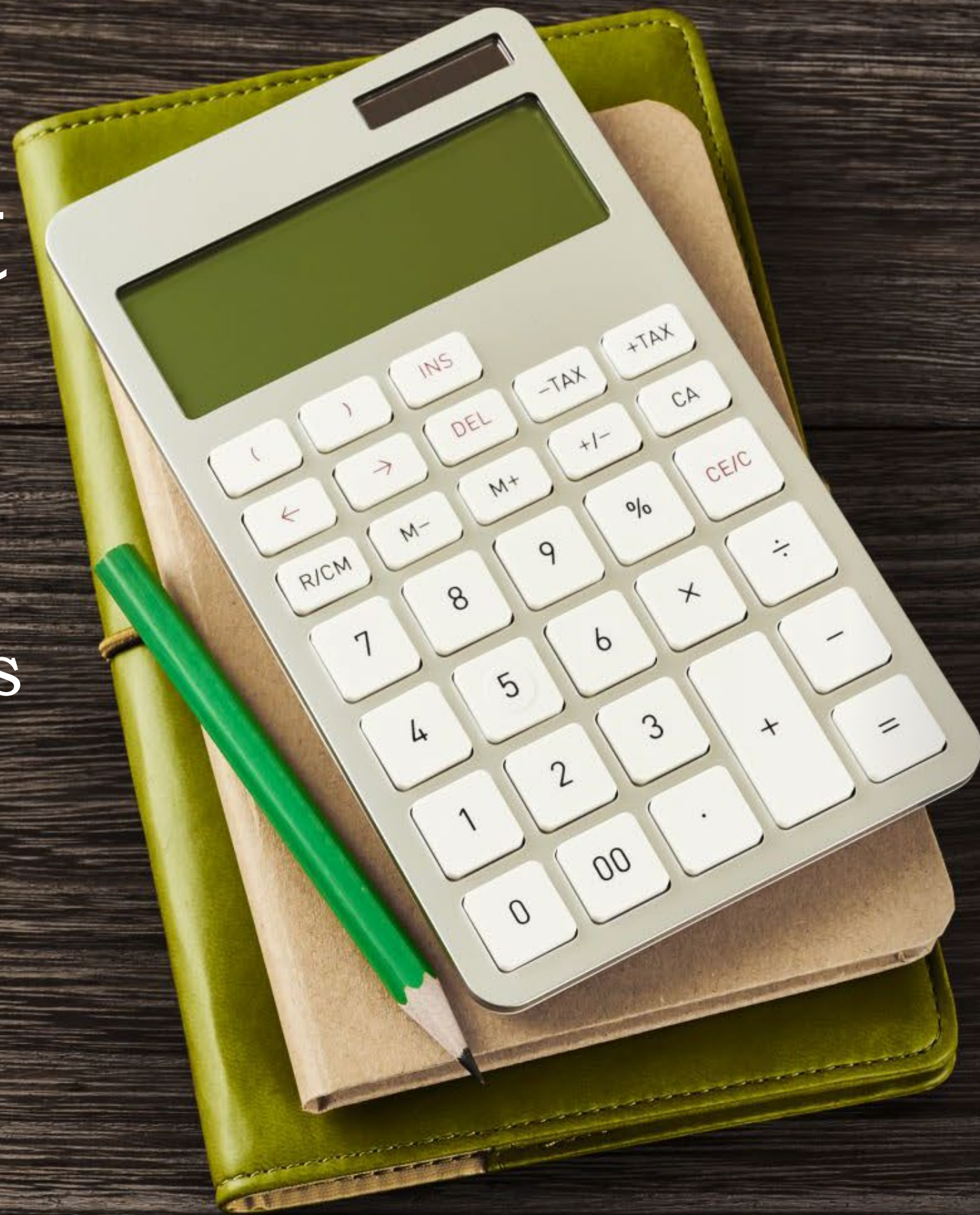


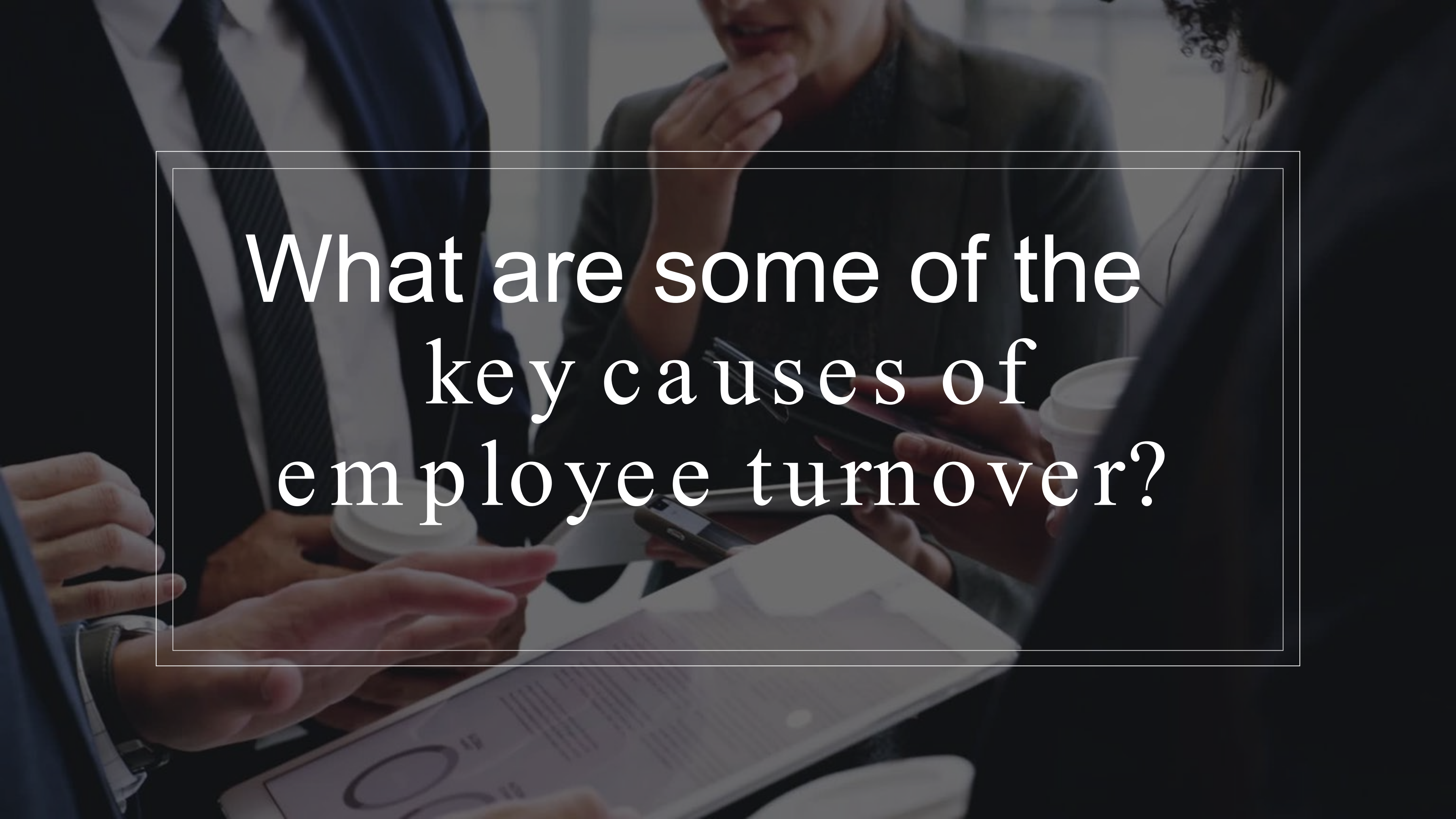
The 5 Keys to Winning Talent Retention

Presented by Nicole Andrews



Three Key Goals Today:

- Discuss the 5 keys to attracting, retaining and developing talent
- Learn a technique you can use to quickly assess talent retention gaps in your company
- Identify what each employee on your team needs to thrive

A background image showing a group of business professionals in a meeting. They are gathered around a table, looking at documents and using mobile devices. The image is dimmed and has a dark overlay. A white rectangular border frames the central text.

