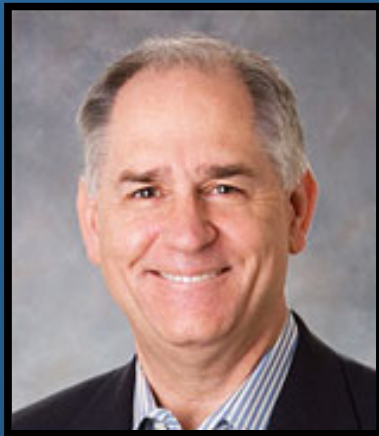


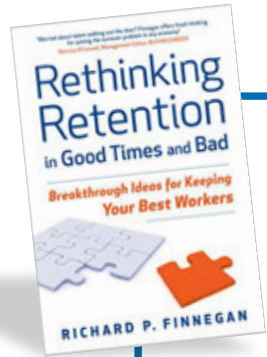
The Power of Stay Interviews aka Finnegan's Arrow

Dick Finnegan

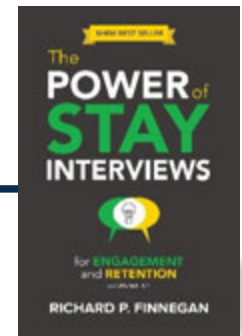


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C-Suite Analytics & The Finnegan Institute



Business-driven by translating turnover %s and survey scores to the language of CEOs which is Dollar\$



Endorsed by Chief Executive Magazine, Consulting Magazine, and BusinessWeek which said, *“Offers fresh thinking for solving the turnover problem in any economy”*



Improved retention 20-70% based on our founder's top-selling, industry-changing books



Returning Champion #1



- **Director of HR: Megan Blackhall**
- What They Do: Manufacture Precast Concrete Products
- Headquarters: Reno, NV
- Primary Job: Wetcast Fabricators
- **Turnover down 41% since 1.1.19**
- 40 Fewer Openings
- \$469,747 Saved
- **\$1.1 Million Projected Annual Savings**

Returning Champion #2



United Facilities

- **CHRO: Renna Bliss**
- What They Do: Third Party Logistics, Company Focused on 3 Locations
- Headquarters: Peoria, IL
- Primary Job: Forklift Operators
- **Turnover down 53% since 1.1.19**
- 60 Fewer Openings
- \$476,390 Saved
- **\$1.1 Million Projected Annual Savings**

