



The Consulting Team, LLC
Facilitating Positive Change

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Leadership Tips February-March 2023: **Paying Attention to Retention** *The Secret to Keeping the Best Employees*

Message from Dr. Marilyn Manning



Dear Friends,

Amidst the quiet quitting and bare minimum Mondays, recent banking bombshells, and continuing impact of COVID, it's more important than ever to protect your most important assets...people.

Retention has become the #1 concern of many of our clients. Let's look at retention from two perspectives. If you are a leader in your organization, what actions can you take to keep your best talent? If you are a professional and really like your job, what is keeping you there? Is there anything lacking that would keep you there longer?

In this issue, we give you tips on both retaining talent, and in asking for what you need. Both will build trust and loyalty with your present organization.

Warm Regards,

Marilyn Manning, Ph.D.
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P.S. Please register to join us on Friday, April 21 for our complimentary 30-minute webinar to [Learn Top Coaching Tips from a Master Coach](#) (Details found at the end of this ezine.)



In This issue of Leadership Tips...

1. Article: Paying Attention to Retention...the secret to keeping the best employees
2. *Learn How Coaching Creates Confidence*, micro-learning webinar facilitated by Craig Harrison, April 21, Noon-12:30pm Pacific. (No Charge. Register below.)
3. Free 30-minute complimentary coaching session with one of our senior associates.



Finders Keepers:

The Secret to Keeping the Best Employees

"You can tell a lot about a company by the people it keeps"

It's true. The best organizations and companies keep their talent in-house. What's less apparent is how they manage to keep them. Retention is about more than money. It's about creating a culture that honors talent. It's also about developing mutual trust.

So how is it done? It's done in ways both big and small.

Pay Attention to Retention

Here is a 7-point plan to increase engagement:

1. Emphasize your organization's commitment to its employees' professional development and opportunities for growth and learning over time, through:
 - Coaching
 - Training
 - Cross-training

If you aren't enjoying these benefits, can you suggest they be offered or ask your manager if they can budget for some coaching or training?

2. Provide a clear mission and shared values for your team where each member feels valued, contributes to something greater, and has both a sense of purpose and a stake in the future.

Consider asking your manager to hold a team discussion about your team's mission and the organization's values. Identify where everyone's job supports the mission.

3. Empower team members with a voice in how your culture is forged and maintained.
4. Suggest forums where "company" culture and values can be discussed.
5. Be a great role model, care about the future of your colleagues, and co-create a vision for each individual's future.
6. Be a good team member who connects with all team members and shows empathy and caring.
7. Foster team spirit, encourage collaboration, and create a sense of community.

We all can lead from where we sit, stand, or speak. Each of us can initiate collaborations, model teamwork, and bring co-workers together through a variety of events, initiatives, activities, and partnerships.

The Package

Salary is important, of course, and so too are benefits. Usually, we think of benefits as medical insurance, vacations, retirement programs, and professional development. Since the pandemic while employees were largely working from home, they may have been issued hardware, software, telephony and better bandwidth to maintain productivity. Ask for what you need to be more productive.

The Schedule

For many employees, flex-time, telecommuting and other variations on the traditional work week help kept them fresh and focused. For employees with children or difficult commutes, the flexibility of working from home pre- and post-pandemic make their work experience more manageable, thus contributing to their loyalty to their organization.

Enhancing the Workplace Environment

In an organization with limited office space, one unfortunate new hire's cubicle had a giant pole in it. To her credit she never complained. Co-workers felt for Lourdes. One weekend they hit the streets, collecting fliers from neighborhood telephone poles. The next day, the new hire's offending pole had been adorned with notices about missing pets, renters seeking apartments, cheap movers and math tutors for hire.



The team was engaged in bonding with Lourdes and helping welcome her. Soon co-workers decorated their work areas with similarly expressive artwork and artifacts in solidarity.

Look at your overall office environment. Are the colors and lighting pleasing? Is the furniture comfortable? This all contributes to an overall "feel, which should be positive. Consider the impact of murals, motivational artwork, historical photos of your organization's formative years, and art to beautify your surroundings.

