

KEEP YOUR TALENT.

*Reminder to Mute Your
Phone/Mic/Camera*

Retain your Workforce with Stay Interviews

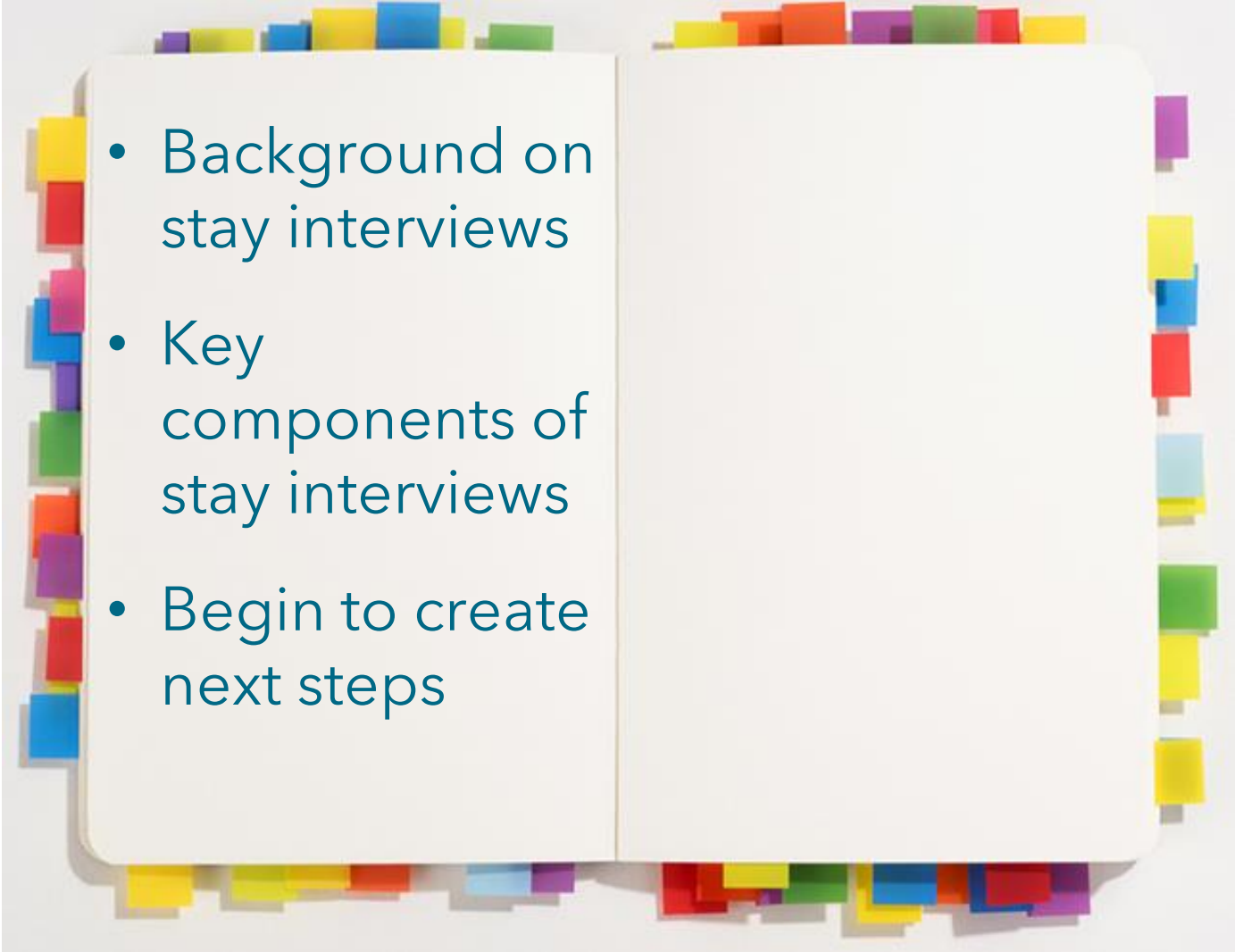
Presenter: Ashley Beaudoin, IMEC

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Keep Your Talent: ***Retain your Workforce with Stay Interviews***

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Agenda

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- Background on stay interviews
 - Key components of stay interviews
 - Begin to create next steps

Stay Interviews

Stay Interviews: An interview between a leader and an employee that's intended to gain insight as to what keeps employees working for an organization and what may need to be changed.



