

# NNJI PRO-TIP©: RETENTION

*	READY
*	AIM
*	FIRE

FREQUENTLY ASK: Why do you stay?

Maximize the values that pull employees into an organization AND limit the factors pushing employees out of the department.

## A. TIPS FOR RETENTION

		STATUS
1	READY: ASK THE QUESTION	
	Agencies need to identify the reasons for employee attrition, they should also try to determine the reasons why others stay. Identify what employees want and provide it.	Survey and conduct ‘stay’ interviews with high performing veteran employees, to determine factors that influence their decisions to remain in the agency.
2	READY: RECRUITING THE NEW	
	Qualified personnel are ALSO evaluated to identify those candidates who fit with the agency personality or organizational culture.	AN ENTRY EXAM SCORE is only half the evaluation. Too often it is assumed the person who scores the highest on selection exams are the best persons for employment.
3	AIM: SHOW ME THE \$\$	
	Departments must provide competitive salaries that match or exceed the market average. Compensation, however, means more than just salaries.	Priorities change so compensation must be considered on a sliding scale. Under 35 place greater emphasis on salary, while over 35 emphasis benefits such as retirement.
4	AIM: THAT GOLDEN TRAINING CERTIFICATION	
	Employees view training as a highly regarded benefit and an issue of career development. Departments should bombard their officers with training opportunities.	Quality training for officers perform to competency levels and build their confidence. Officers who receive training feel valued and are more likely to stay.
5	FIRE: RECOGNIZE ME SUPERVISOR	
	Feeling valued is a basic human need and good behavior which is recognized is more likely to be repeated. Leaders must seek out opportunities to recognize good behavior.	Staff meetings provide for social interaction to announce officers who achieved advanced certifications, are being promoted in the career ladder, or performed well.