



6 ORGANISATIONAL DEVELOPMENT TECHNIQUES  
TO AID STAFF RETENTION

ten live®

2016

## PRAISE

Recognise publically  
Present to peers  
Develop individuals, teams

## LEADERSHIP

Develop leadership  
best practise in all  
Lead from the front  
Create projects  
Assess

## SHARE

Be business centric  
Share strengths &  
lesser strengths  
Share positives  
and negatives

## THANK

Thank continuously  
every day  
Reward small, but often  
Reward performance  
annually



## ENCOURAGE

Encourage idea sharing,  
increasing creativity  
Gain buy-in for your ideas,  
they are now their ideas  
Continuous improvement  
strategies created from within

## ANALYSE

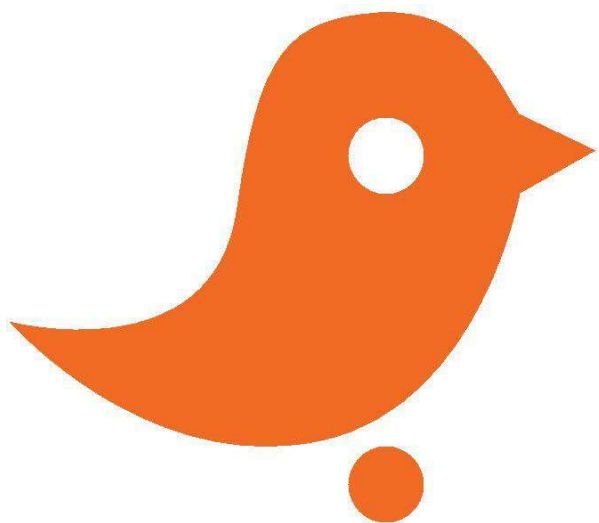
Don't criticise  
Create solutions  
Plan

# PRAISE

Everyone has a desire to be needed and to feel valued - including at their place of work. In the workplace, the feeling of belonging and esteem rank high. Consistent praise from a manager boosts an employee's confidence and makes them happy about their place inside the organisation. People perform at a much higher level when they feel happy and confident. When they don't feel important, people become withdrawn and complacent and start looking for other places to work.

You must continuously recognise and praise staff and make your employees feel wanted and needed. Recognising this publically within your organisation and sharing with peers also ensures that other employees appreciate that their employer recognises outstanding performance and that this in turn will improve collective productivity and performance. Using corporate communications such as newsletters or bulletin boards can publicly recognize the contribution of an individual to the organisation.

Another form of public recognition is acknowledgment by senior management and key decision makers that an employee has made a significant contribution. When employers recognise employees regularly all parties win and employees will in turn remain loyal.



# SHARE

Encourage employees to be 'business-centric'. By sharing your organisation's goals and what is happening within your organisation, both good and bad, employees will develop a sense of ownership and increased commitment to your organisation. Employees who are engaged (actively involved) in making things better and who receive frequent communication about what is happening within their organisation may feel more like a part of something important and more a part of your organisation.

You can use many methods to stay connected with employee away-days, workshops, Twitter updates, video conferencing and newsletters. What you gain from this is a team of employees working closer together with a better understanding of your organisation as a whole working together for the good of your organisation.

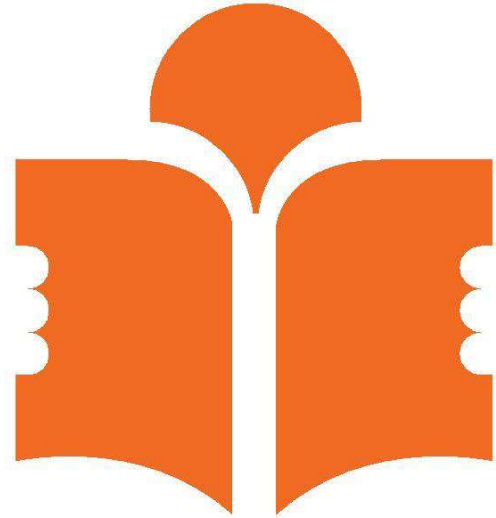
# ENCOURAGE

Keep your employees learning and thinking by creating a challenging environment. Be receptive to employee feedback. Employees can be engaged into new projects and their ideas must be welcomed to give them a sense of belonging to your organisation.

Also, allowing your employees the opportunity to provide feedback is crucial for maintaining an open and positive communication climate. Through this you will gain buy-in for your organisation's ideas and employees will take ownership of these ideas which in turn will become their ideas.

Allow your employees to learn new information. You could offer the opportunity for staff to gain an insight into the role of another employee by allowing them to complete tasks that are normally assigned to another person. Performing the same job task over and over promotes a stagnant, boring and lazy atmosphere and contributes to an employee becoming disgruntled. Your team members will gain respect for one another, because they will perform one another's jobs, which will lead to better performance.

By sharing ideas and increasing understanding of individual roles, you will gain a team of employees working closer together with a better understanding of your organisation as a whole.



