

Four strategies to **improve** your staff retention

Presented by Sandra Thompson – Exceed all Expectations



Waitrose

EXCEED
all.expectations



sage

PERRYS



city lit



a aldermore



NetworkRail

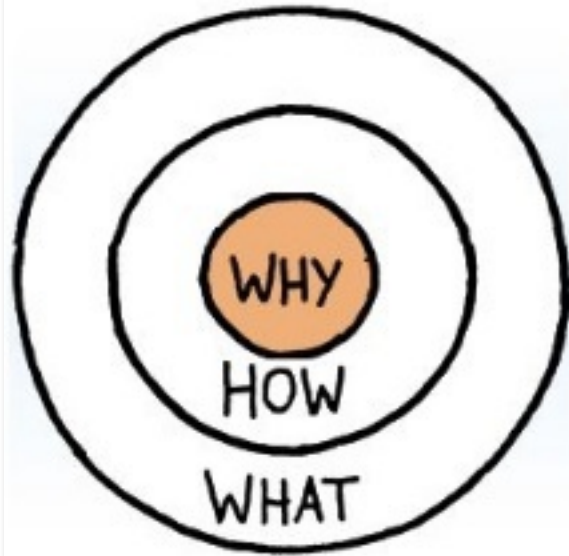


#1

Create
meaning



Act, Think & Communicate from the **INSIDE** OUT!



WHY - Your Purpose

Your motivation? What do you believe?

HOW - Your Process

Specific actions taken to realize your Why

WHAT - Your Result

What do you do? The result of Why. Proof



<https://courses.startwithwhy.com/>

#2

Manage with
**Emotional
Intelligence**



"Succinctly explains how to deal with emotions creatively & employ our intelligence in a beneficial way."

- THE DALAI LAMA

EMOTIONAL INTELLIGENCE

2.0



INCLUDES A NEW & ENHANCED ONLINE EDITION OF

THE WORLD'S MOST POPULAR EMOTIONAL INTELLIGENCE TEST

TRAVIS BRADBERRY & JEAN GREAVES

INTERNATIONAL BESTSELLING AUTHORS OF
THE EMOTIONAL INTELLIGENCE QUICK BOOK

How well do you know yourself and your people?

How Emotional Intelligence can help

- Understanding needs, motivations and attitudes
- Being able to empathise
- Knowing how to support/coach
- Helping people to develop

When to use emotional intelligence

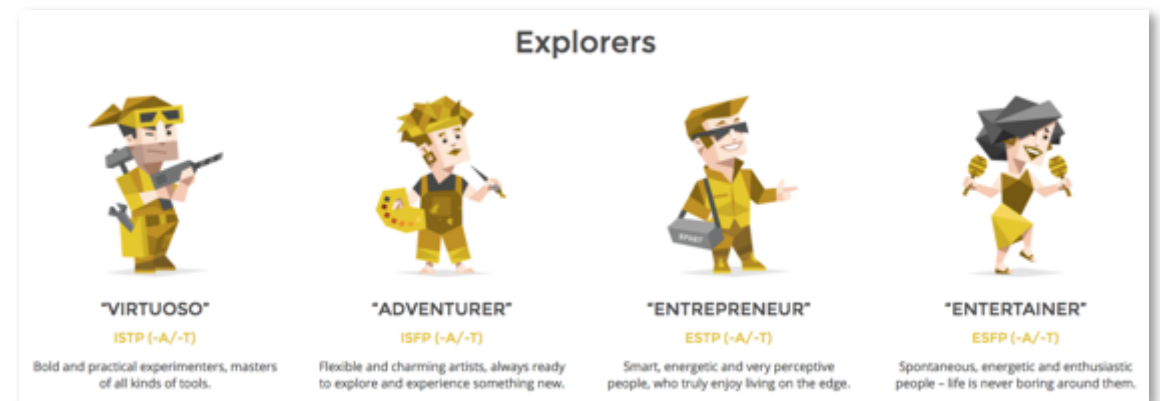
- At recruitment
- At induction
- As staff develop
- Provides skills to deal with performance and conflict

How the recipient feels when you are emotionally intelligent

- Supported
- Connected
- A sense of belonging
- A sense of collaboration – diverse and inclusive.