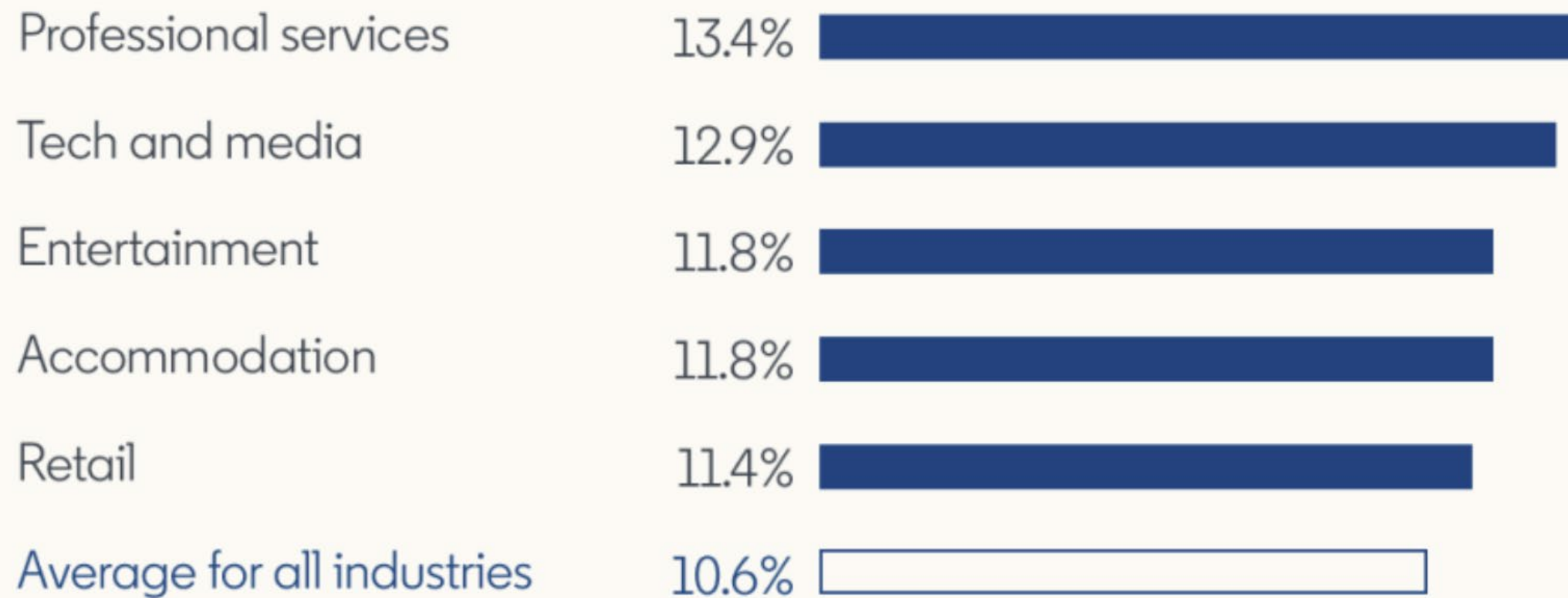
What are some of the
key causes of
employee turnover?

Key Turnover Risk Indicators

- Major life changes
- Job change/ new role
- Workload/ Volume of work
- Work environment/ culture changes
- Direct manager/ team
- Stagnant career growth
- Pay dissatisfaction

Industries with **above-average** turnover rates

Average turnover rate across industries on LinkedIn globally (July 2021 – June 2022)



Turnover is calculated as the total number of departures divided by the average headcount.



So, how do you support the ...

- Attraction
- Retention
- Development
- Inclusion
- Engagement

Of Talent in your organization or team?

Give them a real...

©V.O.I.C.E.

In your opinion, what's your
most important priority right
now as a leader?

V = VALUE



Value

Opportunities

Information

Care

Experiences



1. Value

Making your team feel valued, appreciated and recognized

Challenge

Communicate

Recognize



1. Challenge them and give quality feedback

HONESTY
IS IT REALLY THE BEST POLICY?

