

Leading ideas

on retention

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Bad bosses aren't all jerks

Think you're not a bad boss because you're not a jerk? Are you making time for employees? Are you holding the reins too tightly? Bad bosses aren't bad people; they just have more to learn about helping people thrive.

Costs greater than money

High turnover costs aren't just about recruiting and retraining. Costs that may be harder to measure, but which are equally significant include morale, quality, and reduced speed to market.

Retention starts with hiring

Don't think of retention as what you do after they are hired. A critical first step is to make the right hire. Put down the resume! Evaluate soft skills, attitude, and "fit" with the team as well as the task.

Invest in their future

Don't worry about whether or not they'll leave, invest in their future wherever it happens to be.

Improve your bottom line

Retention is key to a leader's long-term success

Everyone knows the toll that high turnover can take on an organization, not only in dollars and cents, but also in the impact it has on staff. Want to reduce the costs of recruitment and retraining? Invest more in leadership development.

The saying goes that people join companies and leave bosses. Measuring a leader's success based solely on output can be a short-sighted approach. Serious damage to the organization has already taken place by the time it begins to show in the numbers.

So how, then, are we to measure a leader's success?

For sure, results are important. After all, that is rather the point! But one can achieve impressive results in

the short term while actually weakening the foundation on which longer term growth is built. Exceptional people won't stay if you don't care about or support them. So if you are interested in

building a strong future, then leaders need to be measured on more than output.

Managers mistakenly assume that people are motivated by money. Study after study shows that, if someone is fairly compensated, then money is

(continued on next page)



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