Thank you again for making time for, and attending the Quit Losing Talent workshop. I have great confidence in the content that we covered, and can't wait to hear the results you are seeing through implementation.

We covered a lot, and you might not have been able to catch everything, so I'd like to share with you an overview, or "cheat sheet" of the main points.

All of these strategies are designed to activate employee potential and are proven to reduce employee turnover. Take this sheet, print it out, and start putting these strategies to work!

Master the welcome for new employees through pre-start engagement, a warm first-day welcome, and assigning a "stay navigator" mentor

Mastering the welcome for new employees is critical for engagement and retention. Some key aspects Mike discussed include:

- Starting pre-start engagement even before the first day, such as sending a handwritten welcome note, scheduling weekly check-in calls or messages, and getting to know the new employee personally

- Planning a warm in-person welcome on the first day if possible, such as meeting them in the parking lot or introducing them around personally

- Calling the day before their start date to remind them and make them feel excited to start

- Assigning a "stay navigator" mentor who has been specifically equipped and had workload reduced to be available full-time to the new employee for guidance, questions, and helping them learn how things are done at that organization through the first 90 days

Structure the first 90 days of onboarding with a checklist of skills and expectations

Mike emphasized that structuring the first 90 days of onboarding is critical for setting new employees up for success. Some key points about using a checklist include:

- Developing a comprehensive checklist of all the skills, responsibilities, processes, policies, and expectations the new employee needs to learn in their first 90 days and beyond

- Breaking the checklist into weekly sections so the leader can check in each week on what was covered and address any gaps

- Using the checklist to transfer knowledge from existing employees and leaders about how things are specifically done at that organization rather than expecting new employees to just figure it out

- Referring back to the checklist during weekly check-ins to ensure new employees are progressing in practicing skills and meeting expectations, providing coaching as needed

- Viewing the first 90 days as moving the employee from just having theoretical knowledge to practicing skills and mastering the organization's unique way of doing work

Ignite employee engagement and fun by understanding individual strengths and putting employees in roles that play to their strengths

Mike emphasized the importance of understanding individual strengths and putting employees in roles that play to their strengths to increase engagement. Some key points:

- Administering assessments like DISC to understand communication and work style preferences for self-awareness and awareness of others

- Recognizing most employees are not naturally strong relationship builders and need support in this area

- Discussing strengths and passions with employees to understand how to motivate and engage them

- Referring to strengths when making role assignments, promotions, and developing growth plans to keep employees playing to their natural talents

- Avoiding roles that require over-relying on weaker areas which can cause burnout or frustration over time

- Using strengths as a guide for coaching conversations and goal-setting to keep employees energized, motivated, and performing at their best

Commit to regular "C-squared rounding" conversations to connect with employees on a personal level

Mike described "C-squared rounding" as an important tactic for regularly connecting with employees on a personal level. Some key aspects include:

- "C-squared" stands for connecting conversation, going beyond superficial check-ins to truly understand employees' well-being

- Scheduling rounding meetings regularly with each employee, such as weekly or bi-weekly

- Asking open-ended questions to learn about employees' personal lives, goals, challenges, and how work is impacting them

- Creating psychological safety so employees feel comfortable sharing honestly without fear of judgment

- Demonstrating care and support for employees as whole people, not just workers

- Using insights from rounding to provide tailored coaching, resources, or adjustments to better support each employee

- Building trust and strong relationships that help retain top talent and prevent burnout from issues going unaddressed

Guide employees back on track through coaching and course corrections when needed as part of an ongoing employee development process

Mike Harbour emphasized that as part of an ongoing employee development process, leaders must be prepared to guide employees back on track through coaching and course corrections when needed. Some key aspects include:

- Anticipating that even engaged employees will occasionally go off track or face challenges that impact their work

- Utilizing tools like regular C-squared rounding conversations to identify issues early before they escalate

- Providing supportive coaching to get to the root of issues, set expectations, and create an action plan to course-correct

- Referencing goals, strengths, and feedback from others to guide the employee back to their best self

- Adjusting processes, resources, or responsibilities as needed through course corrections to set the employee up for success

- Viewing corrections not as punishment but as part of development, with the goal of continuing progress toward the employee's potential