



Retaining Exceptional Team Members



Objectives

At the end of this class, participants will be able to:

- **List the 7 reasons team members leave.**
- **Explain the importance of building trust.**
- **Discuss the use of Positive Reinforcement to build team member confidence & morale.**

Objectives

At the end of this class, participants will be able to:

- **Describe the 3 keys to empowering team members**
- **Explain how using recognition and rewards increase employee engagement.**
- **Describe the importance of “fun” in the workplace environment.**

Retaining TMs

Definition of Retention:

Keeping the team members you want to keep.

Employer of Choice:

A company people want to work for



Why Team Members Leave

- 1. Job wasn't as expected**
- 2. Job not challenging or engaging**
- 3. Feel undervalued**
- 4. Too little coaching/feedback**
- 5. No growth opportunities**
- 6. Loss of confidence in leadership**
- 7. Work/Life imbalance**

Data from Leigh Braham of Keeping the People, Inc.

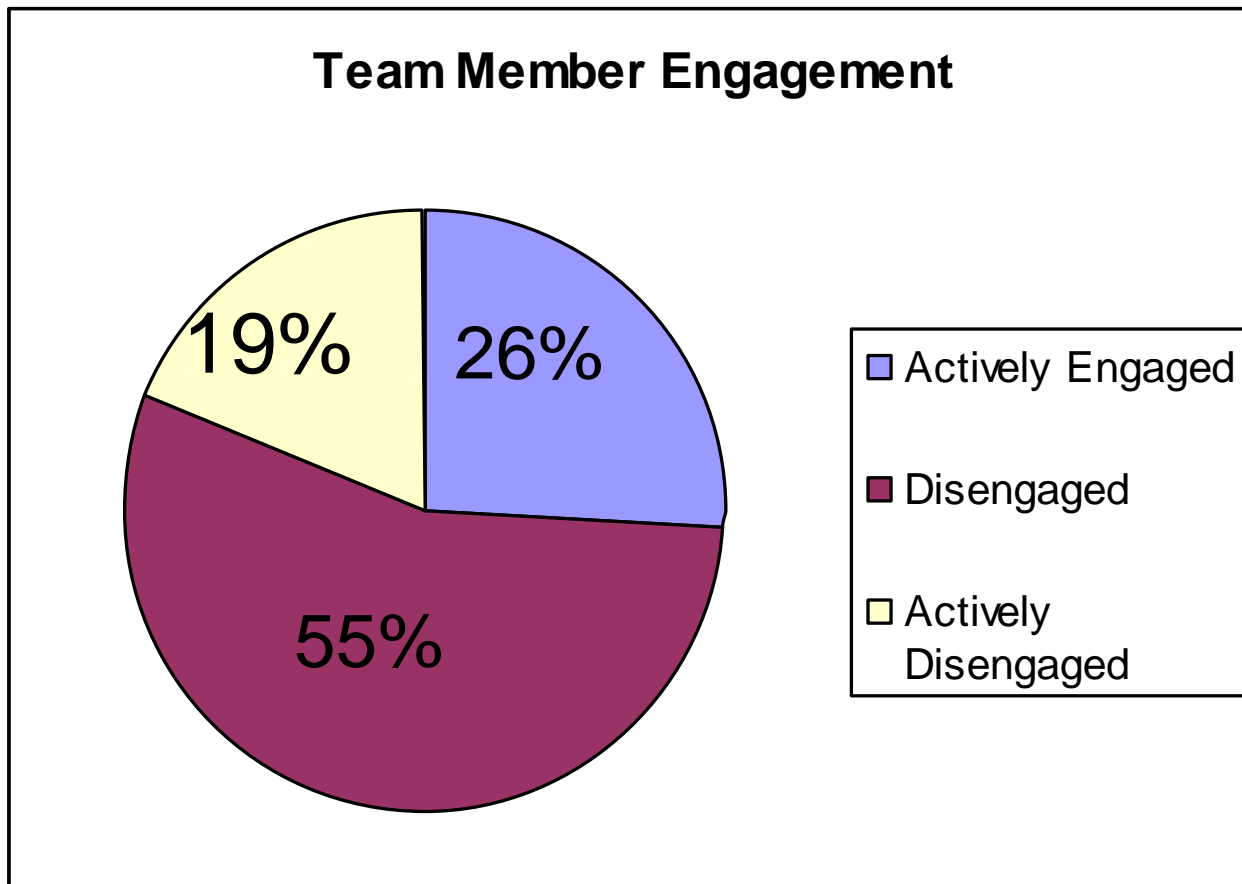


Why Team Members Leave

**People Leave Their Supervisor
Not the Company!!!**



Team Member Engagement



Team Member Engagement

Disengaged workers cost the US economy:

\$400 - \$600 BILLION / year



Team Member Engagement

MAX & MAX



Team Member Engagement

Indicators of Engagement:

- ☐ Team Members consistently put in extra effort beyond what is expected
- ☐ Team Members are highly motivated to contribute to the success of the organization.
- ☐ Team Members consistently look for more efficient and effective ways for getting the job done.
- ☐ Team Members have a strong sense of personal accomplishment from their work.
- ☐ Team Members understand how their roles help NSF meets its goals.
- ☐ Team Members always have a positive attitude when performing their duties at work.
- ☐ As a manager, I do a good job of recognizing team member contributions.

