Employee Turnover and Retention

Critical Process Issues

PROCESS RESEARCH & OPTIMIZATION
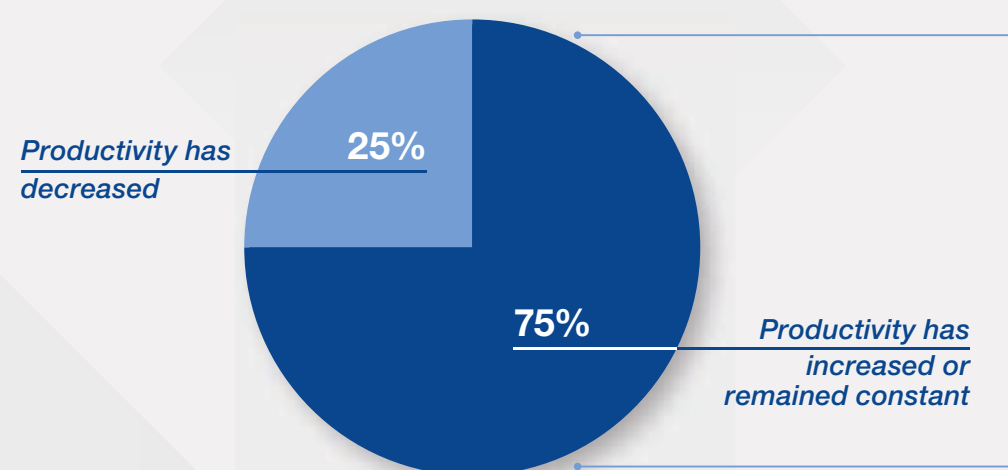
239-322-3210 | info@processreopt.com | **www.processreopt.com**

3301 Bonita Beach Rd. SW • Bonita Springs, FL 34134

Sample Deliverables and Output

Executives Perceive Benefits Surrounding Virtual Work but Substantial Issues are Evident
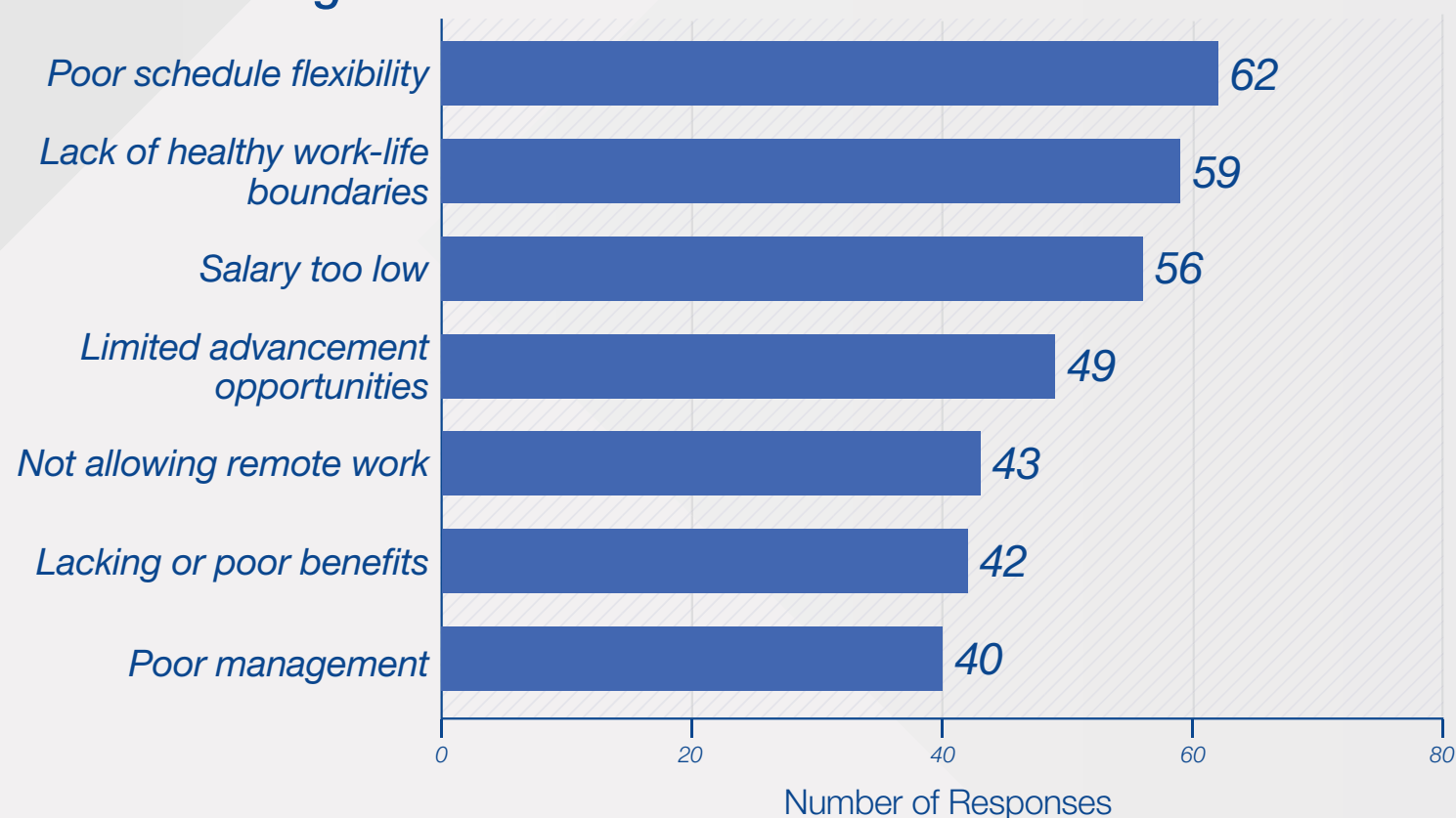
Management Perceptions
(by %)

