

# Employee Retention Assessment

*"Creating Best Places to Work"*



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# EMPLOYEE RETENTION ASSESSMENT

Scoring Directions: Rate your organization on a scale of 1 (lowest) to 10 (highest) for each item. Circle the appropriate rating.

## 1. Deploy a Retention Strategy

- There is a clarity and strength to our organizational values and mission
- Our vision is understood by our workforce
- We have a written retention plan
- The cost of turnover is measured
- Employee satisfaction surveys are conducted on a regular basis
- We know the top reasons employees quit their jobs
- We know the top reasons employees stay with our organization

Low 1      2      3      4      5      6      7      8      9      10 High

Score: \_\_\_\_\_

## 2. Provide Direction and Lead by Example

- First and second level managers have respect and support from the workforce
- Managers and supervisors visibly behave in ways that reinforce our values
- Managers are evaluated on how effective they retain their workforce
- Supervisors receive management training
- Each level of the organization has written retention responsibilities

Low 1      2      3      4      5      6      7      8      9      10 High

Score: \_\_\_\_\_

## 3. Build Connections and Communication

- We identify barriers and obstacles to good communication
- We have a specific plan and evaluate how well we communicate to our workforce
- Managers conduct retention reviews/plans with their employees
- We have activities that build strong bonds between people
- We have worklife flexibility programs in place

Low 1      2      3      4      5      6      7      8      9      10 High

Score: \_\_\_\_\_

## 4. Rewards, Recognition, and Reinforcement

- We provide competitive pay and benefits
- We have identified the important behaviors we want to reward and recognize
- We have formal and informal reward and recognition programs
- Incentive plans are in place for key staff
- Senior managers participate in and support reward and recognition programs

Low 1      2      3      4      5      6      7      8      9      10 High

Score: \_\_\_\_\_

**5. Recruitment and Selection**

- Essential behaviors have been established for key jobs
- Employees hired based on behaviors and competency models
- Interviewers are properly trained and a structured approach to interviewing has been established
- A program is in place making everyone responsible for recruitment--not just recruiters

Low 1      2      3      4      5      6      7      8      9      10 High

Score: \_\_\_\_\_

**6. Orientation and Onboarding**

- On boarding program is in place for new employees
- We conduct random surveys asking why people stay at our organization
- Exit interviews are conducted
- New employees are assigned a "go to" person to help assimilate them
- We survey new employees during the first 30 days on the job

Low 1      2      3      4      5      6      7      8      9      10 High

Score: \_\_\_\_\_

**7. Charged Environment that Engages the Workforce**

- We focus on making work and jobs mentally engaging and physically energizing
- We have a system to solicit ideas and suggestions from our workforce
- We discover ways to make work fun

Low 1      2      3      4      5      6      7      8      9      10 High

Score: \_\_\_\_\_

**8. Employee Learning and Development**

- We strive to create career ladders for all jobs
- Individuals have an opportunity to learn new skills
- We have a commitment to training and development
- We have advanced programs for high potentials
- We provide timely communication of performance to our workforce
- There is a system in place to coach individuals for higher performance

Low 1      2      3      4      5      6      7      8      9      10 High

Score: \_\_\_\_\_

**Total Score:** \_\_\_\_\_

## About Chart Your Course International

Chart Your Course International shows managers, business owners, and healthcare and human resource professionals not only how to retain their most talented performers, but also how to transform their entire workforce into a high-retention culture.

Gregory P. Smith is the President of Chart Your Course International and the author of eight books including *Here Today Here Tomorrow: Transforming Your Workforce From High Turnover To High Retention* and *401 Proven Ways to Retain Your Best Employees*.

Our training programs provide the knowledge, skills, tools, and processes to create a great place to work. Our programs have the following benefits:

- **A stable workforce with lower attrition.** *Retention* programs are more effective and less expensive than *recruitment* programs. Reduced turnover gives you more stability, which pleases both employees and customers alike.
- **Lower costs.** The average cost to recruit and train one employee is estimated at 2.5 times an employee's salary.
- **Improved performance and greater potential.** Studies show only half of the workforce put effort into their job over and beyond what is required. Three out of four people said they had the ability to become more effective than they were.
- **Improved Customer/Patient Satisfaction.** A satisfied workforce reflects a positive attitude toward others. They in turn will reflect a positive attitude toward customers and patients thus generating higher satisfaction scores, which will grow the profits of your organization.

For more information please contact:

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