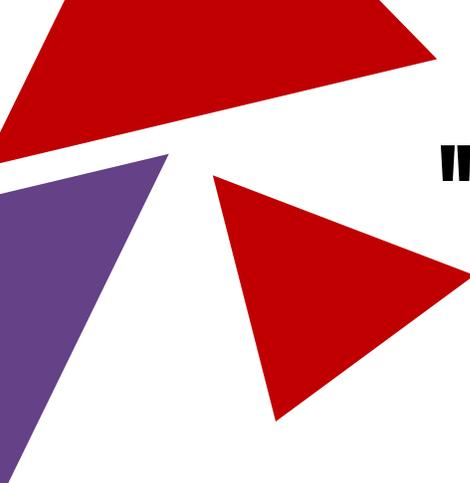


"WHY PEOPLE LEAVE" TIMELINE

When & Why Do Staff Leave?





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The Market

We are currently in an employees' market where nearly every employer is hiring, so keep in mind that all your team members have opportunities to go elsewhere if they feel your organization (or management style) is no longer the right fit for them. Sure, some great talent is poached by other organizations for more money, a promotion, etc., but more often, it's a reason organizations CAN control that's causing unnecessary employee turnover.

What Can Employers Do?

Before you can even create actionable steps to improve retention, you first need to figure out exactly why employees are leaving your organization. And here's a tip; WHEN they leave can offer valuable clues as to WHY they left.

According to data from WeCare Connect, the nation's leading provider of employee surveys for the senior care industry, the overall average length of employment for senior care staff is 4.3 years. But what are the reasons that staff might leave sooner than that average? Interestingly, the reasons staff gave for leaving were completely different depending on their length of tenure.

The Timeline

Below are a few of the common stages when employees depart from an employer – and the reasons we've found as to why they make that decision. Review each item and consider whether it could be true for your employees.

WeCare Connect is the nation's leading provider of employee surveys for the senior care industry, with clients in over 1,300 locations throughout the U.S. and Canada.

Left Candidate Pool

- Employer reputation on the street is negative when candidate asks around
- Selection process is too slow and candidate got another offer faster
- Candidate did not like people they met or what they heard/saw during interviews

Left in First Week

- Company did not give a realistic job preview (“This is not what I thought it would be.”)
- Orientation was generic and/or not welcoming
- Training was overwhelming, boring or non-existent
- Company policies do not align with new hire’s needs and expectations
- Poor candidates made it through faulty hiring process (“hiring warm bodies”)
- Ineffective supervisor/manager

Left in First 30 Days

- Lack of proper training led to low confidence, mistakes and/or disciplinary action
- Seasoned staff “eat their young” assigning “grunt work” or equipment no one wants
- Work schedule and/or workload do not align with employee’s needs and expectations
- Ineffective supervisor/manager

Left in First 90 Days

- No one checks in with new hires and asks what additional training/resources they need
- Difficulty making “work friends” due to cliquish culture or lack of team building
- Work conditions and organization culture are not a fit for the employee or what they expected
- Employee is unable to resolve issues with co-workers
- Ineffective supervisor/manager

Left in First 6 Months

- Poor communication and lack of transparency cause employee to feel left out
- No recognition or feedback regarding job performance (feels underappreciated)
- Realizes overburdening work load due to being short staffed is not going to get better
- Lack of incentives in place to stay longer (“Everyone’s hiring, why should I stay here?”)
- Ineffective supervisor/manager

Left in First 1-3 Years

- Insufficient pay
- Few/No opportunities for career advancement identified ahead (feels stuck)
- Lack of incentives in place to stay longer (no “carrots” except cost of living adjustment)
- Issues with supervisor/manager

Left After 3+ Years

- Poached by another company for their experience and expertise
- Boredom or burnout
- Few/No opportunities for career advancement identified ahead (feels stuck)
- Realized they are losing potential money by staying and only earning small pay increases
- Ineffective supervisor/manager