



# Employee Retention Strategies for Keeping **TOP Talent**



Your People. Discover. Engage. Evolve.

Presented by:  
Alfio Carroccetto, Senior Consultant



“There are only three measurements that tell you nearly everything you need to know about your organization’s overall performance: employee engagement, customer satisfaction, and cash flow... It goes without saying that no company, small or large, can win over the long run without energized employees who believe in the mission and understand how to achieve it.”

- Jack Welch, former CEO of GE

“I consider my ability to arouse enthusiasm among men the greatest asset I possess. The way to develop the best that is in a man is by appreciation and encouragement.”

– Charles Schwab

“Employees who believe that management is concerned about them as a whole person – not just an employee – are more productive, more satisfied, more fulfilled. Satisfied employees mean satisfied customers, which leads to profitability.”

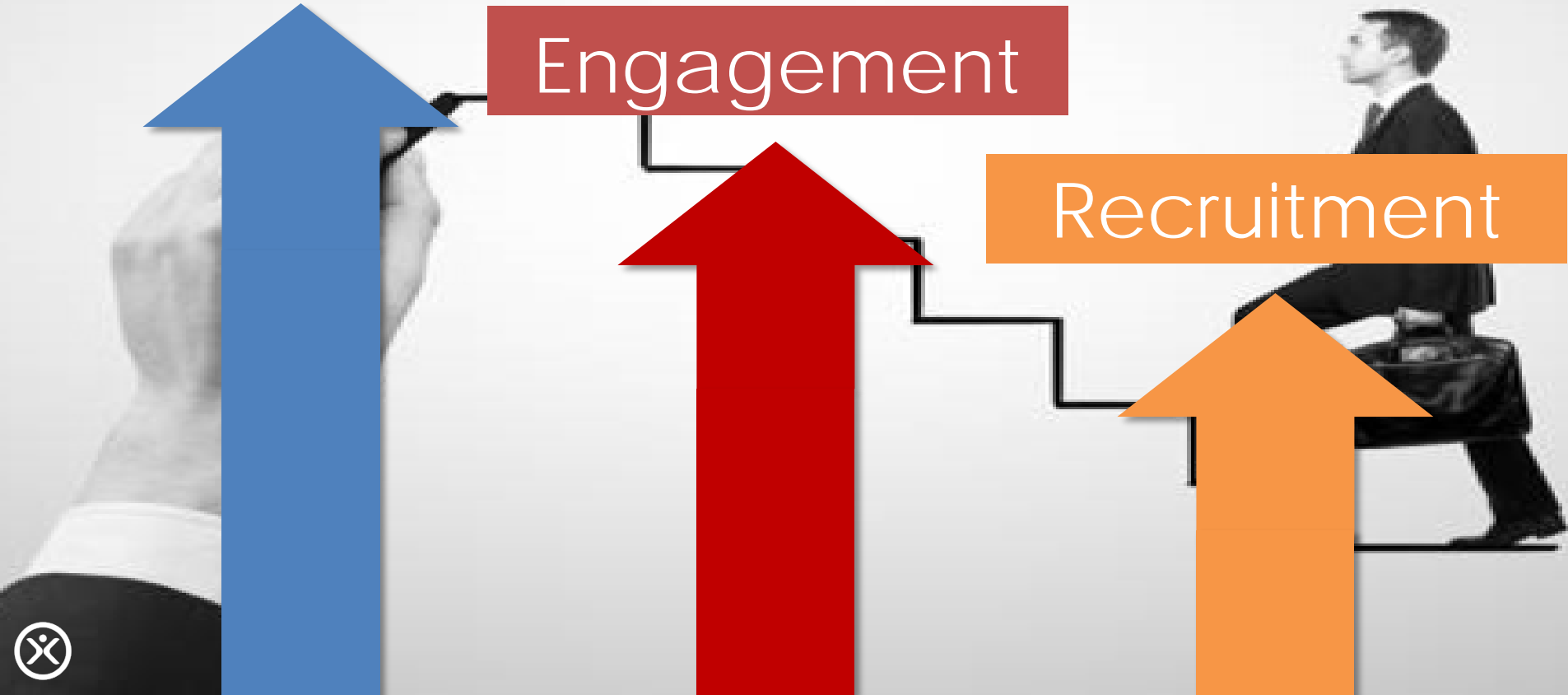
- Anne M. Mulcahy, former CEO of Xerox



Retention

Engagement

Recruitment



# Understanding the Behaviors of Success

## 4 Key Behavioral Constructs That Drive Employee Retention

Assertiveness

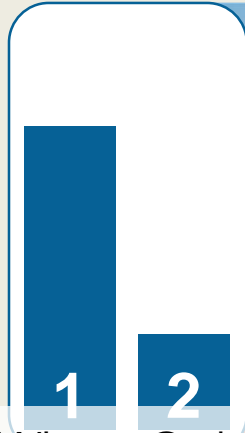
Communication style

Pace and adaptability