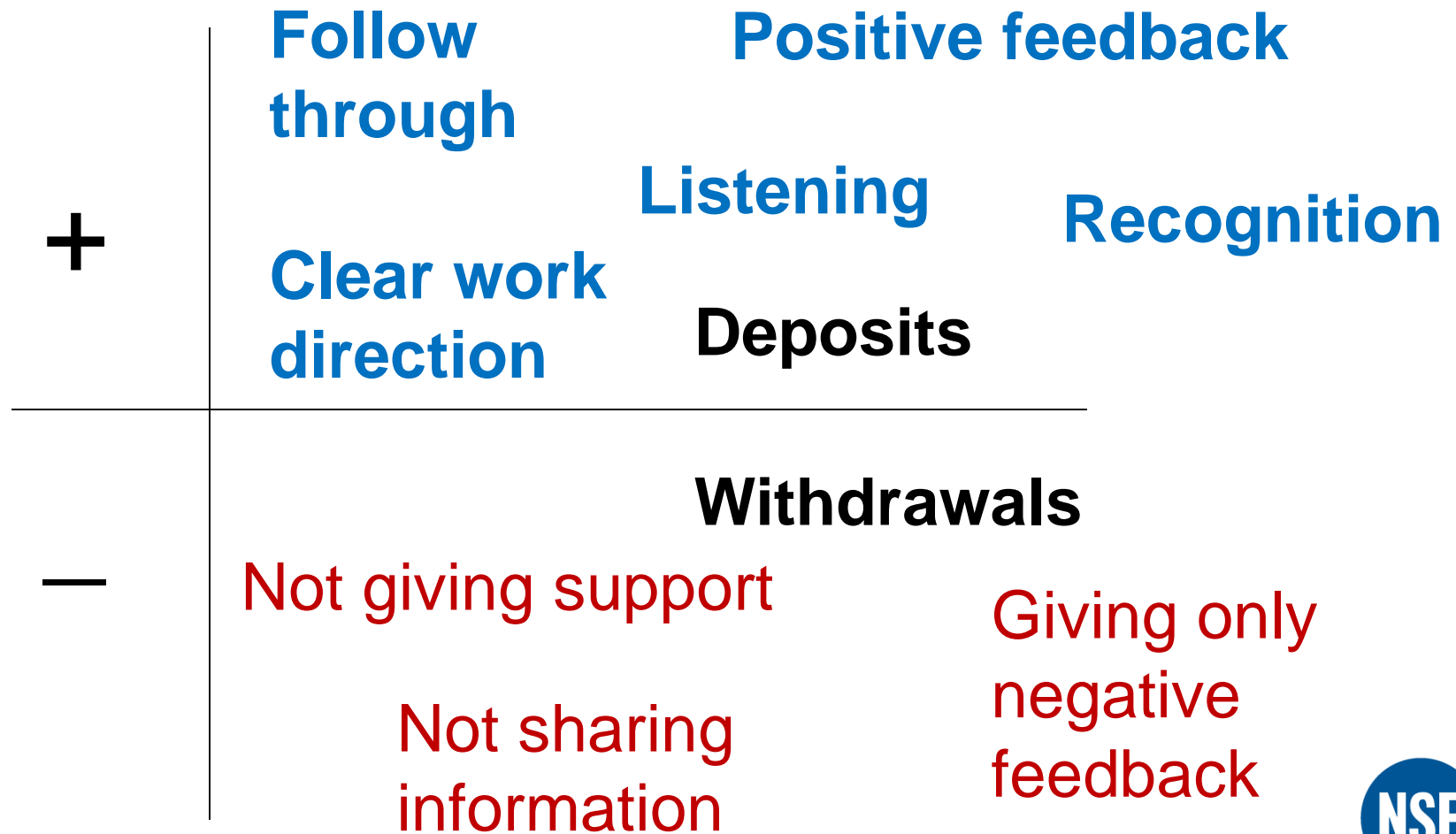


Building Trust

**What makes you
trust someone?**



Building Trust - Emotional Bank Account



Building Trust

Redirecting Behaviors

1. Describe error clearly and without blame.
2. Show the impact.
3. Take blame for unclear directions.
4. Go over task.
5. Express trust and confidence.

Building Trust

Developing Self Esteem

