



Stay Interview Best Practices
How to Amplify
Employee Retention



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Abraham came to Vensure with deeply rooted passion for client service, organizational strategy, and building relationships! He started his HR career journey after 14 years of being an entrepreneur and running a successful General Contracting business. He has more than 25 years of client service and product management leadership experience, 15 of which have been spent in the PEO space. He is a highly-regarded keynote speaker and global facilitator on several development topics! Abraham has served on boards for non-profit organizations for over 10 years and led as Board Chair, before giving light to new passions! Today, he mentors young entrepreneurs on building the future! He holds his B.A. in Organizational Management with a minor in Social-Culture Anthropology, ad MPA studies in Product Development.





Today's Topic

Conducting Stay Conversations Best Practices

How to Amplify Employee Retention

Description:

Proactively retaining talent by getting curious about why employees stay, what would make them leave, and seeking overall transparent feedback on the organization and its culture and practices.

Today's Agenda

01. Employee Discussion Best Practices
02. Applying What You Learned: Company Purpose and Shared Vision
03. Examine Organizational Culture and Values



Stay Conversations



WHAT

- Intentional Conversations
- Have Goals and an Objectives

HOW

- Structure
- Keep it Safe
- Seek to Understand
- Listen
- Take Action

WHY

- Identify Roots
- Solution Ideation
- Build Trust
- Build Loyalty
- Retain Talent
- Customer Experience

Benefits of Effective Discussions



Identify Problems

- > Collect [Employee Feedback](#)
- > Discover what aspects of your employee experience could be [pushing your employees to leave](#).



Find Solutions

- > Use Data
- > Take action on what you can't fix these factors.
- > Improve the Employee Experience
- > What Customers Need



Build Trust and Loyalty

- > show your employees that you care about their experience and want them to have a long, successful career with your company.
- > Be Careful and Intentional
- > [Taking immediate action](#) on an employee's feedback.
- > Continuing to update them on the progress.



Retain the right Talent

- > Speak most critical employees.
- > Reach out to high performers
- > Here from low performers



How to have Stay Conversations



Talk to Employees

- Separate from Performance
- Probe to Learn More and Take Notes
- Bring an Open-mind
- Support Company Policies and Take Ownership



Actively Listen

- Listen 80% of the Time
- Be fully Present in the Conversation
- Practice Good Eye Contact
- Notice Non-verbal Cues
- Ask Open-ended Questions
- Reflect What Has Been Said
- Listen to Understand, Not to Respond
- Withhold Judgment and Advice



Take Action

- No More than Three Initiatives
- Realistic and Reasonable
- Determine associated timelines for each initiative.
- Create and send post-interview communication.
- Follow-up to Measure Engagement

After the Stay Conversation

- › What you do after stay interviews is just as important as the interview itself.
- › Align the purpose and share the vision.
- › Action plan should capitalize on items that keep employees engaged and satisfied in their role.
- › Act on feedback related to work-related values to drive organizational culture.
- › Intentional change.
- › Put the change into practice sooner rather than later
- › Connect dots to other initiatives.
- › Talk about it- celebrate what you heard and changed. Let people see and hear about the movement.

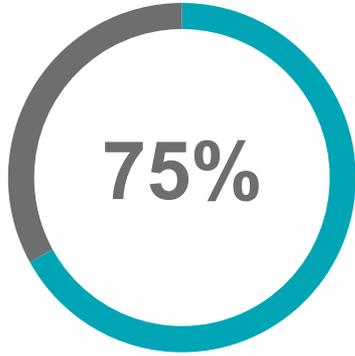


40%

of employees do not feel their feedback leads to actionable change.

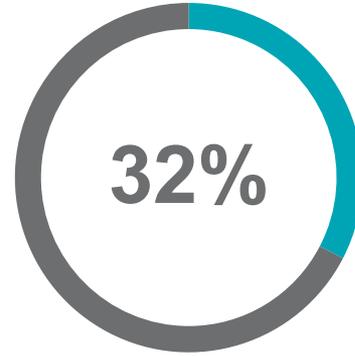


Impacts



of employees are more effective at their job when they feel heard.

Forbes, 2021



of U.S. workers are engaged with their work, which is 4% less from 2020.

NPR, 2023



How do we shape the culture and change the employee experience?



Recruitment and
Onboarding



Employee
Development



Resources, Tools,
and Spending



Employee-Leader
Relationship



Number of
Company Initiatives



Company
Policies



Job
Opportunities



Customer
Experience



Leadership
Development



Communication



Community
Involvement

Exit Interviews

Oops... too late.



**Thank you
for your time.**

