

Leveraging Learning to Help Employees “Stick” to Your Organization

About the Presenter

Therese Provencher MS, RD, LDN
Talent & Culture Learning Director for
National Lutheran, a non-profit senior
services provider

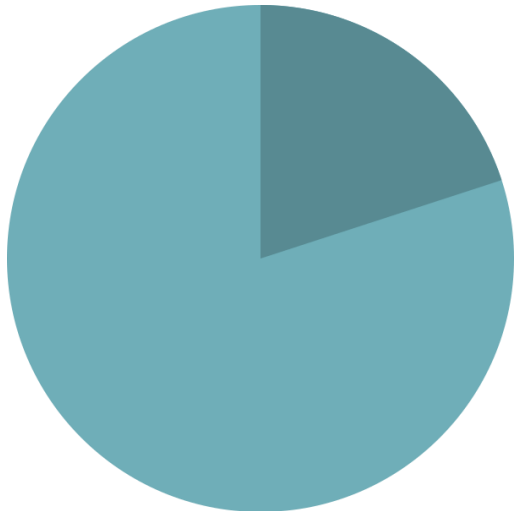


Objectives

- Understand how discovering the learning goals of an employee can help the person “stick” to the organization.
- Discover how creating organizational attachment can drive business results.
- Identify how and when to create an environment for a successful stay interview.

The Challenge & Opportunity

- Selecting the right hire
- Engagement and connection
- Retaining the right hire



**Up to 20% of turnover
occurs in the first 45 days!**

Sticking

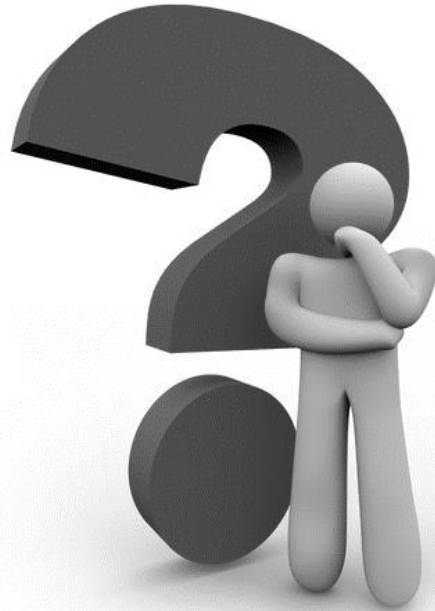


Building attachment or positive connection to the organization

Why Not

Why Not?

- Manager feels threatened
- Waste of time
- Not what the person was hired for



What are some reasons you may have heard from fellow leaders about why they don't have conversations about growth and learning opportunities with their employees?

Why Not

Why Not?

- Managers feel threatened
- Waste of time
- Not what the person was hired for

Why Not!

- Morale booster
- Investment in employee
- Increased productivity

Sticking with Growth



- You won't know unless you ask
 - Ask about goals
 - Ask about growth opportunities
- Write them down
- Can be personal, professional, or both

Growth

Complete an LPN to BSN program so I can be a nurse manager.
-Clinical Services

Complete my Masters' in Information Technology.
-Concierge

Learn sign language because I care for a deaf resident.
-ConnectedLiving

Take another ESL class to improve my English.
-Dining Services

Stayed With Us

EVS Aide → C.N.A → LPN
→ RN → Charge Nurse

- Stayed with the organization for over 25 years
- Committed and dependable
- Customer service rock star
- Encouraged others to pursue their growth goals

Moved On

Dining Room Server



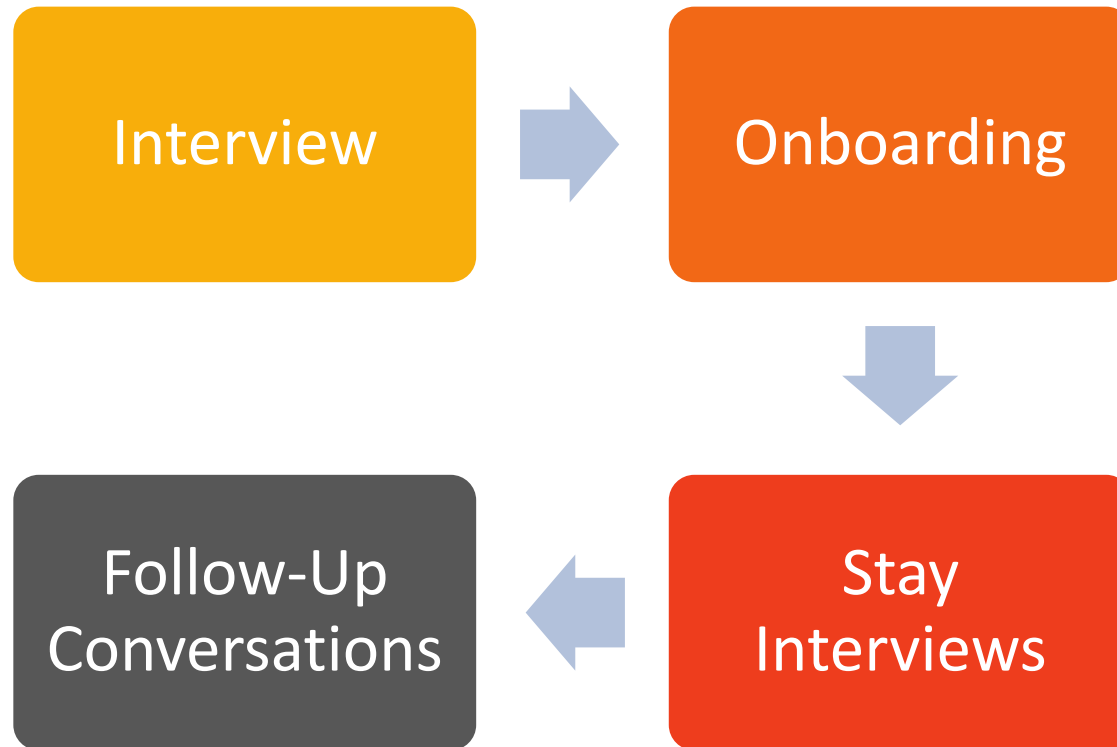
Engineering Degree

- Stayed with the organization for 4 years
- Committed, dependable employee
- Demonstrated service excellence with peers and customers



What is a growth or learning goal you have and does your manager know about it? If not, why?

Talking About Growth



Start the “Stickiness”

Set the expectation and meet it

Have the conversation

Don't make assumptions

Look long-term

Protect that time

Start Stay Interviews



- Scheduled in advance, not spur of the moment
- Planned before identified high turnover timeframes
- A purposeful conversation

Gallup Organization Study

- Meta-analysis using over 263 research studies
- 1.4 million employees studied
- Employees with a high level of engagement are 21% more productive

What could you do
with 21% more?

Think Outside Your Organization

- Encourage all types of learning – not just ones related to your sector or service line
- People want to matter, to feel valued

Give the employee a stronger “why” when they consider how much they want to put into their job with your organization.

References

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Contact Information

Therese Provencher MS, RD, LDN

tprovencher@nationallutheran.org

240-252-2898