- Use positive, supportive words
- Avoid using “you” statements
- Describe behaviors factually

Empowering Team Members

1. Share information

- ☐ People without information cannot act responsibly.
- ☐ People with information are compelled to act responsibly.

Empowering Team Members

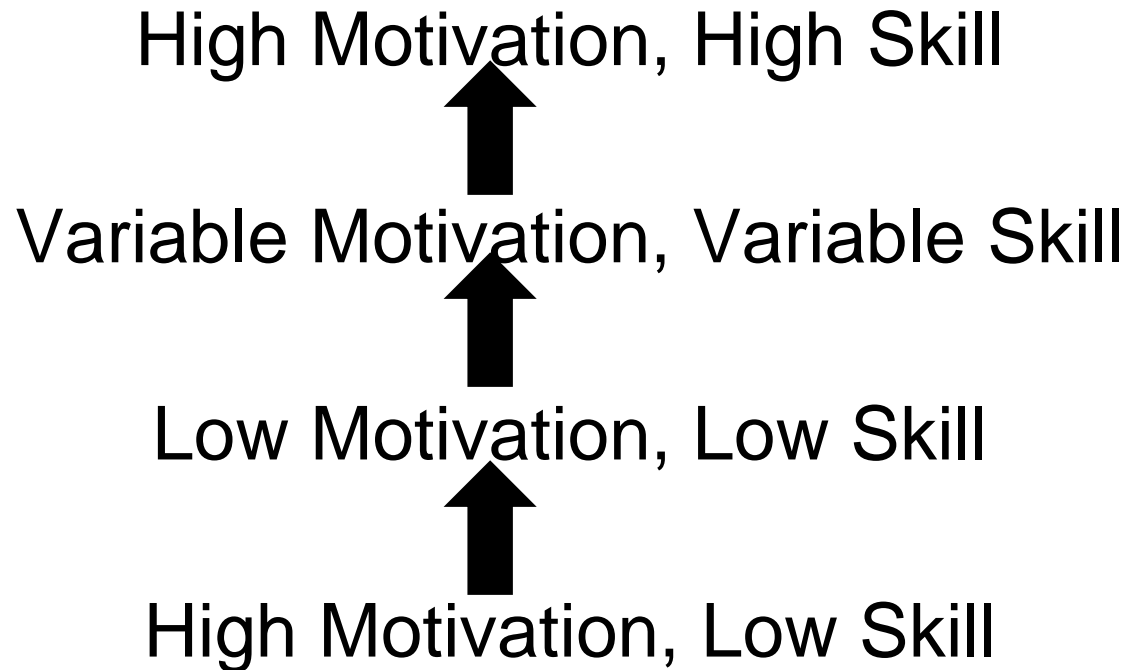
2. Setting Boundaries:

