

EMPLOYING STRATEGIES TO POSITIVELY IMPACT EMPLOYEE RETENTION

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OUR AGENDA

- 1 Connect to Purpose
- 2 Why Build a Culture that Retains Employees?

- 3 But How? 3 Re-Recruiting Strategies
- 4 Next Steps & Closure



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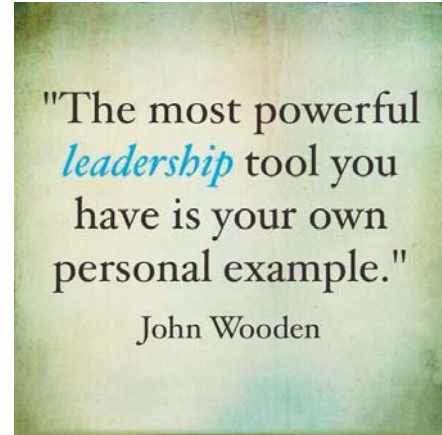
CONNECT TO PURPOSE



As leaders, we are only as good as the people we lead.

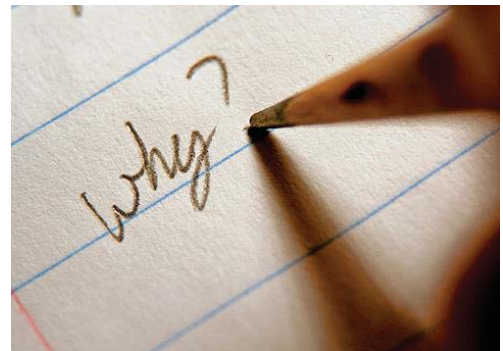
THE NINE PRINCIPLES®

PRINCIPLES	DEFINITION
1 Commit to Excellence	Define what success looks like while living out values and develop consistency of leadership practices to support teams to achieve success
2 Measure the Important Things	Objectively assess the current status and track progress towards goals
3 Build a Culture of Service	Ensure high quality outcomes within a caring environment for colleagues, students and community
4 Create & Develop Leaders	Make leadership development a priority and identify advancement paths for faculty and staff
5 Focus on Employee Engagement	Give opportunities for input and act on it
6 Build Individual Accountability	Align individual goals and measures to those of unit, division, & institution
7 Align Behaviors with Goals & Values	Define annual outcomes and actions in a transparent way
8 Communicate at All Levels	Show why, then describe what and how
9 Show Gratitude	Invest in individual and team success recognizing behavior and results



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WHY BUILD A CULTURE THAT RETAINS EMPLOYEES?



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WHAT ARE SOME SUCCESSFUL EMPLOYEE RETENTION STRATEGIES?

ROUNDING

RECOGNIZING HIGH PERFORMANCE

RE-RECRUITING HIGH PERFORMERS

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SUCCESSFUL EMPLOYEE RETENTION STRATEGY:

ROUNDING

IN THE

OCONOMOWOC AREA SCHOOL DISTRICT

SUPERINTENDENT ROGER RINDO

What is going on in this picture?

Why is it occurring?



WHAT IS ROUNDING?

Rounding is the *consistent practice* of asking specific questions of key stakeholders to obtain actionable information and build relationships.

WHY ROUND?

- ▶ **Build relationships** - you demonstrate you are approachable and you care
- ▶ **Harvest "wins"** – you learn what is going well and who has been helpful
- ▶ **Identify process improvement areas**
- ▶ **Ensure that key values of the organization are "hardwired"** (or being consistently executed) to reward those who are living the values - and coach those who are not

WHAT DO YOU ASK WHEN YOU ROUND?

1. **Start with a personal connection.**
2. **What's working well for you?**
3. **Do you have the resources to do your job?**
4. **Is there anything that we could do better?**
5. **Are there any individuals who have been especially helpful to you whom I could recognize?**

WHAT ROUNDING LOOKS LIKE IN THE OCONOMOWOC AREA SCHOOL DISTRICT

- **Superintendent with District Administrators**
- **District Administration (and Supt.) with Principals**
These inform district office plans of work
- **Principals with faculty and staff**
- **Superintendent across all levels**

Remember that feedback is a gift!