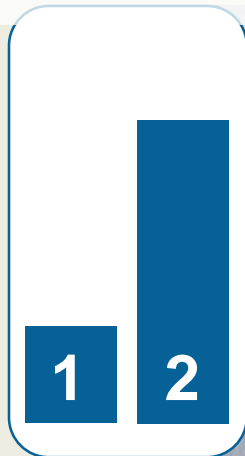
Need for structure



# Level of Assertiveness



When Columns 1 = 2: Cooperative



## Column 1: “Me” Oriented

- Ambitious / driven / risk-taker
- Competitor / keeps “score”
- Comfortable with conflict
- Assertive leader

## Column 2: “We” Oriented

- Cautious / risk-averse
- Supportive / helpful / accommodating
- Works on team’s goals
- Team player / can be a mentor



# Level of Assertiveness | Retention Strategies



## Column 1

- Let them set their own goals
- Reward financially
- Provide attainable performance incentives



## Column 2

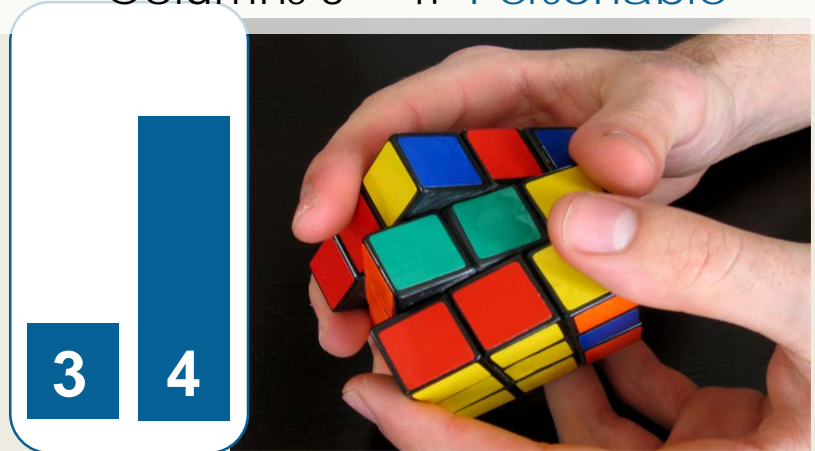
- Set goals as a team
- Reduce professional risk (compensation)
- Help avoid conflict (hiring and firing duties)



# Communication Style



Columns 3 = 4: **Personable**



## Column 3: **Loves the Spotlight**

- People-person / socially-oriented
- Networker
- Enthusiastic and empathetic
- Needs to be liked / praise / recognition
- Better talker than listener

## Column 4: **Shies away from the Spotlight**

- Thinker / analytical / objective
- Practical / realistic
- Good listener and observer
- Task-focused
- Direct, possibly blunt



# Communication Style | Retention Strategies



## Column 3

- Praise publicly
- Allow for open dialogue
- Likes to be heard, so listen intently when appropriate

