**Employee Retention**

**Session Summary**

* **Session overview**

Today’s training session is focused on the following objectives:

* Identifying ways to collect and analyse data relating to employee retention
* Understanding the significance of onboarding/induction processes
* Appreciating the need to promote good work-life balance
* Knowing what you can do to empower employees in the workplace
* Learning ways to create a positive workplace culture
* Understanding the link between employee communication and retention
* **Structure of learning we are going to cover in this training today**
* Introductions and session overview
* Why care about employee retention?
* Understanding employee turnover
* Factors which influence retention
* Recruitment and induction
* Leadership and support
* Empowering employees
* Learning and development
* Team culture
* Work-life balance
* Reward and recognition
* Targeting particular groups
* Creating an employee retention plan
* Summary, quiz, and final questions
* **Useful formulas**

How to calculate employee turnover rates in your organisation:

*Total number of leavers over period x 100*

*Average total number employed over period*

How to calculate the stability index (i.e. retention rate) in your organisation:

*Number of staff with service of one year or more x 100*

*Total number of staff in post one year ago*

* **Useful links**

NHS employee retention resources:

* [Looking After Our People: Retention Hub](https://www.england.nhs.uk/looking-after-our-people/)
* [Making General HYPERLINK "https://www.england.nhs.uk/wp-content/uploads/2019/07/making-general-practice-a-great-place-to-work-gp-toolkit.pdf" Practice a Great Place to Work: A practical toolkit to improve the retention of GPs](https://www.england.nhs.uk/wp-content/uploads/2019/07/making-general-practice-a-great-place-to-work-gp-toolkit.pdf)
* [National GP HYPERLINK "https://www.england.nhs.uk/gp/the-best-place-to-work/retaining-the-current-medical-workforce/retained-doctors/"Retention Scheme](https://www.england.nhs.uk/gp/the-best-place-to-work/retaining-the-current-medical-workforce/retained-doctors/)
* [Improving Staff Retention: HYPERLINK "https://www.nhsemployers.org/publications/improving-staff-retention"NHS Employers guide for line managers](https://www.nhsemployers.org/publications/improving-staff-retention)
* [QOF guidance for 2023/24](https://www.england.nhs.uk/wp-content/uploads/2023/03/PRN00289-quality-and-outcomes-framework-guidance-for-2023-24.pdf) – see pp. 105-115 for workforce wellbeing evaluation requirements

Health and Safety Executive (HSE) resources

* [Talking HYPERLINK "https://www.hse.gov.uk/stress/assets/docs/talking-toolkit-nhs-england.pdf"Toolkit: Preventing work-related stress for NHS service providers in England](https://www.hse.gov.uk/stress/assets/docs/talking-toolkit-nhs-england.pdf)
* [Stress HYPERLINK "https://www.hse.gov.uk/stress/standards/step2/surveys.htm" surveys](https://www.hse.gov.uk/stress/standards/step2/surveys.htm)

Practice Index resources (for PLUS members) – just a sample of what’s available!

* [Exit interview form and leavers checklist](https://practiceindex.co.uk/gp/forum/resources/exit-interview-form-and-leavers-checklist.1627/)
* [Flexible HYPERLINK "https://practiceindex.co.uk/gp/forum/resources/flexible-working-policy.897/?fromcat=84"working policy](https://practiceindex.co.uk/gp/forum/resources/flexible-working-policy.897/?fromcat=84)
* [Health and wellbeing policy](https://practiceindex.co.uk/gp/forum/resources/health-and-wellbeing-policy.1534/?fromcat=85)
* [Menopause and the workplace policy](https://practiceindex.co.uk/gp/forum/resources/menopause-and-the-workplace-policy.1426/?fromcat=85)
* [Staff induction policy](https://practiceindex.co.uk/gp/forum/resources/staff-induction-policy.952/)
* [Blog – helping your team feel HYPERLINK "https://practiceindex.co.uk/gp/blog/helping-your-team-feel-valued-one-compliment-at-a-time/"valued](https://practiceindex.co.uk/gp/blog/helping-your-team-feel-valued-one-compliment-at-a-time/)
* **Top Tips for Improving Employee Retention**
* Identify any issues and problems using data where you can (e.g. leaver data, exit interview forms, employee satisfaction surveys, workplace stress audits, etc)
* Think out of the box when considering issues – and prepare to potentially take on feedback you don’t want to hear
* Respond to workplace concerns/issues affecting retention genuinely, and with enthusiasm
* Tackle things in manageable chunks
* Keep reviewing as you go along!

If you have any queries about this Virtual Training session, please email: [info@practiceindex.co.uk](mailto:info@practiceindex.co.uk)