



Holding Retention Reviews

Parker, G. (2022). *Let's call it a retention review*. SmartBrief.

https://corp.smartbrief.com/original/2022/04/lets-call-it-a-retention-review?utm_source=brief

WHAT IS THIS RESOURCE?

This resource explains how leaders can have productive conversations called "retention reviews" with employees to increase retention.

WHAT ARE THE CRITICAL FINDINGS?

Leaders can use retention reviews to collect ideas on how to improve employees' work experiences and recognize their efforts by:



Engaging in brief one-on-one conversations with employees

Asking questions about how leaders can create a more positive and engaging work experience

Utilizing open-ended questions in conversations that begin with "how," "what," "when," and "why"

Talking less and listening more

Establishing a level of trust so employees feel comfortable coming to leaders with concerns rather than leaving the job

Sample retention review questions include:

What are some of the best things about your job?

What can I do to make this a better experience for you?

To what extent do we give you the respect you deserve as a member of this team?

What more can we do to show our appreciation for the work you do?

It is critical for leaders to follow up on the ideas and suggestions staff share during their retention reviews.

WHAT ARE THE IMPLICATIONS FOR OUR WORK?

Leaders can retain staff by holding dedicated and intentional conversations with staff about their work experiences, their preferences for how their contributions are recognized, and what will support their intent to stay. Holding retention reviews also provides leaders a deeper understanding of ways they can strengthen organizational culture and climate.