

EMPLOYEE RETENTION

Strategies on Retaining Talent in Trying Times

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Agenda

- Meet the presenter
- Ice breaker: Hobbies
- What is retention?
- Papal Encyclicals
- 6 Key Retention Efforts
- Successful Stories
- Key takeaways
- Call to action

Faith

- Wife & Mom
- Catechist & Youth Leader
- EMHC
- Sacristan
- Transformed in Love (Pre-marital Prep)

Education

- 2012 – BA in Interpersonal and Organizational Communication
- 2017 – PHR
- 2019 – MS in Management in HR Management

Professional

- 2010 – Bookkeeper & HR Coordinator (San Isidro)
- 2016 – HR Generalist (ADOM Pastoral Center)
- 2019 – HR Manager (Catholic Charities)
- 2021 – HR Manager (Covenant Living)

The image features a white background with two large, solid orange geometric shapes. On the left, a trapezoidal shape is partially visible, extending from the edge towards the center. On the right, a larger trapezoidal shape is positioned, also extending from the edge towards the center. The text 'What is your hobby?' is centered between these two shapes.

What is your hobby?

Retention

- Employee retention is the ability of an organization to retain its employees and make sure the sustainability of employees.
- Employee retention can be represented by a simple statistic.
- Employee retention is also the strategies employers use to try to retain the employees in their workforce.

https://en.wikipedia.org/wiki/Employee_retention

The Challenge with Retention

- We think of the competition, or we think there's nothing we can do.
- There's no magic trick
- We think we can *make* them stay.
- You create an environment in which they want to stay, freely.

Rerum Novarum

Pope Leo XIII, 1891

- Human dignity - not production machines.
- Employers:
 - Must not treat humans as money-making machines
 - Is to provide suited work considering the employees strength, age, and gender
 - Should not expect long work hours
 - Should give time to rest - proper rest for soul and body
 - Should provide a safe environment
 - Should provide a moral environment

Laborem Exersens

Saint John Paul II,
1981

- A man fulfills his humanity through work thus work was created for man.
- The purpose of work does not have meaning if man is not the subject.
- Work & Toil
 - *"Work is a good thing for man-a good thing for his humanity-because through work man not only transforms nature, adapting it to his own needs, but he also achieves fulfilment as a human being and indeed, in a sense, becomes "more a human being"."*
 - Suggests that toil is necessary for the benefit of human nature.
- Labor over Capital

Laborem Excersens

Saint John Paul II,
1981

- Spirituality of Work
 - Imitate God: Creation was God's work. Rest was part of the Creation of the world.
 - Imitate Christ: human work (craftmanship)
 - Disciples and Apostles different trades
 - Women workers
 - Unite with Christ's Passion: Accept work like Christ accepted the Cross.



6 Key Retention Efforts

- Each employee is different, learn how they understand appreciation
 - 5 Love Languages at Work
 - Words Of Affirmation
 - Acts of Service
 - Quality Time
 - Gifts (Reward Programs)
 - Physical Touch (High Fives, Fist bumps, Handshakes)
 - Personality tests (4 Temperaments, Myers-Briggs, Clifton Strengths)
- Simply say “Thanks” for just doing their job. Many people go to work and don’t. If they did do the work, simply say thank you.
- Find out their interests/hobbies
 - Movies, camping, rollerblading, ballroom dancing, scuba diving or snorkeling

Appreciation

- Lead by example
 - How to respond, plan, and navigate situations
- Notice your own behaviors, reactions, and non-verbal communication
 - Tone of voice and body language
- Invitation:
 - What behaviors can I do better?
 - How can I lead myself better?

Self-Leadership

- Clarity on expectations
 - 1:1 meetings go a long way
 - Level set expectations
 - Create an agenda and lead the meeting
 - Open the conversation for feedback (both ways)
 - Add Start – Stop – Continue
 - End the meeting with an Action Plan
 - Set goals
- Keep them informed of decisions that will be made - don't blind side the
- Communication Styles
 - Making feedback feel safe and not accusatory

Communication and Transparency

- Seek and support their development and training opportunities
 - It shows you care about their growth and success
- Miami-Dade Public Library – Lynda.com (Free)
- Broward County Public Library – edX (Free)
- Free Webinars (Ex: HRCI)
- Faith-based training and information
 - Ascension Press
 - EWTN Website
 - Catholic Social Media

Training and Development

- Build relationships
 - Establish rapport
- They will get the work done
- Do not micromanage
 - Sends a message of distrust
 - “I’m not good enough”
 - “I’m not valued”
 - “I’m not trustworthy”

Trust

- Respect and courtesy
- Greetings and acknowledgments
 - “Good morning”
 - “Good afternoon”
- Motivate – be their cheerleader.
- Servant leadership

Respect & Dignity



Success Stories



Key Takeaways

Call to Action

- Start with appreciation
 - Begin noticing their reaction to how you show appreciation
 - Ask them how they like to be appreciated
 - Take a personality test to know your own
 - Create a team building activity
 - Invite them to take it and share it with you
- Self-leadership
 - Think about what behaviors where I have the opportunity to improve
- Schedule 1:1 meetings
- Begin fostering the relationships to establish trust and rapport.
- Treat them with respect and dignity

Thank you 😊