Stay Interviews

Stay interviews are not:

- Focus group conversations
- Conducted by HR department
- An assumption that the individual wants to grow
- Focused on individual job performance
- A one-time conversation



Stay interviews are:

- Individual meetings
- Conducted by a leader
- A tool that reveals what is important to the employee
- Conducted on a specific schedule with follow ups

Anticipated Outcomes

- Retain key players
- Improve productivity
- Establish and develop loyalty
- Gain insight on what to continue doing (*things are viewed as successful*)
- Gain insight on what to improve in the workplace (*areas for opportunity*)
- Increase engagement levels
- Increase manager satisfaction



Key Components of Stay Interviews

- Confirm comfort level and ability of interviewer
- Preparation
- Develop future state of stay interviews- stay planning



Essential Skills Needed

Actively Listen: Ability to be silent while the interviewee is speaking. This will aid in receiving and better understanding the information they are sharing. In addition, the other part of actively listening is to demonstrate what was heard

- To check for understanding, follow up with something such as, “If I understand you correctly, you are saying...” or “What I think I’m hearing is...”

Record Thoughts: Ability to capture key details that are discussed and be able to reference them when creating stay plans

Essential Skills Needed

Investigating Information (probe): Ultimately, seek to understand other's full perspective. This can be done by asking additional open-ended questions

- Example: "can you share an example of..."

Building Trust: Focus on making a stronger connection with individuals

- Embrace honesty
- Listen and respond with empathy
- Share thoughts, feelings, and rationale
- Respect others and their thoughts

Preparation

- Determine who will be conducting the surveys
- Confirm timeframe of each survey
 - Recommendation of 30 minutes
- Define schedule for interviews
 - Hold all interviews within a small timeframe rather than spreading it out over a year
- Introduce the topic with the workforce
 - Go over things such as the purpose, importance, and expectations

Preparation



- Inform individuals to be prepared to bring 1-2 topics that they would like to discuss
- Focus on areas that are important to the person you are speaking with
 - Diminish negative and defensive emotions about topics
- Familiarize self with company programs and offerings
 - How they can be applied to specific individuals
- Confirm an area in which each employee feels comfortable to have this discussion
- Determine what success looks like

Preparation



Content Development

- Create a handful of open-ended questions
 - “When you come to work each day, what do you look forward to?”
 - “What can I do to make your work experience better for you?”
- Anticipate for follow on conversation (probing)
- Be prepared to inform individuals your level of authority for change implementations
 - Understand what you are able to have control of, influence, and have no control of

Initial Stages of Future State

Commit to positive change

- Debrief on what was gained during conversation to determine commonalities across your team
- Collaborate with individual employees to build an effective plan
 - Schedule follow on conversation (if needed)
 - Develop & share general ideas
 - Gain employee's additional thoughts



Initial Stages of Future State

- Have an objective for each initiative
- Identify actions both you and the employee will take
 - Confirm realistic dates
 - Benefit: Allows for employees to make contributes of their future
- Place agreed upon details into writing and share with employee

Note: Not everyone will have a stay plan



The difference between success and failure - invest in time to effectively conduct stay interviews



FRAME THE FUTURE.

2021 Conference on Enterprise Excellence



March 30 and 31 | 8:30am - 12:30pm

2 Keynote Speakers

- Tom Wujec | Fundamental Skills and Tools to Thrive in a World of Extreme Change
 - 6-time TED speaker, technology pioneer, design thinker
- Scott Steinberg | Leading Through Disruption and Future-Proofing Your Organization
 - Futurist and Business Strategist

16 Breakout Sessions

- Leadership
- Strategy
- Workforce
- Customer Engagement
- Operations

IMEC Awards for Excellence Celebration

FREE Registration at <https://imecexcellence2021.com>



YOUR NEXT STEP: REGISTER!

DEVELOP YOUR LEADERS:

Communicating for Leadership Success Workshop

March 25 | 8:30am - 12:30pm

- Prepare leaders - at all levels - to handle challenges and opportunities
- Train leaders to communicate effectively so they can spark action in others.
 - Build strong relationships
 - Demonstrate empathy
 - Provide supportive feedback

Register at www.IMEC.org/Events/

YOUR NEXT STEP: SIGN UP!

Employee Engagement Pulse Survey

- Gather feedback and to gain insight into the current thoughts and feelings of the workforce.
- Identify how your employees truly feel about the current workplace and then create a strategy for workforce improvement.

To begin the conversation for your company:

- Email Emily Lee (elee@imec.org)

UPCOMING EVENTS

Date	Session	Presenter
Mar 17	INCREASE CASH FLOW: Research and Development Tax Credits Webinar	Wipfli
Mar 18 + Apr 1	SALES DEEP DIVE: Improving Virtual Sales Skills Training Series for Illinois Manufacturers	Mark Roberts, OTB Solutions
Mar 18	EXPAND YOUR REACH: Insider Ways To Use Facebook & LinkedIn to Increase Your Manufacturing Sales Webinar	Strategic & Creative Marketing
Mar 23	ADAPT AND IMPROVE: Learn to Apply Lean Six Sigma to Continually Improve Webinar	FKI Quality
Mar 24	GET TECH READY 2021 Illinois Advanced Manufacturing Virtual Summit	
Mar 25	KEEP IT RUNNING: Roadmap to Maintenance 4.0 Webinar	Jesse Brady, IMEC

Register at www.IMEC.org/Events/