

**\$630**  
**BILLION**

Overall cost of  
employee turnover  
in the U.S.



**33%**

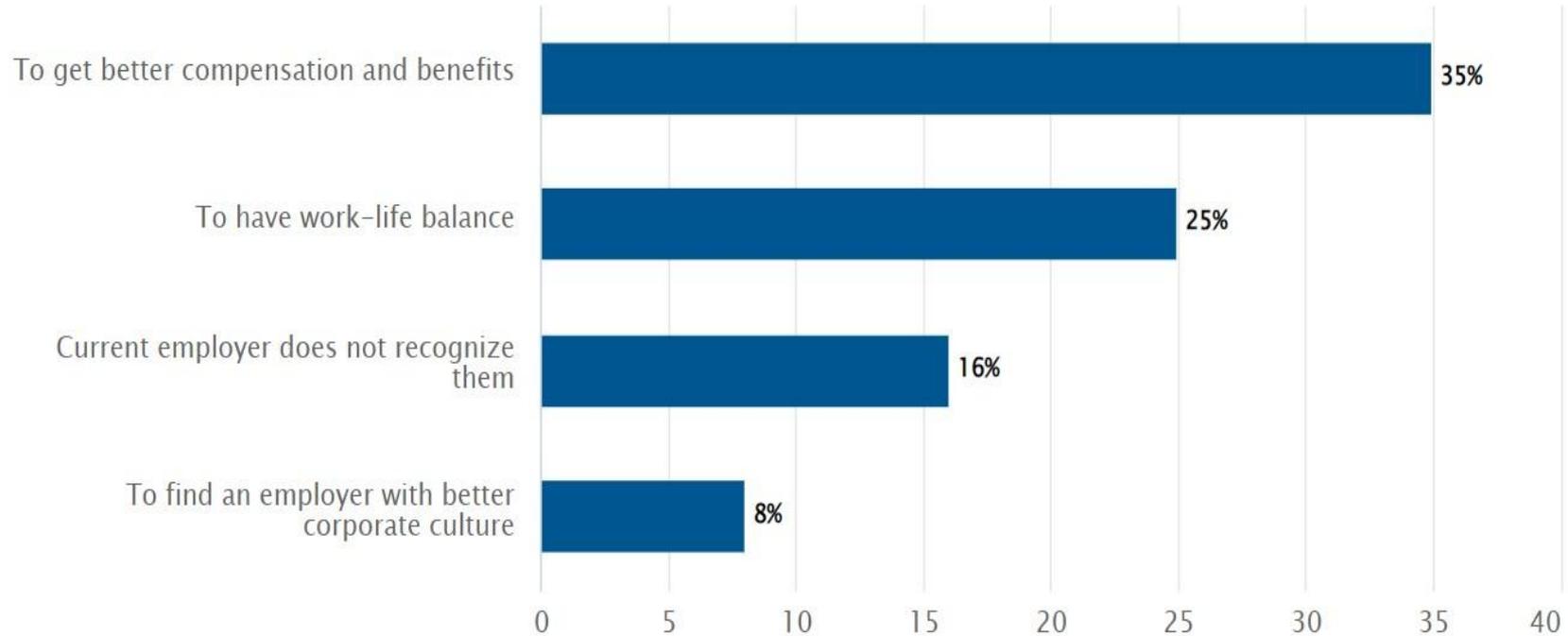
of an employee's  
annual salary

The cost of replacing  
an employee who  
resigned



Source: Work Institute, 2020; Emplify, 2020

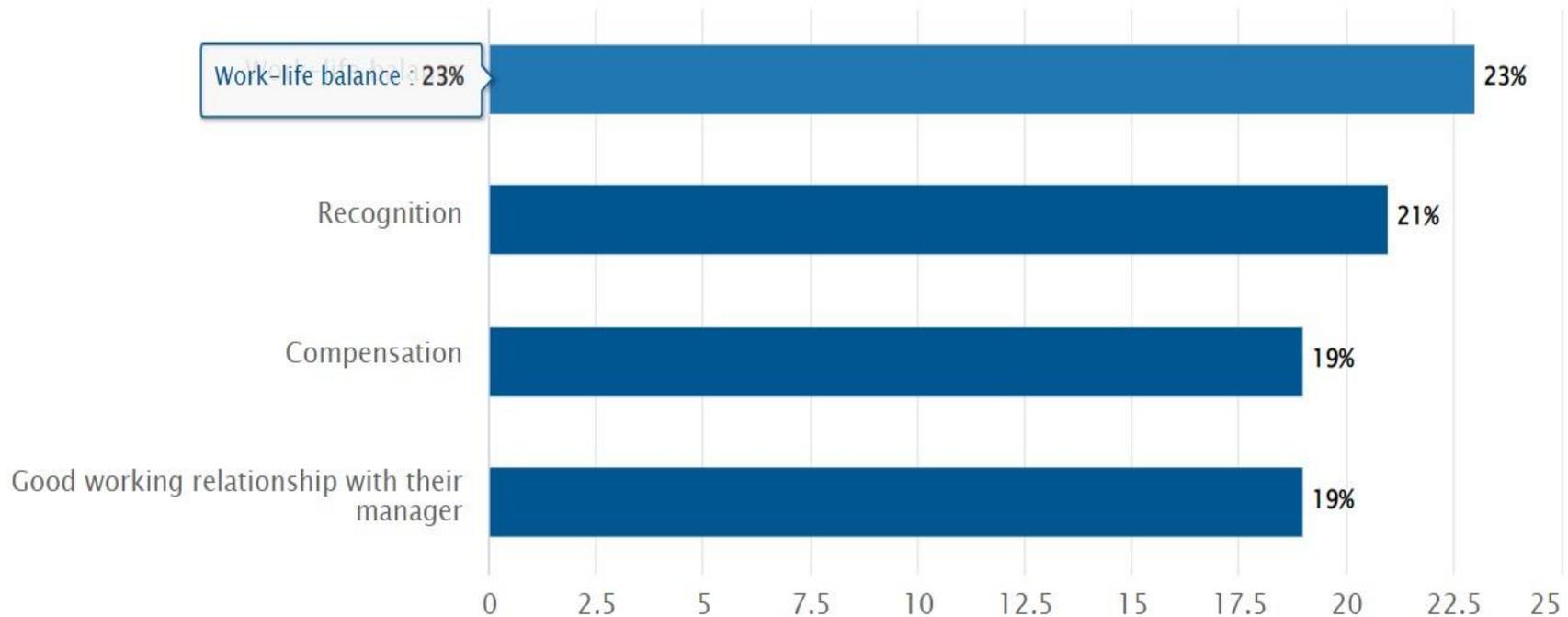
# Why Americans Quit Their Jobs



Source: Achievers Workforce Institute, 2021

Designed by  FinancesOnline