Returning Champion #3



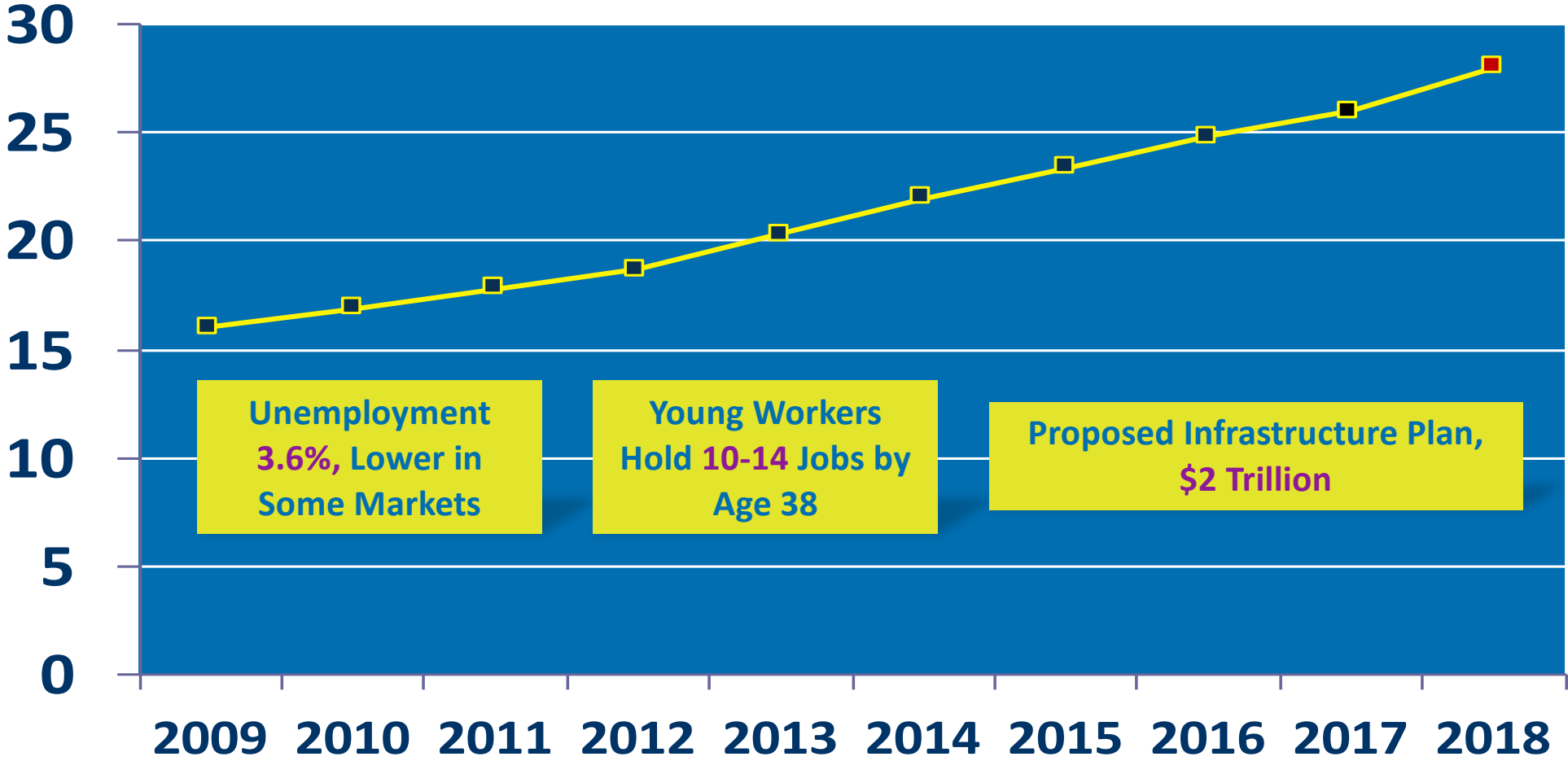
BAPTIST HEALTH®

FLOYD

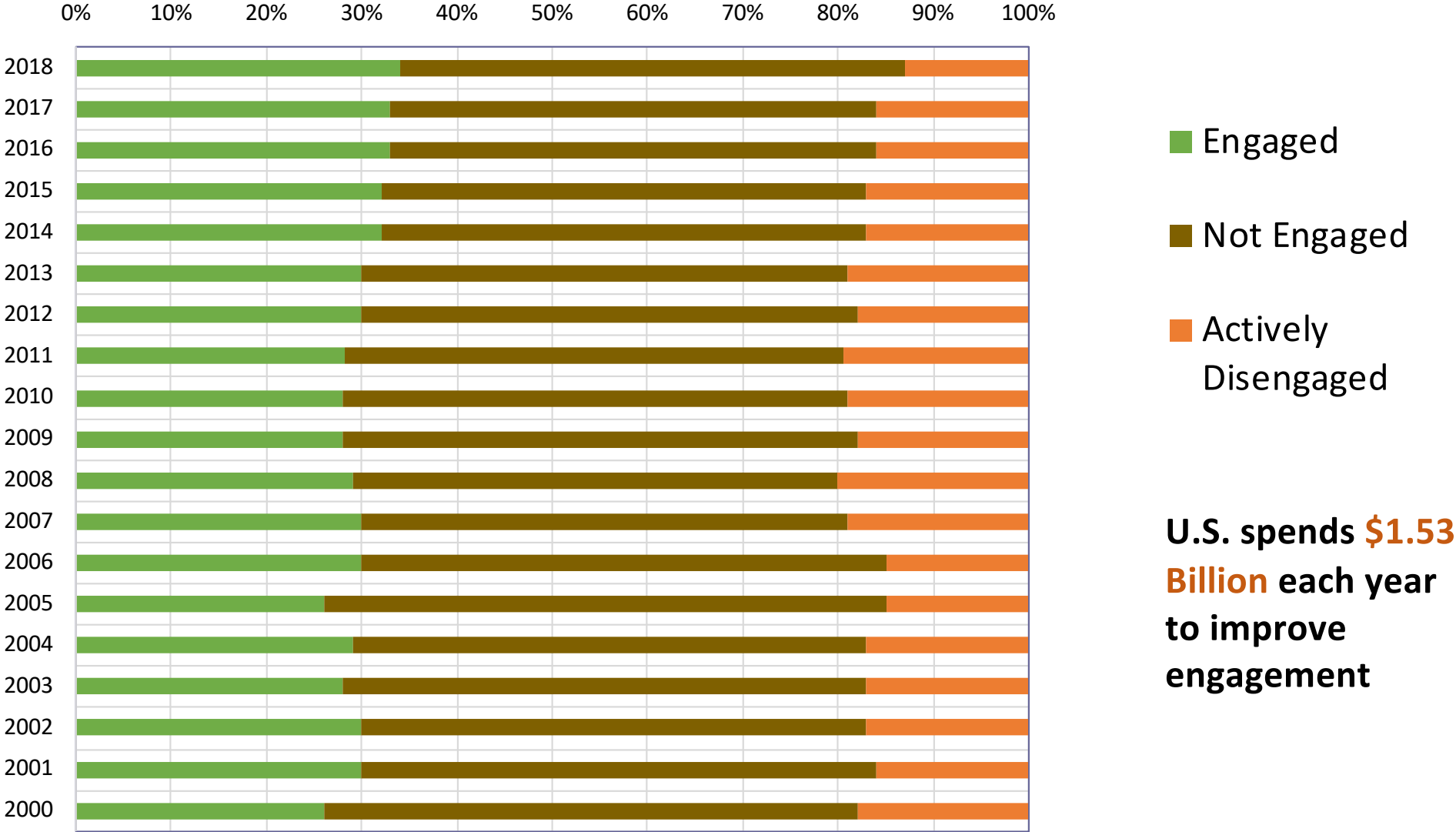
- **CHRO: Sue Christopher**
- What They Do: Provide Hospital Services
- Headquarters: New Albany, IN
- Primary Job: Nurses
- **Nurse Turnover Down 35% since 1.1.19**
- **First-Year Nurse Turnover down 56%**
- 55 Fewer Openings
- \$1 Million Saved
- **\$1.8 Million Projected Annual Savings**