Productivity has decreased — **25%**

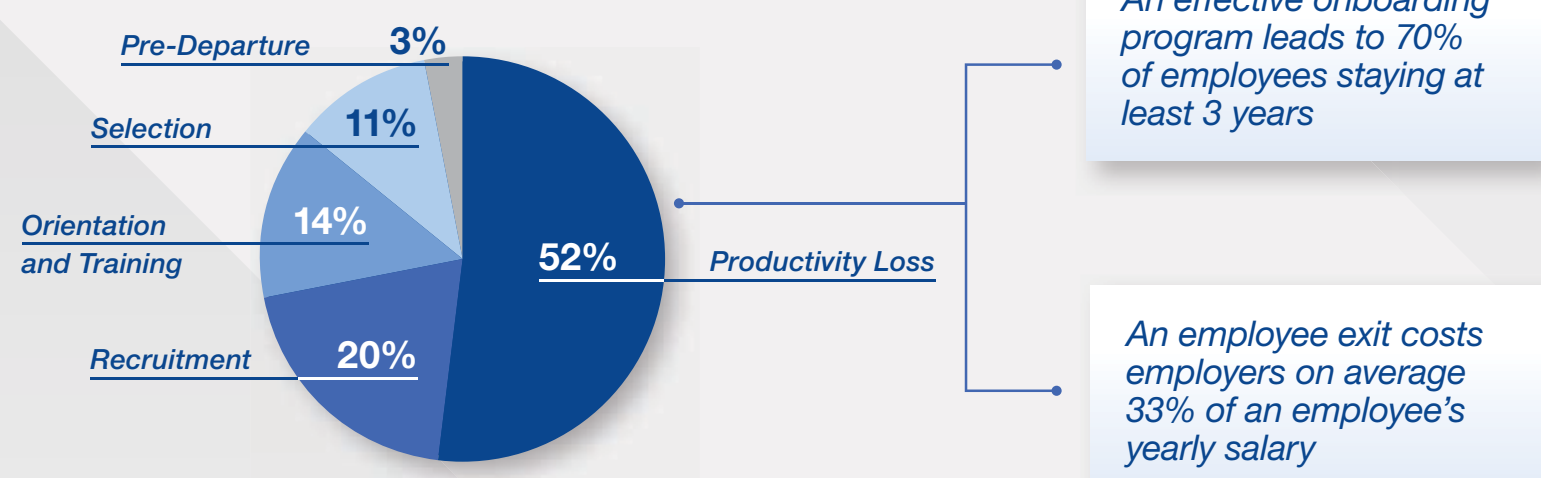**75%** — *Productivity has increased or remained constant*

Improvement Issues

– Lack of measures
– Increased distractions
– Inadequate workplace relationships
– Increased employee isolation
– Rise in cyber risk

Typical Improvement Issues for Employee Retention

Poor Schedule Quality and a Lack of Work-life Boundaries Contribute to Higher Turnover Volume

Issue	Number of Responses
Poor schedule flexibility	62
Lack of healthy work-life boundaries	59
Salary too low	56
Limited advancement opportunities	49
Not allowing remote work	43
Lacking or poor benefits	42
Poor management	40

Number of Responses

Cost Impact of Employee Turnover
(by %)

- Pre-Departure **3%**
- Selection **11%**
- Orientation and Training **14%**
- Recruitment **20%**
- Productivity Loss **52%**

An effective onboarding program leads to 70% of employees staying at least 3 years

An employee exit costs employers on average 33% of an employee's yearly salary

Solutions Approach

Direct Approach Solutions

Measure and Address Employee Turnover
Explore why employees leave, review the root causes for the issues, then plan strategic and tactical changes to address issues.

Monitor Length of Employment
Track average length of employment to understand internal trends over time, and performance relative to competitors and comparable organizations.

Determine Turnover Rate by Department and Position
Review turnover by department and position to identify problem areas that require mitigation and to reveal areas where best practice may be discovered and rolled out.

Explore Methods to Improve Morale
Monitor motivation, engagement, and interactions to gain an early warning around morale issues, then work to address the issues.

Manage and Define Cost of Turnover
Identify the costs for each implication of replacing departing employees, and provide visibility for the total impact, then use that to help reinforce the need to become an organization employees don't want to leave.