

EMPLOYEE RETENTION CHECKLIST

- We genuinely show that we care about our employees, both as employees and as human beings.
- We actively encourage the personal and professional growth of our employees, including cross training.
- Our employees would rate our business as an “Employer of Choice,” meaning they would choose to work here.
- We pay a fair salary that is competitive with local market conditions.
- We offer a benefits plan that is competitive with local market conditions.
- Our employees know what is expected of them.
- Our employees have the tools and equipment to effectively do their jobs.
- Our employees have the opportunity, daily, to do what they do best.
- We encourage and reward teamwork efforts.
- We recognize equal effort with equal rewards.
- We show no favoritism toward employees who are family or friends (and our employees would agree).
- We promote from within whenever possible.
- We offer specific, consistent, fair praise and encouragement to our employees.
- We thank employees for their contributions to the organization.
- We gather employee feedback on what they expect and want from their work, then take appropriate action.
- Our employees are “in the communications loop”. They know our mission and vision. And we listen to them.
- Our employees feel “engaged” in the process of operating our business.
- Our employees know that they can approach us at any time with questions and concerns.
- We carefully select the “right” people when we hire, doing our due diligence prior to hiring anyone.
- We are professional with the language we use with our employees.
- We pay employee bonuses based on both individual (up to 90%) and company (at least 10%) parameters.
- We recognize employee birthdays and anniversaries.
- We have special events (BBQ’s, etc.) in the shop, holiday parties and rally together around charitable activities.
- We treat our employees the way we would want to be treated. We treat them with dignity and respect.
- We do performance reviews and ask tough questions during these interviews about job satisfaction.
- We conduct exit interviews with employees who leave us so we can better understand why they left.

SCORE: 21-26 = Exceptional 15-20 = Good, Can Improve 10-14 = You Need To Address This Now <10 = Major Issues