



This College Africa Group course will enhance the user's skills on the subject and teaches fundamentals as well as strategies in an easy to follow, easy to understand format and includes practical exercises which will assist in developing your skills in the workplace.

## COURSE OUTLINE - 50 One–Minute Tips for Retaining Employees First Edition

**Course Number:** AXO84–085

**Days:** Self–study

**Description:** It is hard enough to retain highly trained and technical workers but facing the challenge of keeping hourly workers, getting new people off on the right foot, and training people to become good trainers are major challenges today. The second of two books providing 50 Tips for recruiting and retaining employees that are just that—handy quick ideas for employers to start their thinking on a topic.

### Topic-Level Outline

#### Part 1: Follow Sound Management Advice

- Tip 1: Serve First and Lead Second
- Tip 2: Establish Your Employee Average Retention Rate
- Tip 3: Estimate Your Turnover Costs
- Tip 4: Follow All Applicable Federal and State Child Labor Laws
- Tip 5: Eliminate Workers Who Won't
- Tip 6: Eliminate Managers Who Can't
- Tip 7: Manage Your Customers

#### Part 2: Make First Impressions Count (Orientation)

- Tip 8: Understand the Role of Starting Wages
- Tip 9: Inform Employees about Their Total Compensation
- Tip 10: Explain the Long–Term Benefits of Staying
- Tip 11: Share Your Vision
- Tip 12: Motivate Entry–Level Employees
- Tip 13: Conduct an Entrance Interview
- Tip 14: Create Career Ladders

### **Part 3: Train! Train! Train! (And Do It Correctly)**

- Tip 15: Invest in Training
- Tip 16: Encourage Employees to Try Your Product or Service
- Tip 17: Train Trainers to Train
- Tip 18: Reward Your Trainers
- Tip 19: Relieve Trainers of Other Job Duties
- Tip 20: Conduct Pre–Shift Training

### **Part 4: Maintain a Professional Workplace**

- Tip 21: Strictly Enforce a Zero–Tolerance Harassment Policy
- Tip 22: Create a Culturally Diverse Workforce
- Tip 23: Make Employee Safety a Top Priority
- Tip 24: Ensure Reasonable Accommodations for Disabled Employees
- Tip 25: Share Financial Numbers with Employees

### **Part 5: Supervise As You Would Like to Be Supervised**

- Tip 26: Enforce “On–Time” Policies Fairly and Consistently
- Tip 27: Be Careful Not to Over–Schedule
- Tip 28: Give Employees a Personal Copy of Their Work Schedule
- Tip 29: Seek Out Employee Assistance Programs
- Tip 30: Invite “Fast–Track” Employees to Attend Management Meetings
- Tip 31: Implement a “Catch the Employee Doing Something Right” Program
- Tip 32: Conduct an Exit Interview with Employees Who Leave

### **Appendix**

Additional Reading

### **Part 6: Encourage Ongoing Communication**

- Tip 33: Hold Employee–Focused Meetings for Non–Management
- Tip 34: Communicate the Benefits of Your Unique Organization
- Tip 35: Create an Employee Retention Council
- Tip 36: Recognize Employee Birthdays
- Tip 37: Make Daily “Howdy” Rounds

### **Part 7: Create a Friendly Workplace**

- Tip 38: Use Employee Recognition Programs
- Tip 39: Build a Great Team and Praise It Often
- Tip 40: Write a Personal Letter to Parents of Teenage Employees
- Tip 41: Share Scheduling Responsibilities with Employees
- Tip 42: Reward Employees Who Work on Non–Scheduled Days
- Tip 43: Invite Family Members of New Employees to Visit Your Workplace
- Tip 44: Make the Workplace Fun

### **Part 8: Help Your Employees Succeed**

- Tip 45: Identify State–Approved (Licensed) Childcare Options
- Tip 46: Reward Success in Each Employee
- Tip 47: Recognize Your Employees’ Eldercare Responsibilities
- Tip 48: Don’t Punish Your Best for Being Good
- Tip 49: Go to Lunch
- Tip 50: Help Employees Learn About Public Transportation Systems

## ABOUT US

Established as EasyExcel, the company has been re-branded as College Africa Group. College Africa Group has been in operation since 2003 and has trained many corporate and professionals throughout Southern Africa. (For more info click here.) (<http://www.collegeafricagroup.com>)

## ACCREDITATION

College Africa Group is MICT SETA accredited and a Microsoft Partner. College Africa Group has more than 30 years' experience in Financial, Sales, Operations, Marketing and Administration Directorship and understands the problems and deadlines you face.

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Excel Intermediate 2013 [Ebook](#), workbooks, and solutions.

Excel Advanced 2013 [Ebook](#), workbooks, and solutions.

Excel comprehensive online courses, email for more details.



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