The Importance of Mental and Physical Health

Especially in stressful times, mental health services are of equal importance to physical health benefits and key to the well-being of your staff. Access to gyms, Yoga, exercise classes, meditation areas, and in-house recreation equipment all contribute to a healthier work experience. Suggest a task force to explore wellness benefits.



Rocking the Bike

Shakib, an avid cyclist, formed a midday bicycle club to provide co-workers the solidarity and regularity of a riding club for mental and physical well-being. The bikers were able to get out of the office, off their duffs, and also got to know each other better.

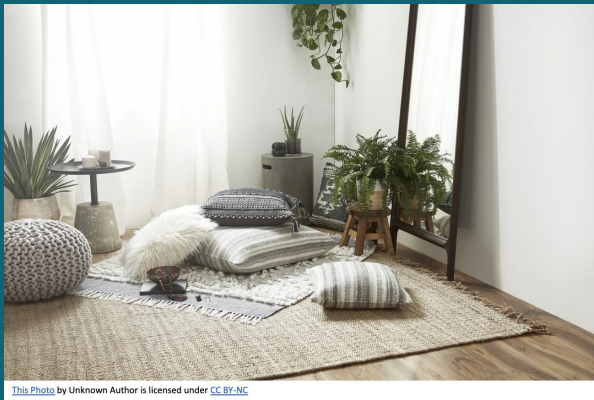
Finding Your Beat

Syreeta formed a hump-day hip hop workout group to burn calories, share fresh beats, and energize exercise enthusiasts with midday movement and music. Like Shakib, she shared her passions and invited others to join her. Byproducts included fun, socializing, exercise and getting to know co-workers on a deeper level. Everyone benefited.



Psychological Safety

Since the pandemic, many organizations have augmented break rooms with quiet spaces where employees can decompress after the cumulative stress of hours at the service counter, or taking service calls on the phone from their work, which could include disgruntled customers.



Decompress for Success

For Lowanda, who triages a variety of patients for the county clinic, excessive front-line exposure is often stressful. Time spent in a quiet room acts as a decompression chamber, allowing her to return refreshed for the second half of her split shift.

Recognition

Surveys consistently note the importance of recognition. Employees want to feel seen, known, and appreciated. They want to feel important and recognized for their contributions and uniqueness. Recognition can come in many forms: awards, gift certificates, acknowledgement in newsletters, e-zines and at group or one-on-one meetings.

One of the best gifts you can give an employee is respect. This may mean giving direct reports the leeway to work on their own or to make their own decisions. Respect means different things to different people — find out what it means to each member of your group, team, or department. You'll learn more by asking, and they will appreciate your interest in them.

Flying Your Flag

The best environments are ones where employees can express themselves, whether through their attire, work environment, or the way they work. We can all model appreciation of our differences.

Qualities, a Key Part of Qualifications

Southwest Airlines recruitment philosophy has been successfully adopted by many

organizations: "hire the smile, train for skills." They found it's better to hire employees with the right qualities such as a positive attitude, curiosity, and friendliness and then teach them the needed skills.

In Summation...Retention Rocks

We hope our tips are useful in helping you retain talent, maintain stability, health and happiness, and professional growth.

We encourage you to advocate for what you need so you can be your best self at work. Paying attention to retention is an investment in your co-workers, groups, teams, and yourself.

FREE 30-min. online event
Friday, Friday April 21, 12:00-12:30PM Pacific :

How Coaching Creates Confidence



Facilitated by Senior Associate Craig Harrison

Learn how coaching creates confidence for leaders in multiple areas:

- Enhancing presence in meetings, presentations, and 1:1 sessions
- Gain Recognizing and overcoming blind spots
- Growing Emotional Intelligence through Increased self- and social-awareness

Friday, April 21, 2023
12:00-12:30 PM Pacific

Confirm your seat and receive log-in details
when you register using the button below.

Register for this free 30-min. on Friday, April 21 at Noon
Pacific

Accelerate Your Development with Coaching

Are you ready to avail yourself of our

*visit our website's Coaching page
or call Dr. Manning at 650-464-6024*

Free 30-min. Coaching

Schedule a
complimentary
30-minute 1:1 coaching session
with one of our senior associates.

[Request A Session Here](#)

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and [consulting](#) for leaders and employees.*

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