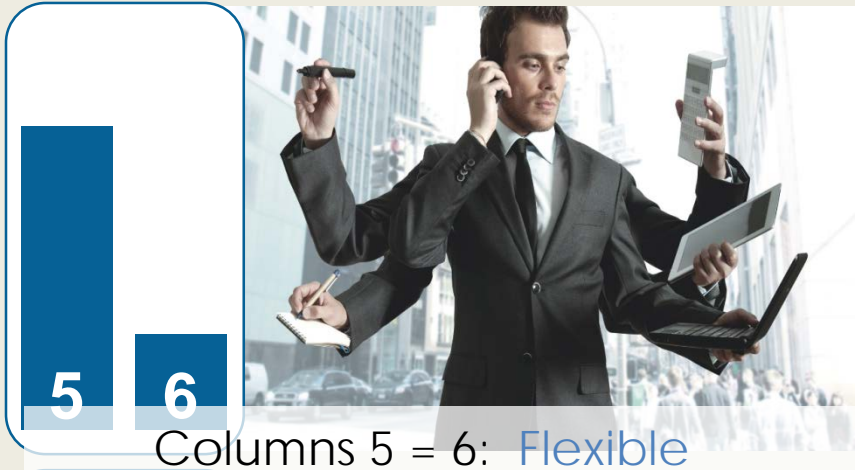


## Column 4

- Praise in private
- Provide a place to work quietly
- Support company decisions with facts



# Pace



## Column 5: Likes Variety

- Quick-paced
- Multi-tasking
- Bored easily
- Handles interruptions and changes easily

## Column 6: Structured

- Methodical / routine-oriented
- Task focused
- Organized / orderly
- Thorough / cannot let things go unfinished

# Pace | Retention Strategies



## Column 5

- Allow to work on their own schedule
- Provide variety (projects, locations, etc.)
- Provide many, short term goals/projects



## Column 6

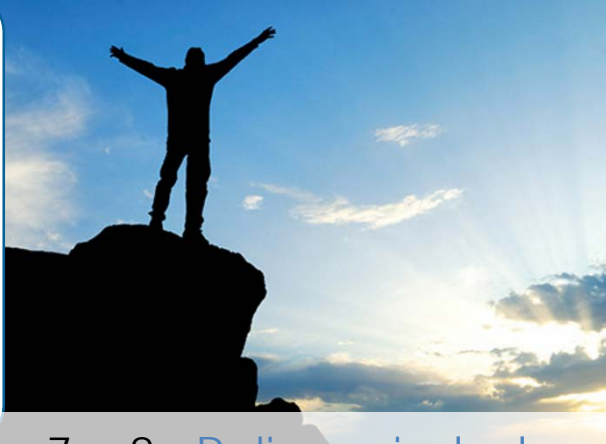
- Provide a method
- Do not interrupt unless absolutely necessary
- Provide long term projects



# Need for Structure

7

8



Columns 7 = 8: Policy-minded

7

8



## Column 7: Likes Independence

- Self-critiques / self-manages well
- Views the big picture
- Delegates
- Decisive
- Resilient to rejection and criticism

## Column 8: Likes Structure

- Needs guidelines
- Follows rules and policy
- Detail-oriented, accurate
- Sensitive to criticism and rejection
- Wants to be right, perfectionist

# Need for Structure | Retention Strategies



## Column 1

- Allow to delegate/manage
- Support open-thinking and new ideas
- Do not over burden with details



## Column 2

- Provide the details, be very clear
- Maintain a structured work place
- Help overcome failure







Conditionally Engaged

Actively Engaged

33%

50%

Actively Disengaged

17%







# omnia<sup>®</sup>

Your People. Discover. Engage. Evolve

*For more information contact:*

**Alfio Carroccetto**, *Senior Consultant*

800-525-7117 ext. 1244

[ACarroccetto@OmniaGroup.com](mailto:ACarroccetto@OmniaGroup.com)

[WWW.OmniaGroup.com](http://WWW.OmniaGroup.com)



omniagroup



omniagroup



the-omnia-group



TheOmniaGroup