

## “Toolkit for Managing Employee Retention” Webinar #T6059

Thursday, August 8, 2019  
10:30 a.m. - 12:00 p.m.

### Program Overview:

Most companies see retention as a key strategic imperative, but less than half have a specific retention plan. Unfortunately, most retention efforts are too general, are expensive, and have little positive impact on turnover. Stay/retention interviews offer a specific, targeted and effective solution to the turnover problem. Rather than throwing money at the problem, this tactic gets at the source of retention issues by determining why each employee is likely to stay or leave and then develops an effective plan to retain valuable employees. This webinar provides specific and useable tools for conducting stay interviews in your company. The core of the toolkit is actual interview questions in key areas. This process leads to a plan of action that increases the probability of retaining valuable employees. The Retention Toolkit gets at the source of the problem and allows managers and employees to work collaboratively to create a realistic plan of action. Participants will receive a toolkit to conduct stay interviews.

The toolkit will contain:

1. Supervisor’s pre-interview form to set the stage for the interview;
2. Staff retention interview questionnaire;
3. Retention Interview Form with specific questions in 10 key areas, including an individualized retention plan for each employee; and
4. Retention tracking form.

### Learning Objectives:

At the completion of this webinar, participants will be able to:

1. Identify the specific steps for conducting an effective retention interview;
2. Explain why stay interviews are a proven method of decreasing turnover and increasing retention;
3. Discuss why turnover across the country has increased and why it has resulted in increased costs and reduced company effectiveness;
4. Explain why stay interviews have the benefit of increasing employee motivation, engagement, development and empowerment; and
5. Describe why retention interviews offer a targeted process for focusing retention efforts on high-impact employees.

### Target Audience:

Managers, supervisors, directors and emerging leaders responsible for employee turnover and retention, human resource leadership, and employee development.

### Faculty:

**Wes Pruett, Owner, HR Advisors, LLC**

Wes Pruett works with small and mid-size companies who want to align their business and employees to create successful outcomes and excellent work environments. He supports companies with a wide variety of HR issues, including performance management, handbook and policy development, and compliance. Wes also coaches leaders and frequently uses the DiSC profile system to facilitate leadership and employee training related to communication, teamwork and other workplace challenges.

### Registration Fee:

**\$195** per site for MHA members

**\$295** per site for non-members

**The registration deadline is August 1.** Advance registration is required to ensure the delivery of instructional materials.

### Cancellation Policy:

Cancellations made prior to the registration deadline (August 1) will be issued a refund, less a \$25 administrative fee. Cancellations made after August 1 will be charged 50% of the registration fee. No refunds will be issued for those who do not cancel in advance of the program.

### Connecting to the Webinar:

**Google Chrome is the recommended web browser for this webinar.** If you use Internet Explorer, please contact Leslie Couturier at [lcouturier@themha.org](mailto:lcouturier@themha.org) or 207/622-4794 for further information. **All registration fees are per phone connection.** If more than one connection is made from your hospital for any reason, an additional charge of \$195.00 (per connection) will be billed. Upon registering for the webinar, notify all participants and arrange a meeting room and speaker phone, if desired. At least three business days prior to the webinar, you will receive confirmation of your registration via email including instructions on logging in, as well as attached handouts. Approximately 5 to 10 minutes before the program, dial in to be connected to the session.

If you have not received a confirmation notice 48 hours prior to the program, please call Leslie Couturier at (207) 622-4794 to confirm your registration has been received.

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## Registration Form

### Webinar: Toolkit for Managing Employee Retention

August 8, 2019 / 10:30 a.m. - 12:00 p.m.

**Important Note: Instructions for accessing the program will be emailed to the contact person listed below prior to the program date. If you would like the instructions emailed to an additional contact person, please list their email address as well.**

Name and Title of Contact Person: \_\_\_\_\_

Telephone: \_\_\_\_\_ Fax: \_\_\_\_\_ Email: \_\_\_\_\_

Organization: \_\_\_\_\_

Address: \_\_\_\_\_ City: \_\_\_\_\_ State: \_\_\_\_\_ Zip Code: \_\_\_\_\_

The registration fee is: **\$195** per site for **MHA members** / **\$295** per site for **Non-members**

The fee covers **ONE** telephone connection and includes a set of handouts (which can then be copied).

If more than one connection is made from your hospital for any reason, an additional charge of \$195.00 (per connection) will be billed.

**Payment Method:**  Check enclosed (payable to MHA)  Check being mailed  Credit Card\*\*

\*\*If paying by credit card, please register online at [www.themha.org](http://www.themha.org). **VISA** and **MasterCard** accepted.

Please complete this fillable PDF form and email or fax to [lcouturier@themha.org](mailto:lcouturier@themha.org) or 207/622-3073. Mail original along with payment to: Leslie Couturier, Maine Hospital Association, 33 Fuller Road, Augusta, Maine 04330. If you have questions, please call Leslie Couturier or Carol Sinclair at 207/622-4794 or by email at [lcouturier@themha.org](mailto:lcouturier@themha.org) or [csinclair@themha.org](mailto:csinclair@themha.org).

**Registration deadline is Thursday, August 1, 2019.**