U.S. Voluntary Quit Percentages, Post-Recession

...U.S. Bureau of Labor Statistics



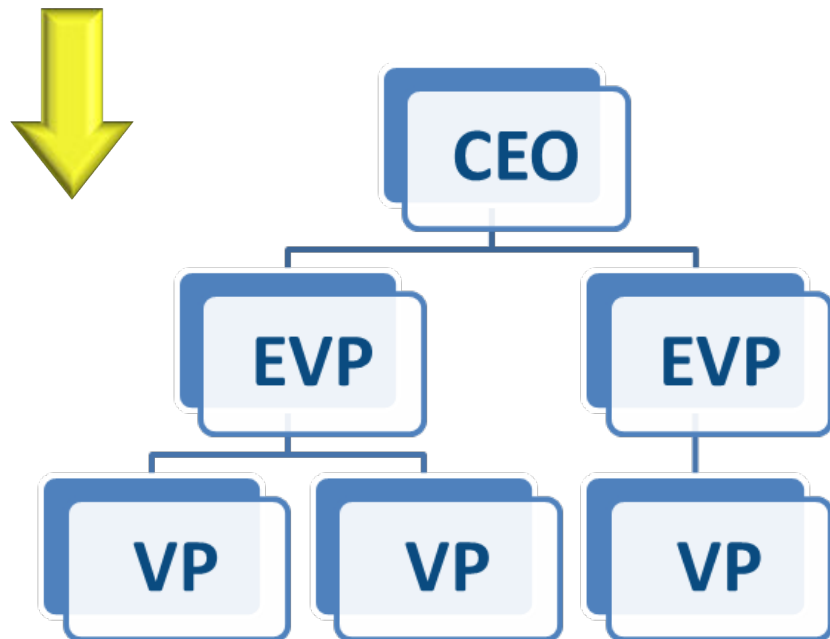
Engagement Stuck...per Gallup/Deloitte



Are Your Retention Efforts Driven by...