<https://www.insights.com/>



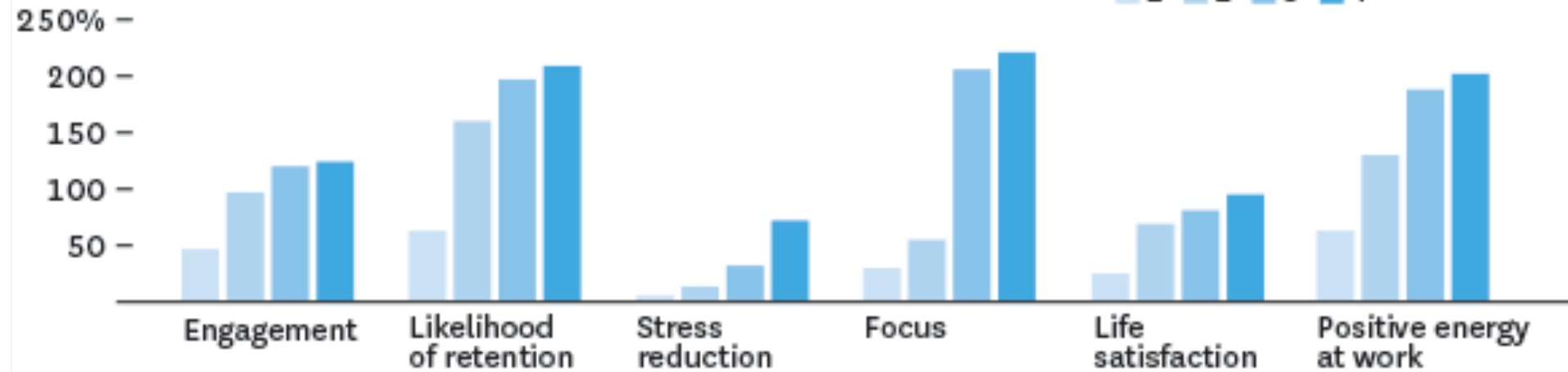
<https://www.16personalities.com/>

#3

Give and receive
effective feedback

THE EFFECTS OF MEETING EMPLOYEES' CORE NEEDS

PERCENT CHANGE FROM NO NEEDS MET



SOURCE "WHAT IS YOUR QUALITY OF LIFE AT WORK?" BY TONY SCHWARTZ AND CHRISTINE PORATH

HBR.ORG

<https://hbr.org/web/assessment/2013/11/what-is-your-quality-of-life-at-work>

Taking time to say a sincere.....

Thank You

#4

Add value



What is it like to work for Admiral Group



My Manager

Admiral run a training academy, which provides one-to-one coaching for all managers, as well as a comprehensive Management Performance Programme in which mentors are assigned for additional support where needed.

88% of staff agreed:
I feel that my manager talks openly and honestly with me



My Team

Away days are an important part of working life at Admiral. Each department has £110 per head to spend on fun afternoons out and examples of recent activities include learning circus skills at NoFit State Circus, duck herding, and pizza making.

89% of staff agreed:
My team is fun to work with



Giving Something Back

The company runs the Admiral Community Chest, which is a fund that provides financial support to local charities and organisations. Staff can request to make a donation under this scheme for any organisation in which they or their family is involved. In 2017, the fund stood at a massive £130,000.

90% of staff agreed:
My organisation encourages charitable activities



Benefits:



Gym
companies offering either free gym/ sports facilities or offering subsidised gym membership for all employees



Long Service
50% of employees with more than 5 years' service



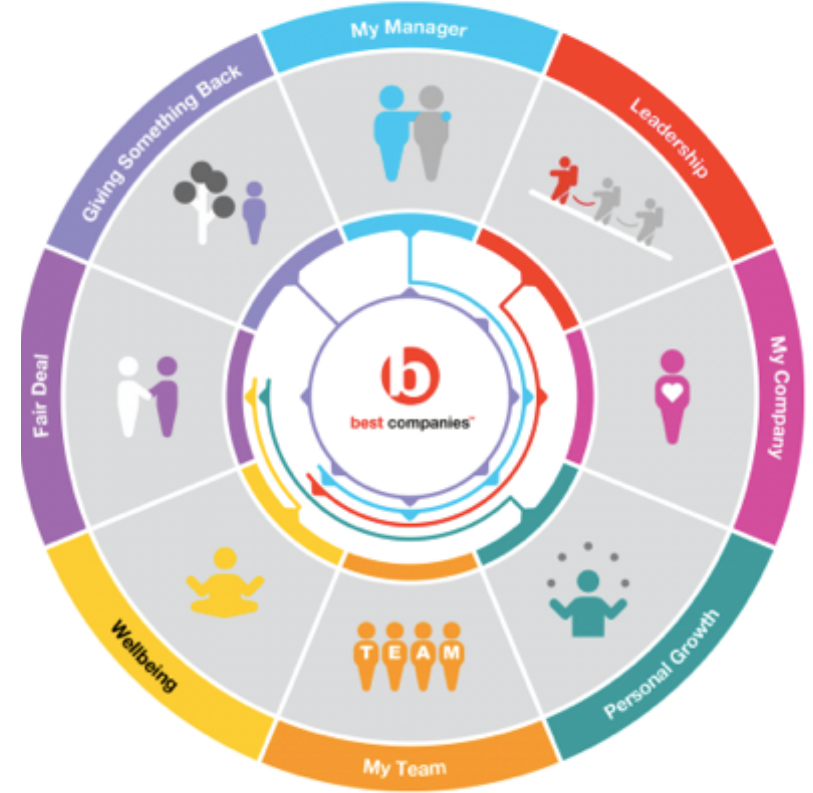
Maternity
At least 10 weeks' full pay or generous alternative



Development
Companies who provide support for non-work related training



Family Friendly
School hours contracts offered to staff



EXCEED
all.expectations

THANK YOU

e: sandra@exceedallexpectations.com
w: exceedallexpectations.com
t: 07896 561001