

# 10 Ways to Retain Good Employees

Susan Lowman-Thomas  
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Employee retention is a critical factor in providing superior customer service and being profitable. Ten key ways to retain good employees will be shared with participants.

Objectives will include:

- learning how to connect right away with new employees;
- learning how to recognize when employees are headed toward disengagement; and
- learning how to assess and rework retention strategies.

## 1. Make expectations clear

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Employees need to know what is expected of them, both in terms of job duties and expected performance. I can help make expectations clear by doing the following:

## 2. Listen and listen some more

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Employees want to know that someone cares. Active listening is the easiest way to do that. I can listen more skillfully and recognize potential disengagement by observing signs like the following:

### 3. Give feedback every day

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Employees want to know how they are doing...every single day. I can give daily feedback by doing the following:

### 4. Model the behavior you want

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Employees treat customers the way they are treated. The Golden Rule applies here. I can model the desired behavior by doing the following:

## 5. Train and keep good managers

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Employees need to be led by compassionate, skilled managers. I can help make sure our managers are top-notch by doing the following:

## 6. Build and maintain a team

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Employees want to belong to a high functioning team. I can help build and maintain a great team by doing the following:

## 7. Train, train, train

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Employees thrive when they learn and grow. I can help them expand their skills, confidence, and loyalty by doing the following:

## 8. Let employees make decisions

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Employees are more engaged when they make decisions. I can help them make sound, appropriate decisions by doing the following:

## 9. Know when to end something and do it

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Employees need to trust you to end something that isn't contributing to the group's goals, whether it is a policy or an employee relationship that is poisoning the workplace. I can learn how to end something correctly by doing the following:

## 10. Give good incentives

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Employees are energized by incentives, which don't always have to be money. I can help provide incentives by doing the following: