

What are Retention Interviews?

We always do job interviews before hiring someone. Sometimes we conduct exit interviews when an employee decides to leave. But we rarely interview employees when they stay.

The Retention interview takes the time to ask your employees – “Why do you stay?” – before it’s too late.

“We have to truly understand retention and what it means to individuals. When we think about “a job” we relate this to “I am doing this for you.” When we think about “a career” we relate this to “I am doing this for me.”

Businesses need to come to terms with what drives both retention and what it means for the career of an individual employee. The Career Monitor process has been designed to bridge the gap in a clear and quantifiable way.”

Louise Broekman
Chair - HR Coach Research Institute

What is the Career Monitor

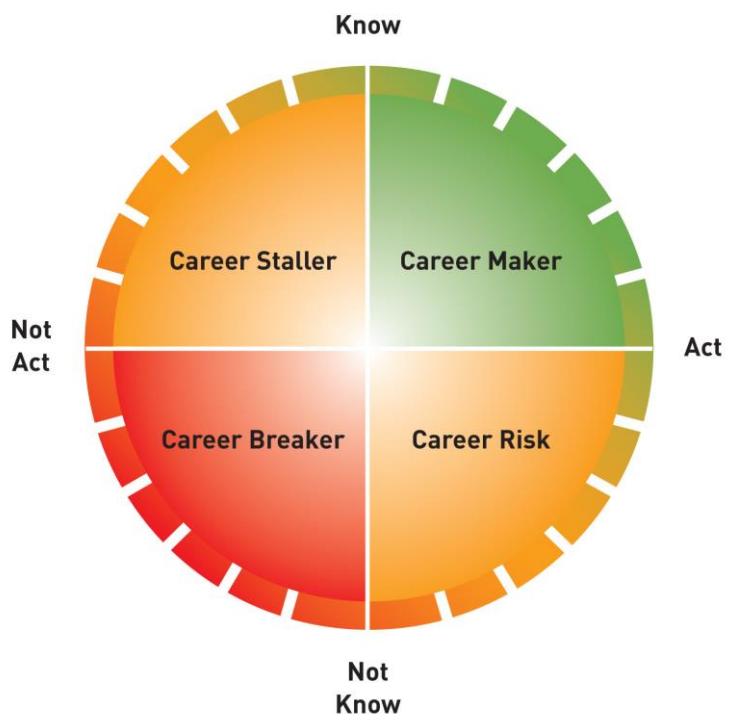
The Career Monitor is an exclusive process used by HR Coach Network Members to interview your employees. It offers much more than a standard interview, it asks a series of open questions and ratings of the business and of themselves.

Highly impactful, insightful and practical, it is designed from real research on 10,000 employees in businesses since 2008 and includes critical impact questions.

Tailored to fit your business, it provides an individual report as a risk and opportunity analysis for an individual employees circumstance. You and your employee will be armed with specific information to gain a clear perspective on what is impacting the employee at both job and organisational level.

An additional benefit is that you will also identify critical issues with a risk factor rating within 3, 6 and 12-month time frames.

Career Monitor Model



Why Businesses Use It

The motivation for businesses to conduct Retention Interviews is high:

- It provides clear guidelines on how to retain the individual employee
- It assists employees to own how they can contribute to the business
- It provides a report with measurements and priorities to work on
- It provides a total individual risk rating
- Results can be collated with a total organizational risk rating



Why Employees Want It

There are many motivations for an individual to monitor their career. Am I on track with expectations, is my environment helping me to succeed, am I at my best to build my future? Am I maximizing what I know and what I can do? After all there is no better career building activity to do than to do a great job today. Self monitoring is a powerful and non threatening way for employees to own their career.

Building Trust

But what if there are trust issues, either between the manager and the employee?

For these organisations, using the Career Monitor builds trust as it is a consistent, quantifiable method, facilitated by a HR Coach Network Member, clearly showing employees that the employer is making an investment in them.

Multiple Uses

The Career Monitor is a critical component to a Retention Interview. The design enables multiple uses from the one process. Here are just a few:

- Probation reviews,
- Pre exit analysis
- Key employee retention program
- Annual survey as part of a HR Plan

To find out more about the Career Monitor

Please contact Lou-Ann at HR Sustain, your local HR Coach Network Member on 0437 851 205.

For background information on the development of this initiative from the HR Coach Research Institute, see the White Paper "The Business Case for Retention"