# Why Employees Stay With Their Company



Source: Achievers Workforce Institute, 2021

Designed by  FinancesOnline

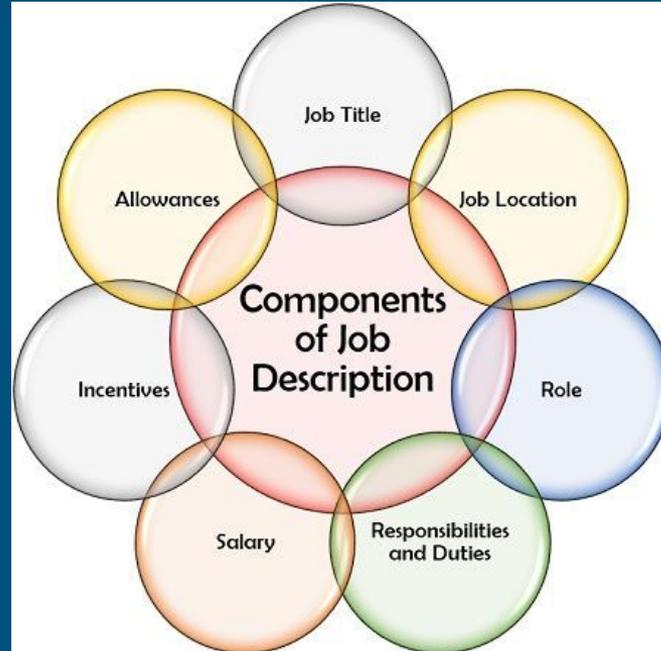
## Interview Greatest Hits



# Employee Retention Starts with Hiring

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## Have an honest Job Description



1 in 3 employees who left a job within the first six months left because it was not the job they thought they were getting.