Accountabilities

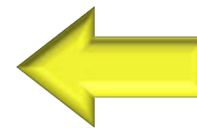
Business Accountabilities are driven by executives from the top like sales, service, quality, & safety



OR

Programs

Retention Programs are driven from the side like town hall meetings, employee appreciation week, newsletters



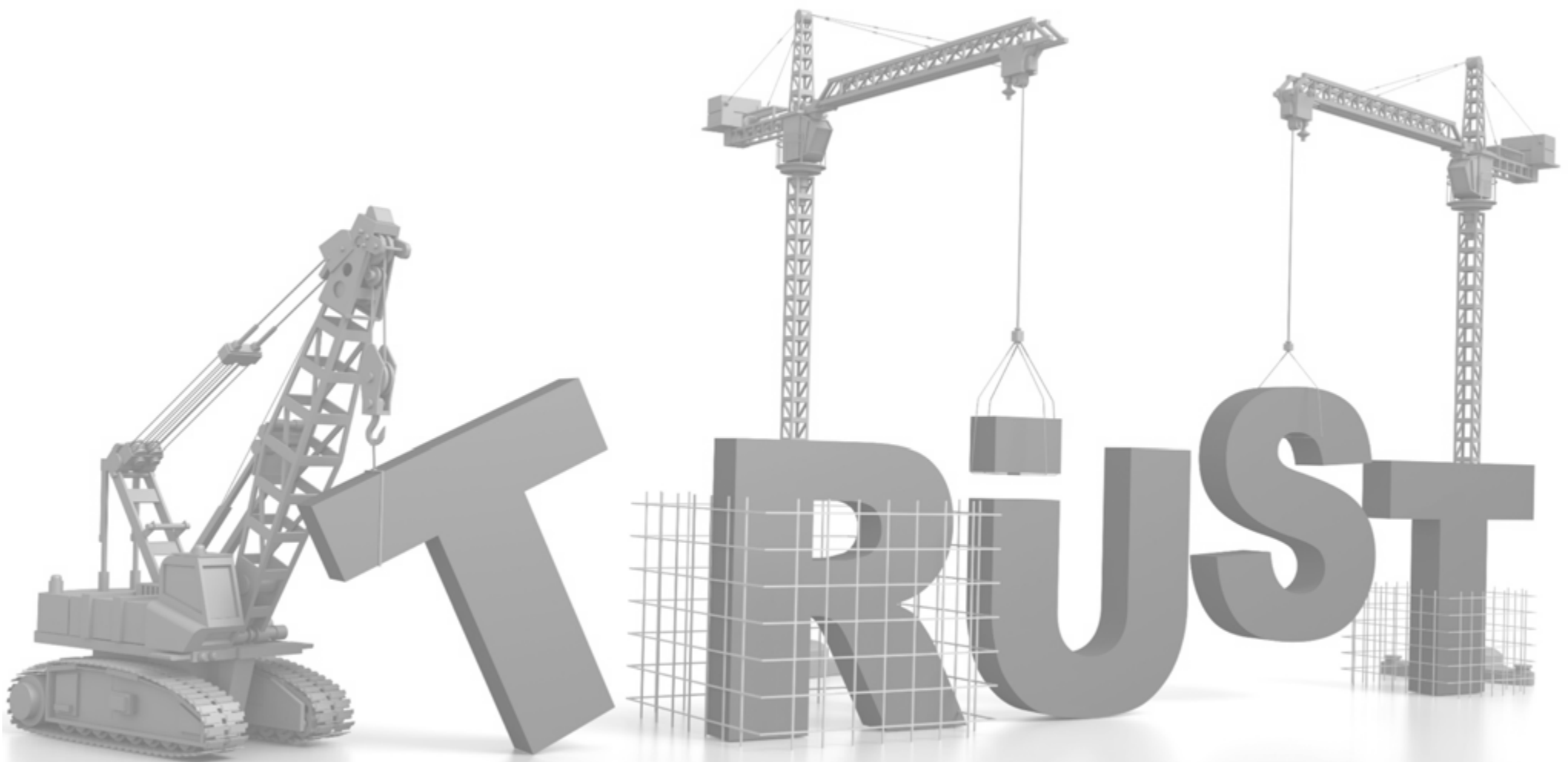
Why Was Your Best Boss Your Best Boss?



Why Was Your Worst Boss Your Worst Boss?



The *Most Important Skill* is...



First-Line Supervisors' Impact On Turnover

A global consulting firm interviewed 1,000 recently-quit employees and asked about **pay, benefits, development, advancement and relationships with supervisors...** and found *supervisor relationships influenced all other opinions*, concluding...