# ANALYSE

Craft your organisation culture to ensure you create a positive atmosphere for analysing employee performance and identifying and planning development programmes. You must create an environment and adopt an approach that is fair, that isn't critical and that seeks solutions to improve employee performance and satisfaction. Directing personal criticism at employees will only seek to discourage and demotivate employees. You should ensure that feedback is constructive and focused on particular behaviours or aspects of performance, including clarity about expectations and goals, about earning potential, feedback about performance and ensuring regular meetings are scheduled.

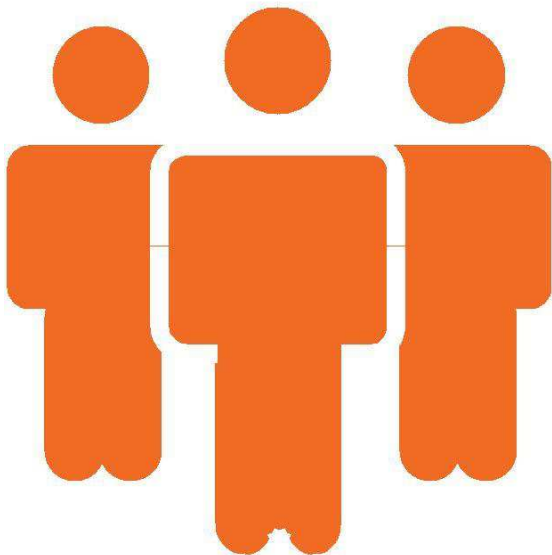
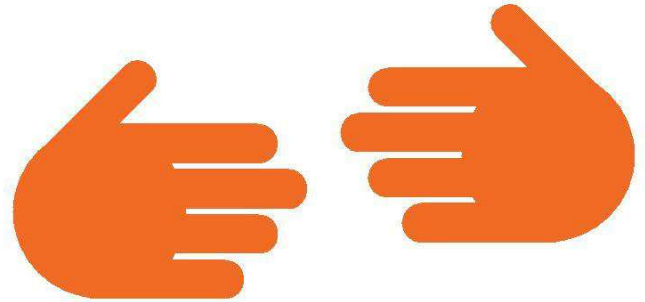
As an employee retention tool you should plan goal oriented solutions that will allow you an insight into determining career paths and training needs. Providing a continuous solutions-based framework within which the employee perceives they can succeed, can develop and are valued is key to improving employee performance, satisfaction and ultimately retention.

## THANK

Show you value your employees' performance and achievement by rewarding small and often. Offer a competitive package of pay and benefits, but don't stop there. A raise is not the only way to reward an employee's performance. An employee will typically stay with an organisation that also rewards them mentally and emotionally. When your organisation is filled with happy employees, compensation becomes slightly less of a factor in retention.

There are many forms of value-based compensation for rewarding great service and loyalty, so use them all. This could be as simple as an email from the CEO or other executives recognising the contributions of specific individuals and departments. Other inexpensive benefits could include special parking spots, awarding extra time off, free lunches and gift cards for special events, such as the successful completion of important project.

If you first show loyalty and appreciation for your employees, you will ultimately have more loyal employees.



## LEADERSHIP

Your employees want to feel trusted with new responsibilities and tasks. Offer leadership and growth opportunities from within and focus on the strengths of each and every employee. All employees are unique in every way and finding what their individual strengths are will create a valuable employee.

Offer new job opportunities for internal hiring before filling the position from outside your organisation. These practices ensure that any qualified employees are given an opportunity to grow and to take responsibility. Delegate authority to employees, empower employees by involving them in decisions and equip them with a larger decision-making role and minimal micromanaging once they display sound judgment.

By doing so, you will develop leadership qualities and skills in your employees and cultivate the same cultural mindset as the top leadership.

## ENGAGE

Ten Live's **Engage**© programme offers a framework to employers to aid staff retention amongst other staff management-related services. If you would like to find out more about Ten Live's Engage© programme, please contact Joanne Telfer at Ten Live on 01236 702007 or email: [joanne@tenlivegroup.com](mailto:joanne@tenlivegroup.com)

## About Ten Live

Ten Live is an independent Scottish company recruitment and resource management company operating across the UK, the U.S., MENA, AsiaPacific, Africa and Australia within the Executive/Professional, Energy / Oil & Gas, Engineering / Manufacturing, Accountancy & Finance, Rail, Logistics, Industrial, Sales & Marketing, It, Office, HR / Education / Training, Healthcare, Food & Drink sectors

- Innovative global talent acquisition
- Multi award-winning
- Scalable global manpower solutions
- Fast-turnaround
- Added-Value
- ISO – Quality, Environmental, Health & Safety
- In-house Payroll / Invoice / Business Services

Ten Live's unique ENGAGE© programme provides both employers and job seekers a commitment to sourcing only the right people for the right role.

**[www.tenlivegroup.com](http://www.tenlivegroup.com)**

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