- Provide focus
- Channel energy
- Give direction
- Create confidence

Empowering Team Members

Gradually give control:

Natural Learning Sequence



Team Member Recognition

Why Managers Don't Recognize:

- Done too often, it will lose it's meaning
- I don't know how
- TMs shouldn't expect recognition
- I don't have time
- All TMs want is money
- I already provide enough recognition



Team Member Recognition

Day to Day Recognition:

- Make it frequent
- Make it specific
- Make it timely



Team Member Recognition

Above and Beyond Awards:

- Value – Should be tied to values and goals and given for:
 - Significant Achievements
 - Innovative Ideas
 - Sales/Customer Service Successes



Team Member Recognition

Above and Beyond Awards:

- Impact – perceived value should equal contribution
- Personal – award and presentation should be personal to TM

Team Member Recognition

Celebrating Milestones:

- Present service award at anniversary date
- Invite co-workers
- Explain significance
- Tell a story
- Provide a snack

Team Member Recognition

Pitfalls to avoid:

- Don't come unprepared
- Don't tell jokes
- Don't tell embarrassing stories
- Ask TM what they would like
- Never make personal remarks



Team Member Recognition

Ways to Recognize Team Members:

- Day-to-Day
 - Positive Gossip
 - Send thank you note
 - Surprise hour off
 - Gift card
 - Office theme day
 - Take TM to lunch
 - Personalized ring tone



Team Member Recognition

Ways to Recognize Team Members:

- Above & Beyond
 - Send TM to special seminar
 - Gift certificate to restaurant
 - Movie passes
 - Special plaque
 - Arrange special dinner & include spouse/significant other

Team Member Recognition

Ways to Recognize Team Members:

- Career Milestones
 - Present award on or near anniversary date
 - Explain significance
 - Provide food
 - Tell a story

Team Member Recognition

Ways to Recognize Team Members:

- Pitfalls to avoid
 - Don't come unprepared
 - Don't tell jokes
 - Don't tell embarrassing stories
 - Ask shy employees what type of presentation they would like
 - Never make personal remarks about an employee

Team Member Recognition

New Team Members:

1. Build loyalty by providing Welcome Award.
2. At 90 day point, ask these questions:
 - Have we lived up to promises?
 - What do we do best here?
 - How can we be better?
 - Have we done anything that could make you decide to leave?

Team Member Recognition

Recognition Tips:

- True power is in how recognition is used.
- Explain why.
- Match reward to accomplishment.

Have More Fun!

Why have fun?

- Working in high commitment, non-abusive workplaces more fun.
- The more high stress, the more need for fun.
- Stress reduction can translate into lower health care costs & high productivity.

Have More Fun!

Why have fun?

- Leads to lower absenteeism & turnover.
- Employees with good sense of humor more flexible.
- Fun builds teamwork!



Have More Fun!

Ways to have fun:

- Throw a pizza party
- Show short video during lunch or team meeting
- Do cook-out in parking lot
- Arrange team building activity away from office
- Hold fun contests
- Ask Team Members

Have More Fun!

Fun Tips:

- Vary the types of activities.
- Keep the boundaries in mind.
- You set the tone.

Retaining Exceptional Team Members

Action Plan