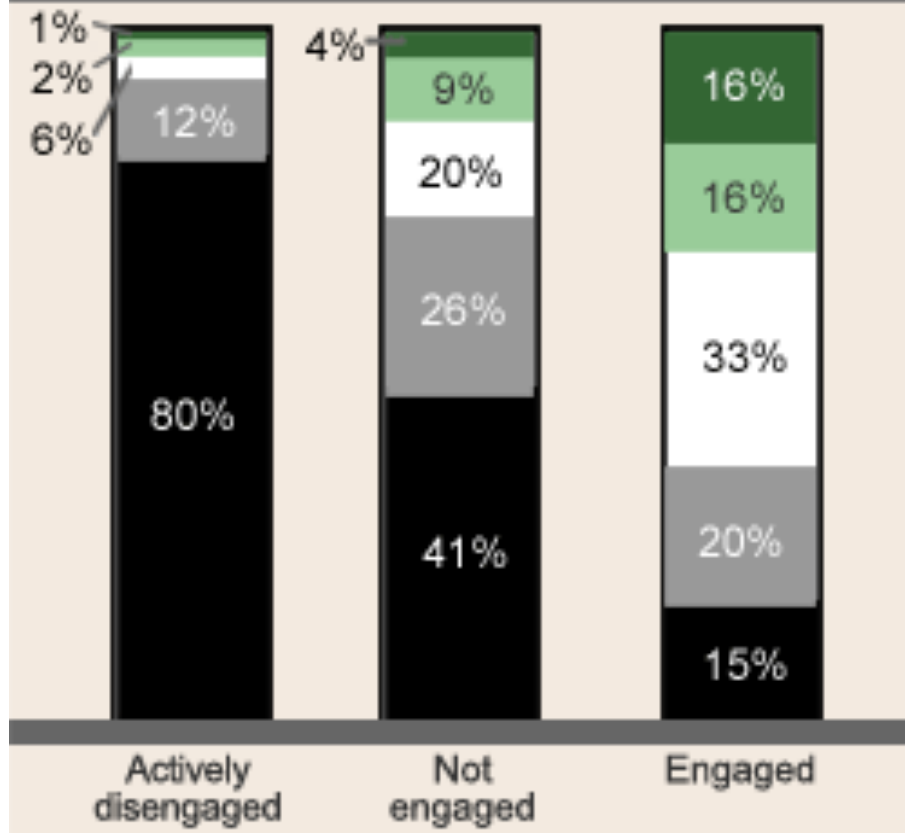
“Offering a higher salary or developmental/ advancement opportunity may not be enough to retain employees”



“My Manager and I Have One of the Strongest Personal Relationships in My Life”

Actively disengaged employees seem especially disenchanted with their manager or supervisor.

1 (Strongly Disagree) 2 3 4 5 (Strongly Agree)



How much do managers influence their employees' levels of engagement?

Source: Gallup

www.c-suiteanalytics.com

12

What do employees talk about over dinner?

Boss...*Colleagues*...Duties

Boss...*Colleagues*...Duties

Boss...*Colleagues*...Duties

Boss...*Colleagues*...Duties

Boss...*Colleagues*...Duties

Boss...*Colleagues*...Duties

Boss...*Colleagues*...Duties

Boss...*Colleagues*...Duties



FINNEGAN'S ARROW



“Fresh thinking for solving the turnover problem in any economy”...*BusinessWeek*



- Reduce Cost of Turnover
- Improve Employee Engagement
- Improve Revenue & Profitability

Report Turnover in Dollar\$

Actual client turnover costs by job:

- ✓ Physician...\$225,808
- ✓ Software engineer....\$131,000
- ✓ Call center representative...\$29,447
- ✓ Truck loader/unloader...\$4,955



**How Much Does It Cost Your Company
to Lose A Top Performer?**

FINNEGAN'S ARROW



“Fresh thinking for solving the turnover problem in any economy”...*BusinessWeek*



- Reduce Cost of Turnover
- Improve Employee Engagement
- Improve Revenue & Profitability



Accountability



Establish two turnover goals:

- ✓ **Reduce total annual turnover**
- ✓ **Improve new-hire retention**

FINNEGAN'S ARROW



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- Reduce Cost of Turnover
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The Power of Stay Interviews