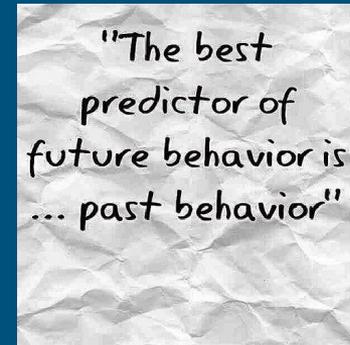
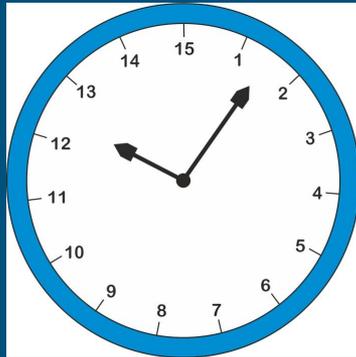
# Be Intentional In Hiring Process

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Offer less employees more hours

Look for someone who “plays well with others”

Past Behavior determines future behavior



# Examples of Behavior Based Interview Questions

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Can you give me an example of a difficult problem you solved at work? How did you go about reaching a solution?

Tell me about a time when you made a mistake. How did you handle this experience?

Please share a time when you faced an unexpected challenge. How did you overcome this challenge?

Tell me about a time when you experienced conflict at work. How did you overcome it?

You are leaving for your shift and your car has a flat tire. What are three other ways you can get to work?

A man with a beard and glasses is holding a white sign with handwritten text. He is looking slightly to the right of the camera with a neutral expression. The sign is held in his right hand, which has a blue wristband. The background is a plain, light-colored wall.

WOULDN'T  
YOU LIKE  
I KNOW

# The Importance of Onboarding

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*The process of hiring a new employee doesn't end when the offer is accepted. A key part of onboarding new team members is training. Having a good training process in place is crucial for making the new hire feel comfortable at your company – it's also a great opportunity to communicate your business' culture, encourage good habits and ensure alignment on long-term goals and strategies from the beginning of the relationship.*

# 7 Tips for Training New Employees

1. Start slow and be flexible.
2. Provide electronic documents to review.
3. Check in more often than you think you should.
4. Designate a “buddy” and involve peers.
5. Don't forget to train on company values, vision, and goals.
6. Give new hires a task.
7. Gather feedback.



# 1 in 3

Workers that left  
their job because  
they feel their employer  
did not care about  
them

Source: Limeade, 2020



This Location is  
**Temporarily Closed**  
due to labor shortage.  
We are in the process of  
restaffing to return to  
normal operations and  
would like to apologize for  
the inconvenience.  
Thank you for your patience.

There IS no labor  
shortage!!! 😊

The owners of this establishment treated their employees like dogs, never once helping us out—they don't even live in Florida. All employees (including management) were students and did a great job keeping the store running with no help from the owners. The past few months of crappy business have been the result of lazy, careless ownership.

Dear Jamie,  
Since you decided  
to say "Cancer  
is not an excuse"  
and think its ok to  
SWEAR at your employees  
like you do ALL the  
time... **WE QUIT**  
\* **THIS** IS why you  
can't keep a store  
manager longer than  
a year. **YOU ABUSE**  
Your roll And Staff  
**Enjoy** the fact that  
you lost a store  
manager, co-manager,  
and Key holder in the  
middle of Back to  
School. **THINK** next time  
you treat people the way  
you do.  
**We Aren't Allowing  
It ANYMORE**  
NIKI, JESS, TJ

# Anne M. Obaraski

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*Great employees are not born, they are developed in a business atmosphere where training is stressed, individuality is encouraged, and personalities are respected. Word travels about the work environment in all sizes of stores. The key to recruiting quality employees is promoting and possessing a positive work environment no matter how large or small you are.*