2. Provide honest
and transparent
communications

3. Show
a p p r e c i a t i o n ,
p r a i s e a n d
r e c o g n i t i o n



What's your **VALUE**Score?

Rate your level of agreement with each statement from 1 to 5
(5 being the highest and 1 being the lowest):

- ✓ Feels challenged and receives quality feedback
- ✓ Receives transparent and honest communications
- ✓ Receives recognition and appreciation for contributions

O = Opportunities



Value

Opportunities

Information

Care

Experiences



2. Opportunities

Providing valuable and visible career opportunities for team members to develop, advance or demonstrate their skills

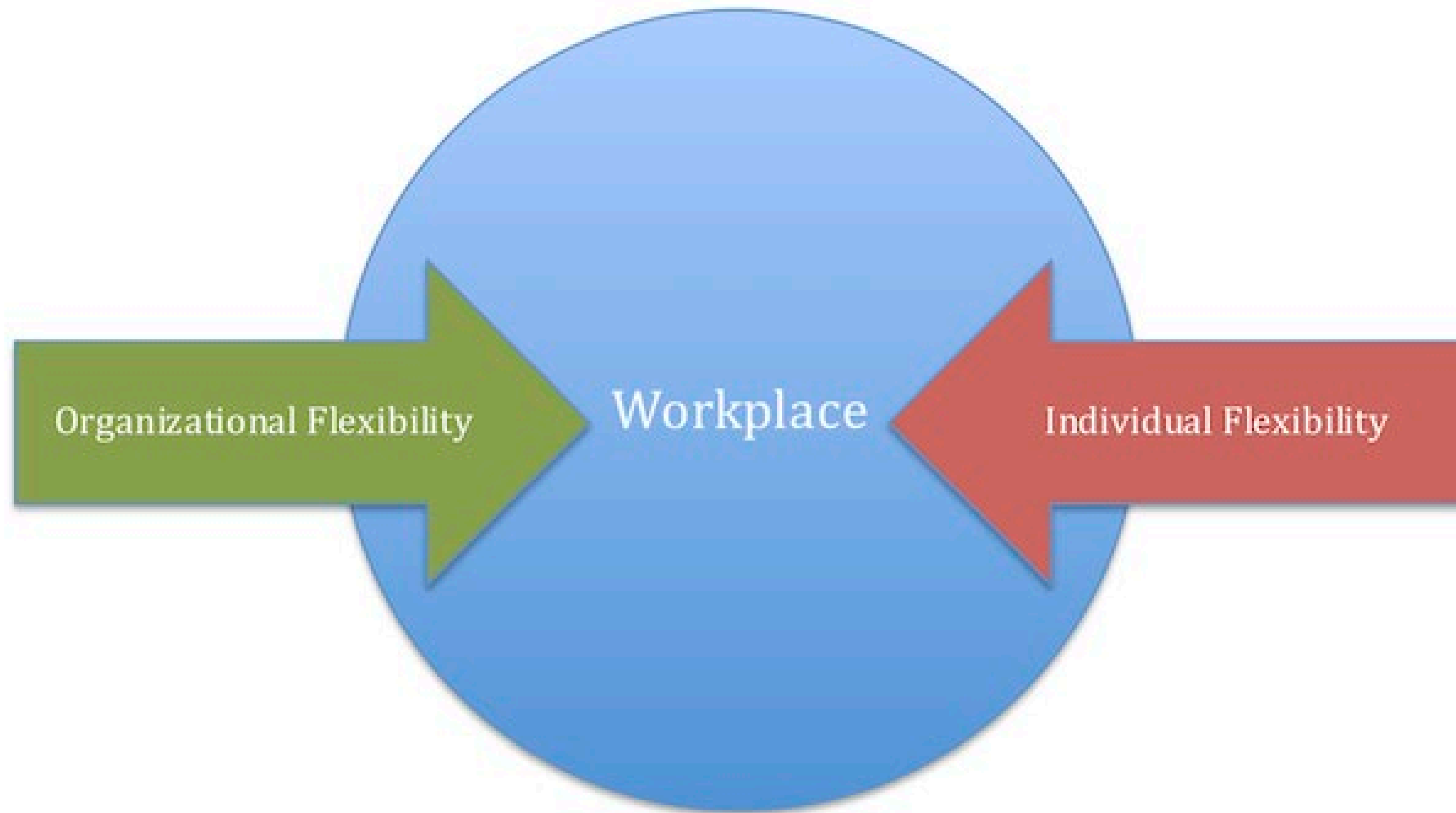
Visibility

Flexibility

Strategy

1. Provide visibility





2. Provide flexibility to balance personal and professional pursuits



3. Offer employment, promotion or strategic opportunities

What's your OPPORTUNITIEScore?

Rate your level of agreement with each statement from 1 to 5
(5 being the highest and 1 being the lowest):

- ✓ Given opportunities to serve in visible ways or work on visible projects
- ✓ Has flexibility to pursue personal and professional activities