Never miss the chance to recognize someone!

FOUR KEY TIPS FOR ROUNDING

- **Communicate** the “why” and then the “what” and “how” – so employees know what to expect
- **Schedule** the round at convenient times but commit to it and get them done
- **Listen**, process and record
- **Stick to the purpose** of the rounding conversation



What change would you see if you rounded with 3 people per week?

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SUCCESSFUL EMPLOYEE RETENTION STRATEGY: RECOGNIZING HIGH PERFORMANCE IN THE CHIPPEWA FALLS AREA UNIFIED SCHOOL DISTRICT SUPERINTENDENT HEIDI TAYLOR-ELIOPOULOS

Why is it important to create a culture of recognition? & appreciation?

What is something you do to recognize people?

A person who feels **appreciated** will always do more than what is expected.

quotesz.com

Depending on the context, promoting recognition increases engagement by 40-60%, making it the single most important lever for engagement.

Turbocharging Employee Engagement: The Power of Recognition From Managers. Towers Watson. 2009.2

When asked about characteristics they desire in their workplace, employee recognition is the most often mentioned.

Hein P, Baumruk R, Lloyd A, Devcich C. Workforce Mindset Study. Aon Hewitt. 2015.6-7

Recognizing success makes the brain change neural pathways and in doing so makes it more efficient to repeat the successful activity again.

Berinato S. Success Gets into Your Head and Changes It. Harvard Business Review. 2010-Jan.24

WHAT RECOGNITION LOOKS LIKE IN THE CHIPPEWA FALLS SCHOOL DISTRICT

ALL

- Notes
- Years of Service
- Say the Words

HIGH PERFORMERS

- Engagement
- Showcase
- Leadership
- Input



THREE KEY TIPS TO MAKE RECOGNITION SYSTEMATIC AND EFFECTIVE

- **It must be part of your routine!**
- **Everyone plays a role in recognition!**
- **Authentic, timely, and specific!**



What is one recognition strategy you will take back and use?

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SUCCESSFUL EMPLOYEE RETENTION STRATEGY:
RE-RECRUITING HIGH PERFORMERS

IS THIS HOW WE TREAT HIGH PERFORMERS?



1) Describe two key qualities of a high performer in your organization.

2) What do they want from you as their leader?



WHO ARE YOUR HIGH PERFORMERS?

High Performer: Inspires confidence, problem-solver, role model, good influence, shows ownership

High Solid Performer: Solid performance, wants to do a good job, identifies problems, influenced by high performers

Low Solid Performer: Usually solid performance, needs more experience, mostly loyal but can be influenced by low performers, lacks confidence

Low Performer: Master of we/they, does not achieve goals, blames others, passive-aggressive behavior

WHAT ARE HIGH PERFORMING EMPLOYEES LOOKING FOR FROM THEIR LEADERS?

- A good relationship
- Willingness to work side by side
- Training and development
- Approachability
- Resources to do the job
- Efficient systems
- Appreciation
- Feel cared for



HOW TO RE-RECRUIT YOUR HIGH PERFORMERS

Four Key Messages to Send in Your Re-recruiting Conversation:

- Outline why they are so important
- Tell them where the organization is going
- Recognize them - thank them for their work
- Ask, "What can I do for you?"

THREE KEY TIPS FOR RE-RECRUITING HIGH PERFORMERS

- Acknowledge them as high performers!
- Make it personal and sincere
- Open the door for more leadership opportunities or resources for continued success



What two things would you do to begin focusing on re-recruiting high performers?

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CLOSURE AND QUESTIONS

TODAY WE SHARED THREE EMPLOYEE RETENTION STRATEGIES:

ROUNDING

RECOGNIZING HIGH PERFORMANCE

RE-RECRUITING HIGH PERFORMERS

What is something you will use to improve employee retention?

If you have questions about how Studer Education partners with school districts to build top workplace culture while increasing accountability to achieve outcomes, please contact us:

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