

## Management Practices and Employee Turnover

### Business Problem

A fast-growing company with 50 employees with higher than average employee turnover – losing good employees to competitors.

### Solution

After conversations with Senior Management, we conducted a survey of staff and management practices (employee ideas and culture survey, local and national industry-related turnover rates, review of employee information of those that had left the company, and a review of leadership & its vision and mission). From our analysis, a **12-Step Improvement Plan** was developed and implemented by Senior Management.

### Outcome

Working from the **12-Step Improvement Plan**, the company improved its retention rate of good employees, saw better attitudes developing in employees, improved its controls on employees operating outside of the company value system, incorporated internal management changes, and a re-directed the company's Mission and Vision to one based on being the "best" (versus a focus on financial achievement).