- ✓ Receives equitable chances to grow and advance in the company

I = Information



Value

Opportunities

Information

Care

Experiences



3. Information

Sharing appropriate, relevant and timely information with team members to support their performance

Access

Input

Expectations



1. Provide
access to
key
information



2. Seek input and share information

3. Clarify expectations



What's your **INFORMATION**Score?

Rate your level of agreement with each statement from 1 to 5
(5 being the highest and 1 being the lowest):

- ✓ Receives access to key insights and information needed to succeed in the company
- ✓ Is invited to share perspective, information and input
- ✓ Has clear expectations around their role, projects or assignments

C = Care



Value

Opportunities

Information

Care

Experiences



4. Care

Demonstrating genuine care and concern for the employee as a person outside of their performance and day to day work at the company

Understanding

Empathizing

Listening

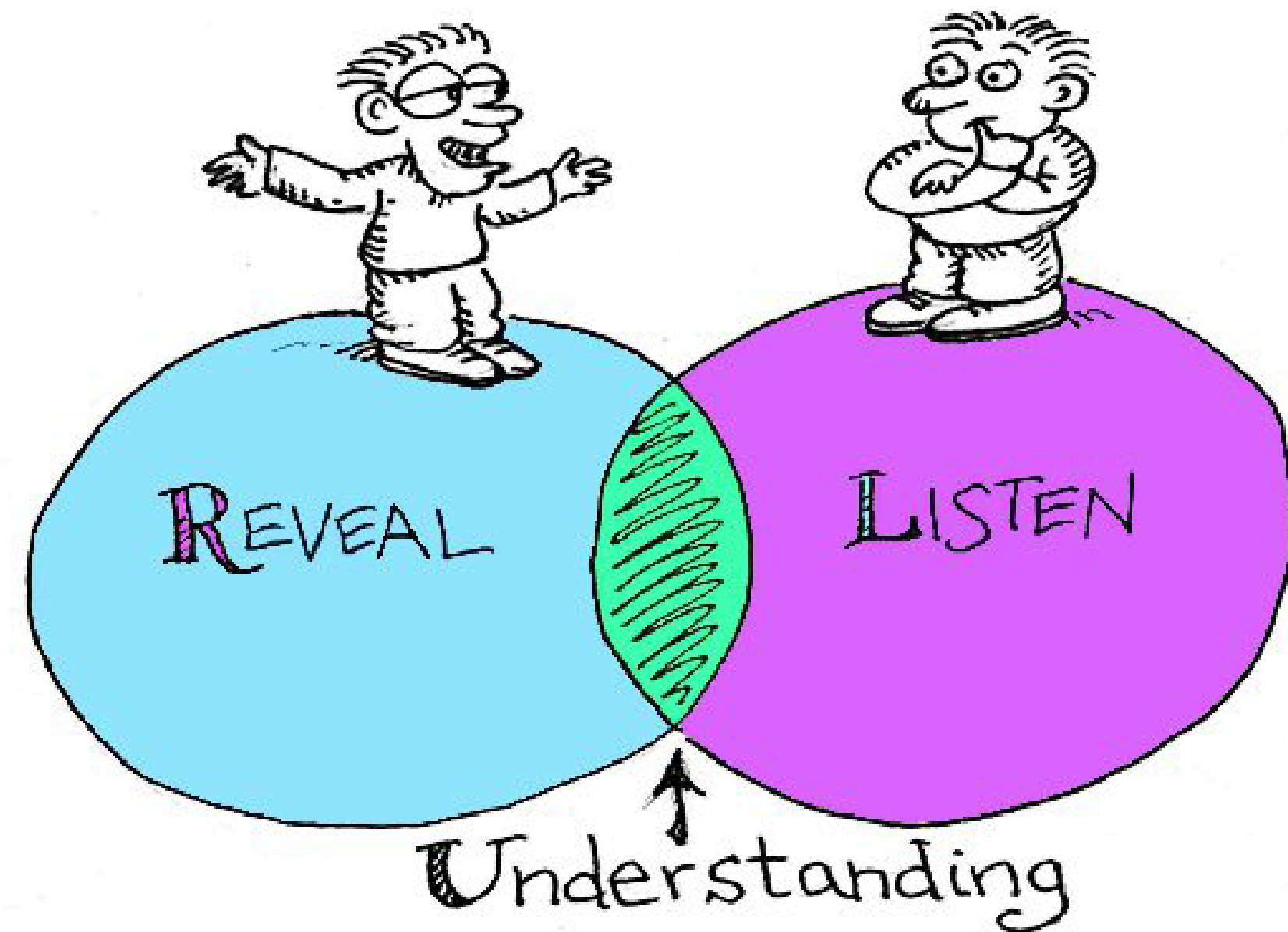
1. Get to know
them
personally and
their career
aspirations



