Hang on
to Great Employees

Strategies to help retain your best employees

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Managing a productive work team is one of the most important jobs a HR department can do, with the health and wealth of an organisation laying solely in the efficiency of its workforce. Sandeep Bansal (2014) states that "[employee] retention is a voluntary move by an organisation to create an environment which engages employees for the long term," this voluntary action aims to keep staff working as proactively as possible and applying their expertise for the better of your organisation. Most companies understand the importance of employee retention, and as a result, have begun to devote resources towards employee retention and development initiatives.

High employee turnover costs your business time and money. According to Right Management, a talent and career management consulting firm, it costs nearly three times an employee's initial salary to replace them with things to consider including; recruitment severance, lost productivity, and lost opportunities (Yazinski, 2009). Life Work Solutions (Roth, 2008), a provider of staff retention and consulting services, produced the following turnover facts:

- Over 50% of people recruited by an organisation will leave within 2 years.
- One in four new hires will leave within 6 months.
- Nearly 70% of organisations report that staff turnover has a negative financial impact due to the cost of recruiting, hiring, and training a replacement employee and the overtime work of current employees that's required until the organisation can fill the vacant position
- Nearly 70% of organisations report having difficulties replacing staff
- Approximately 50% of organisations experience regular problems with employee retention

Statistics like these make it clear employers need to develop retention plans to help keep staff members on their payroll and to keep employee turnover to a minimum. Here are some strategies that you may want to add to your employee retention plan.

Supervisors and Managers

Susan Heathfield believes that the quality of supervision an employee receives is critical to employee retention, stating in her article Top 10 Ways to Retain Your Great Employees (2017), people leave managers and supervisors more often than they leave companies or jobs. Heathfield believes employee supervisors play a critical role in retention, starting with clear expectations of the employee. Frequent employee complaints centre on these areas.

- Lack of clarity about expectations
- Lack of clarity about earning potential
- Lack of feedback about performance
- Failure to hold scheduled meetings
- Failure to provide a framework within which the employee perceives he can succeed.

Employees would like managers who show care, interest and concern for their staff, to know what is expected of them, a role which fits their abilities, and positive feedback and recognition regularly for work well done (The Happy Manager, 2018). Employees are aware that their bosses and managers have busy schedules, however, taking the time to touch base with employees is beneficial to everyone within the organisation. The PaysOnline system provides an efficient platform in which many services become available to its users; these include leave requests, expense claims, the ability to update personal details, time keeping and methods of contacting management and administration.
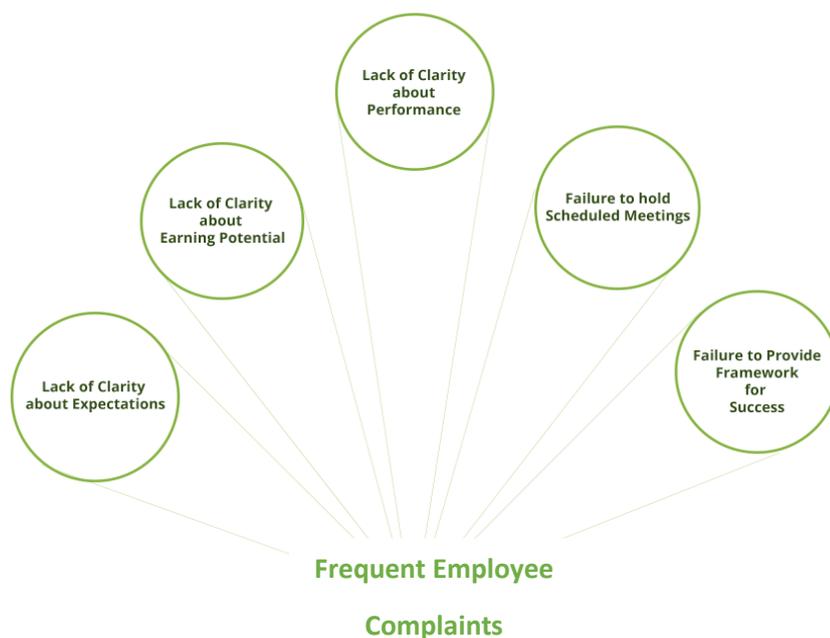
Hire Selectively

Steve Olenski, contributor for Forbes magazine, believes that before you can begin retaining employees, employers must make sure they have the right employees to begin with (Olenski, 2015). It is important to interview and vet candidates carefully, not only to ensure they have the right skills but also that they fit well with the company culture, managers, and co-workers. New employees can be taught the specifics of a role on the job, but if they struggle to fit on with co-workers or office culture – it might be best to continue the search for the best fit for your business. A study conducted by Millennial Branding emphasises this sentiment, with 43% of HR professionals surveyed ranking cultural fit as the most important factor when evaluating candidates (2014). Erin Engstrom from Recruiter Box says you should "talk to candidates about your culture, the way you work, and how the organisation is structured" (Engstrom, 2018). At the end of the day, if your new hire isn't interested in the kind of company you've built, it will show in their lack of efficiency and overall performance.

