Today's Agenda

- What is driving retention in today's workforce?
- What is a "high performance culture" & why is relevant?
- How to successfully implement a high performance culture to drive retention.

What Do You Think?

- Why are employees leaving?

- Why do employees stay?

- What program or initiative would have the biggest impact on retention?

What is Driving Retention in today's workforce?

Harvard Business Review

The Manager relationship accounts for **63% of variance in Employee engagement**

Harvard Business Review

Groups that identify and educate the right people for managerial jobs **generate about 48% more profit** for their company than average managers

Gallup

More than 3/4 of Americans believe their boss establishes the culture, while only **36% believe their manager has leadership skills**

LinkedIn

Only **26%** of managers say they're **highly skilled** at fostering individual and team engagement

Workhuman

85% of workers who have weekly check-ins with their Manager **report higher levels of engagement**

High Performance Cultures

A DEFINITION

"A physical or virtual environment designed to make workers as effective as possible in supporting business goals and providing value" (Gartner).

MEASURING SUCCESS

"Organizations that have made a strategic investment in employee development report 11% greater profitability and are twice as likely to retain their employees" (Gallup).

POSITIVE CYCLE

"Simply adding a star performer to a team boosts the effectiveness of other team members by 5-15%" (Harvard Business Review).

Why is this important?

MISSION ALIGNMENT

"Employees who believe that their company has a higher purpose over just making a profit are 27% more likely to stay at their current organization" (TINYpulse)

ROLES DEFINED

"Employees are 23% more likely to stay if their manager clearly explains their roles and responsibilities" (TINYpulse)

GROWTH OPPORTUNITIES

"87% of millennials had expressed that professional growth and development opportunities were among their top priorities" (Gallup).

4 Key Components of a High Performance Culture

01 **Alignment**

02 **Awareness**

03 **Adaptability**

04 **Accountability**

4 Key Components of a High Performance Culture

01 Alignment

Mission, Vision, Values.

- Leaders exhibit strong leadership competencies & behaviors and reinforce mission, vision, values
- Employees feel connected to company mission and vision & understand how their role contributes to organizational and team success

4 Key Components of a High Performance Culture

Awareness

Consistent and transparent communication

- Leaders build strong, trusting relationships through active listening and understand employee strengths, challenges, motivators and demotivators
- Employees feel supported and respected by their leaders and are engaged and motivated to succeed

4 Key Components of a High Performance Culture

03 Adaptability

Openness and willingness to change

- Leaders show commitment to growth and development, identify opportunities for improvement and openly solicit ideas
- Employees are autonomous and feel empowered to adopt a growth mind-set and seek out learning opportunities

4 Key Components of a High Performance Culture

Clear expectations with measurements of success

- Leaders adopt a coaching culture and provide continuous feedback and coaching to hold their employees accountable
- Employees have set goals & KPIs with a clear understanding of expectations and are recognized and rewarded for their achievements
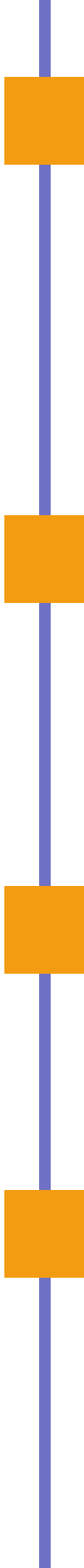
LET'S HEAR FROM YOU...

- Do you believe that your organization already has a high performance culture?
- Do you feel like your managers and leaders are incorporating your organization's mission, vision or core values into their daily language and behaviors?
- Do you feel that you could accurately identify each of your direct reports' top strengths? How about their motivators & demotivators?
- Do you feel like your employees can properly define their roles and responsibilities?
- Do your managers provide real-time feedback and coaching to employees on a consistent basis?

Using Coaching to Drive a High Performance Culture

A recent study conducted by Bersin & Associates demonstrates that equipping your managers with Coaching skills can yield a 130% increase in business performance."

Coaching establishes more personal relationships between the manager and employee, boosting employee engagement and retention

When a manager is coaching, they can better exemplify and implement the organization's vision, mission, and core values

Coaching cultures can create more efficient development and growth for individuals

Coaching cultures encourage more vulnerability and trust, leading to more creativity and making it easier to share new ideas and perspectives

Imagine for a moment...

What if we could inspire employees to stay longer and reach their full potential through continuous feedback and coaching?

Real-time feedback matters

- Share feedback in the moment when it counts to reinforce positive behaviors
- Stay proactive on performance gaps; identify barriers and challenges early and often
- Regular communication takes the guesswork out of identifying trends and course corrections

"96% of employees say they want to hear feedback regularly"

"83% of employees really appreciate receiving feedback, regardless if it's positive or negative"

"62% of employees wish they received more feedback from their colleagues"

Quick Connect Conversations

Initial Meeting

Setting the stage

- Establish goals together
- Collaborate on and agree on solutions
- Elicit suggestions and encourage creative thinking
- Encourage employees to be part of the solution

"Employees who strongly agree that their managers helped them set performance goals are 69% more engaged compared to employees who did not have managers help them"

Monthly Check-In

Goals of the Touchpoint

- Continuous communication.
- Evaluate and adjust
- Shown to increase engagement and motivation

"Employees whose managers hold regular meetings with them are almost 3 times as likely to be engaged as employees whose managers do not hold regular meetings with them"

Goals of the Touchpoint

- Provide direction, support, and advice with career exploration
- Collaborative discussion
- Open and honest feedback

"76 percent of employees are looking for career growth opportunities"

Developmental Coaching

Progress Review Meeting

Goals of the Touchpoint

- Looking at trends and what they are telling us
- Discuss purpose, goals, development, strategy, team engagement, and wellbeing
- Growth opportunities, current strengths
- Avoids "set it and forget it"

In Small Groups...

Is this something that you think could be implemented in your organization? Why or why not?

Is there anything missing from this list? What do you think should be added?

Is this something that you would want to implement in your organization? Why or why not?

Next Steps

- How can you incorporate your organization's mission into your communication more?
- How can you check in with your employees?
  - What do they define success as?
  - Where do they seem themselves at the end of the quarter?
- Identify more coaching moments on a daily, weekly, monthly, and quarterly basis.