2. Show
c o m p a s s i o n
a n d
e m p a t h y

Empathy.

**We must
understand before
we Judge**



3. Listen to understand and learn

What's your CAREScore?

Rate your level of agreement with each statement from 1 to 5
(5 being the highest and 1 being the lowest):

- ✓ Feels known on a personal “career aspirational” and “non-work” level
- ✓ Shown compassion and empathy
- ✓ Feels the company listens and responds to needs and input

E = Experiences



Value

Opportunities

Information

Care

Experiences



5. Experiences

Creating or providing meaningful experiences that give employees further exposure into the company culture, career paths or client work

Exposure

Role Modeling

Involvement

1. Give them
exposure
through key
experiences and
connections





2. Create great team experiences and model inclusive leadership within the team





JOIN THE FUN

3. Involve
them in
discussions
and during
meetings

What's your **EXPERIENCES**Score?

Rate your level of agreement with each statement from 1 to 5
(5 being the highest and 1 being the lowest):

- ✓ Exposed to influential leaders for mentorship/ sponsorship and offered key growth experiences
- ✓ Sees healthy leaders who model inclusive behaviors and promote healthy team dynamics
- ✓ Invited to attend and speak in key meetings

Identify your total ©V.O.I.C.E. Score

Scoring Legend

60- 75 points = ©V.O.I.C.E. Pro

45- 60 points = ©V.O.I.C.E. Intermediate

45 points or less = ©V.O.I.C.E. Beginner

What's your greatest struggle
or challenge today as a
leader?



Questions or
Reflections?



Call to Action

5 Simple “VOICE” Questions

1. How will you value and recognize team in 2023?
2. What opportunities can you delegate or involve them in?
3. What information can you share or receive to help them clarify the best way they can help fulfill the company mission or team goals?
4. How can you demonstrate more care and compassion for your team this year?
5. What experiences can you expose them to or create that will be different from years past?

“The things we fear most in organizations — fluctuations, disturbances, imbalances — are the primary sources of creativity.”

— *Margaret Wheatley*

Thank You

Contact: Nicole Andrews

nicole@thenicoleandrews.com

Career Coach, Organizational Consultant and Speaker

Nicole Andrews International, LLC

www.thenicoleandrews.com

www.linkedin.com/in/thenicoleandrewsofficial