Rentention Facts

Over 50% of people recruited will leave within 2 years

One in four new hires will leave within 6 months.

Approximately 50% of organisations experience regular problems with employee retention

Onboarding

Onboarding is the process of welcoming a new employee to their team and organisation and making sure they have the information needed to get them up and running. Sarah Dowzell, writer for Natural HR, states that a well-structured induction programme can help reduce short term staff turnover (Dowzell, 2015). Online onboarding and HR technologies are effective ways of allowing new and old employees to engage with, update, and manage their information with management. When employees complete forms electronically, they're taking accountability for providing all the correct information. PaysOnline makes it easy for clients to input their personal information - from superannuation details, bank accounts, and leave requests - employees know this information better than anyone else and will make sure they get it correct. Drawing up an onboarding checklist might help with ensuring all new employees receive the same information, of course, the specifics will need to be tailored for different roles.

We believe our PaysOnline employee self-service OnBoarding feature is an example of best practice, candidates can simply view and accept their employment agreement and at the same time start the induction process. New recruits are also able to capture their personal, banking, tax and superannuation details for Payroll and HR. All you have to do is then simply review, edit and update the final information directly into payroll.

Onboarding

The extent to which organisations make new hires feel welcome and prepared for their new jobs, the faster they will be able to be productive and contribute to the organisations mission. In addition, good onboarding leads to higher employee engagement and greater retention rates.

--Joyce E. A. Russell
The Washington Post, 11 Aug. 2014

Technology

In an age of technological advancement, ensuring your organisation utilises up-to-date technology is extremely important. Sharlyn Lauby, contributor for HR bartender, believes that employees possess a level of expectation that they will be using technology in some capacity while at work (Lauby, 2015). Technology does not only allude to the use of smart devices or online systems, it could manifest in many different ways including things such as onboarding paperwork, employee self-service, performance management or simply having the flexibility to work from home. By embracing innovation, your employees will feel as though you're a forward-thinking company – although, if you're lagging with your technological advancements, employees may write you off as an organisation unwilling to embrace change and the latest trends (Hainstock, 2017). Unlike other dated services that require bespoke plugins, PaysOnline utilises a single data source. This means that our technology runs as smoothly and efficiently as possible, making your business run as it should.

Keep up to date
with
the latest
in
Technology
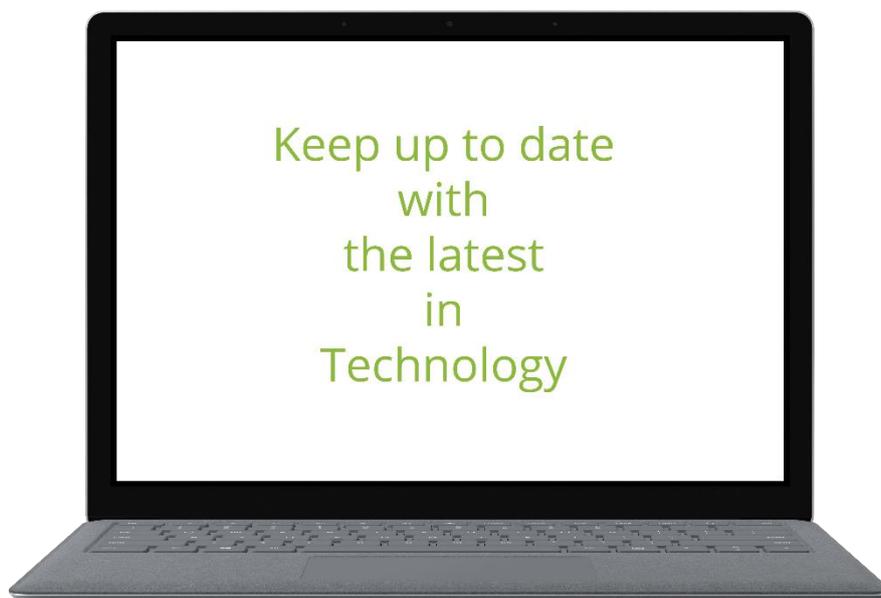
Comfortable Work Environment

Employees have the right to work in a safe and comfortable workplace. Imagine walking into a work for eight or more hours a day and feeling either unsafe or uncomfortable. Employees want to have a sense of comfort and appreciation within their workspace - Lois Goodell, principal and director of interior design at CBT Architects says that "Designing a comfortable office environment is about more than aesthetics; careful attention to design can give a boost to employee happiness" (Goodell, 2010). Making sure your office is properly ventilated, well-lit, at a comfortable temperature, and has a happy atmosphere may make your employees that much more productive.

Many things come into consideration when ensuring your business has a proper strategy to retain its best employees. Practices employers should consider include listening to employees and respecting their opinions, basing rewards on performance, and being available to them for everything from listening to their ideas and concerns to assisting them with their career advancement. Making the extra effort will ensure employees feel welcome and prepared for their role. Employee retention should be at the forefront of your business and HR strategy and is something that should be considered before hiring your next employee.

Source

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