Strongly Agree		1 Strongly Disagree	2 Disagree	3 Neutral	4 Agree	5 Strongly Agree
Q3	Job was challenging					0	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!
Q4	My skills were effectively used					0	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!
Q5	Job orientation was effective					0	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!
Q6	Work load was reasonable					0	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!
Q7	Sufficient resources were available					0	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!
Q8	Work environment was safe, comfortable and appropriately equipped					0	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!

### My Supervisor:

	1 Strongly Disagree	2 Disagree	3 Neutral	4 Agree	5 Strongly Agree		1 Strongly Disagree	2 Disagree	3 Neutral	4 Agree	5 Strongly Agree
Q9	Had knowledge of the job					0	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!

# Survey Tools

## Employee Survey

I felt

	1 Strongly Disagree	2 Disagree	3 Neutral	4 Agree	5 Strongly Agree		1 Strongly Disagree	2 Disagree	3 Neutral	4 Agree	5 Strongly Agree	
Q3	Job was challenging	1		3	6	2	0	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!
Q4	My skills were effectively used						0	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!
Q5	Job orientation was effective						0	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!
Q6	Work load was reasonable						0	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!
Q7	Sufficient resources were available						0	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!
Q8	Work environment was safe, comfortable and appropriately equipped						0	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!

My Supervisor:

	1 Strongly Disagree	2 Disagree	3 Neutral	4 Agree	5 Strongly Agree		1 Strongly Disagree	2 Disagree	3 Neutral	4 Agree	5 Strongly Agree	
Q9	Had knowledge of the job						0	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!

1

1

# Survey Tools

## Employee Survey

### I felt

The % of respondents will appear

	1 Strongly Disagree	2 Disagree	3 Neutral	4 Agree	5 Strongly Agree		1 Strongly Disagree	2 Disagree	3 Neutral	4 Agree	5 Strongly Agree
Q3	1		3	6	2	12	8.33%	0.00%	25.00%	50.00%	16.67%
Q4		1	3	2	6	12	0.00%	8.33%	25.00%	16.67%	50.00%
Q5	2	1	1	6	1	11	18.18%	9.09%	9.09%	54.55%	9.09%
Q6			6	6		12	0.00%	0.00%	50.00%	50.00%	0.00%
Q7				2	10	12	0.00%	0.00%	0.00%	16.67%	83.33%
Q8				1	11	12	0.00%	0.00%	0.00%	8.33%	91.67%

The total of respondents will appear

### Supervisor:

	1 Strongly Disagree	2 Disagree	3 Neutral	4 Agree	5 Strongly Agree		1 Strongly Disagree	2 Disagree	3 Neutral	4 Agree	5 Strongly Agree
Q9						0	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!

## **Retention Works** **for your organization**

There are many aspects to attracting and retaining employees.

**Retention Works** gives you the background information and the tools that will lead to strategies for you to be recognized as an “employer of choice.”