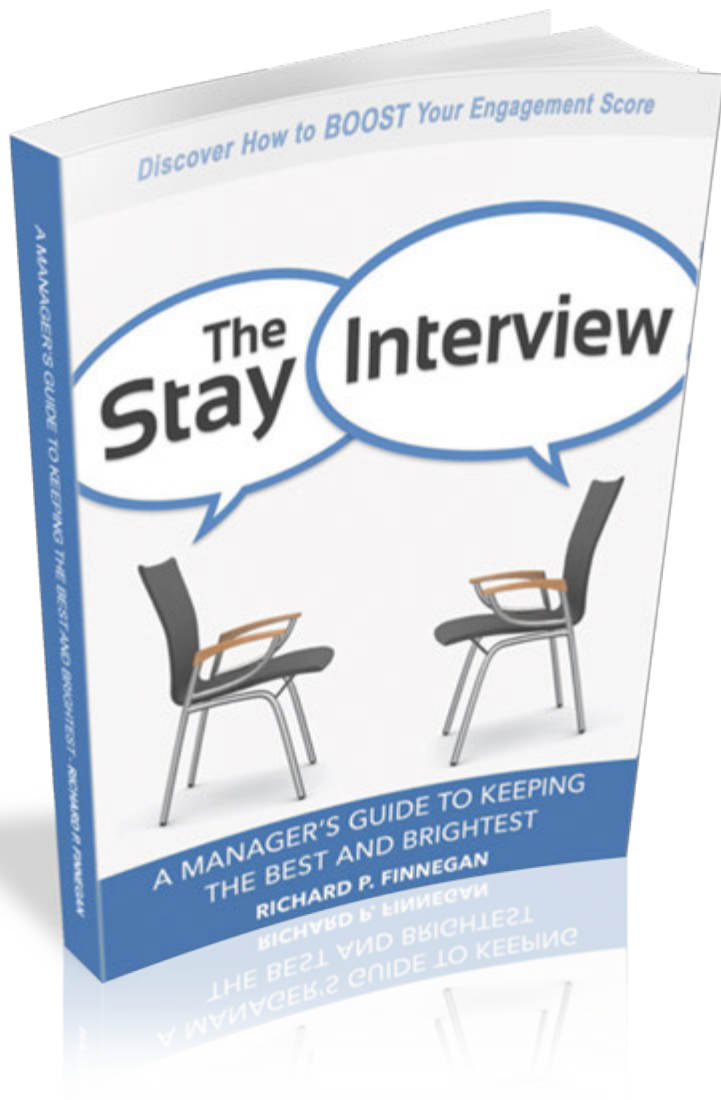
A Stay Interview is a **structured** discussion a **supervisor** conducts with each individual employee to learn the specific actions he must take to strengthen that employee's engagement and retention with the organization

Stay Interviews...

- 🗨️ Bring information that can be used **today**
- 🗨️ Focus on **individual employees** including top performers
- 🗨️ Put **supervisors** in the solution seat



Stay Interview 5 Questions



1. When you travel to work each day, what things do you look forward to?
2. What are you learning here?
3. Why do you stay here?
4. When was the last time you thought about leaving our team? What prompted it?
5. What can I do to make your experience at work better for you?

FINNEGAN'S ARROW



“Fresh thinking for solving the turnover problem in any economy”...*BusinessWeek*







- **Reduce Cost of Turnover**
- **Improve Employee Engagement**
- **Improve Revenue & Profitability**



Best Tool for Retention Forecasting

Stay Interview

Retention Forecasting Tool

EMPLOYEE NAME	PERFORMANCE RATING	STAY PLAN HIGHLIGHTS	RETENTION FORECAST
Kim Johnson	4	Provide mentor for...	
Burt Brown	5	Develop skills for possible promotion to...	
Ralph Jimenez	3	Pleased with current role and circumstance	
Cindy Stone	2	Coaching for performance	

Performance Rating:
1 (Low) - 5 (High)

Retention Forecast:



Likely to leave in
6 months or less



Likely to leave in
6 - 12 months



Likely to stay
greater than a year



C-SUITE
ANALYTICS
Business-Driven Employee Solutions

FINNEGAN'S ARROW



“Fresh thinking for solving the turnover problem in any economy”...*BusinessWeek*



- Reduce Cost of Turnover
- Improve Employee Engagement
- Improve Revenue & Profitability



The Incredible Power of Accountability & First-Line Retention Goals

STRATEGY A

Group of hospitals “solved” nurse turnover with onsite child care & flexible scheduling

STRATEGY B

Outlier hospital assigned retention goals to managers and reported progress monthly

one year later...

*“A” turnover % identical,
“B” down 41%, saved millions of \$s*

Accountability



Business-Driven...



To Obtain

- ✓ Free Online Stay Interview Training Module
- ✓ How to Cost Turnover & Engagement
- ✓ Engagement Correlations to Productivity
- ✓ The Stay Interview Manager Training Game

For Companies over 1,000 Employees...

DFinnegan@C-SuiteAnalytics.com
Include # of employees

