

Retention Tips for Managers



In today's tight labor market, people managers can take a page from HR professionals' playbooks and use stay interviews to help them in three key ways:



Enhance Trust



Gain Actionable Insights



Improve Retention

Use these 6 easy-to-implement tips as a guideline to kickstart your stay interview strategy.



Step 1

Schedule Regular Stay Check-Ins

Touch base with your team members throughout the year rather than limiting yourself to annual reviews, whether it's a focused conversation or asking what's working for your employees during regular 1:1s. Use technology to provide even more opportunities to get feedback, like automated surveys.



Step 2

Make Them Comfortable

If your employees are comfortable, they're more likely to share. Let them choose their format, try your best to take the pressure off, and start the conversation off by building a rapport.

→ **Forget labels. Make it a more casual conversation and avoid calling it a "stay interview."**



Step 3

Be an Active Listener

Focus on your people and fine-tune your active listening-skills, so you can lead a truly effective and impactful discussion. Executed well, a simple conversation can make a major impact on building trust and a culture of transparency.

→ **Show you're serious about being open to feedback by taking notes and listening more than speaking.**



Step 4

Ask Open-Ended Questions

Keep your inquiries open-ended and centered on your employees' feelings, perceived value, and challenges. Here are some categories to focus on:

Parts of their job they like

Attractive qualities about other jobs

Areas they'd like to grow

Things they wish would change

What makes them stay



Step 5

Be Curious and Go Deep

Look for opportunities to dig deeper, especially when a question elicits emotion, an unexpected word or phrase, or even a gut feeling. You can encourage employees to share more by saying, "Tell me more about" or "What happens when."



Step 6

Commit to Your People With Next Steps

Meaningful change in your employee experience comes from taking action. Follow through on your conversation by reflecting on your employees' answers and then creating and communicating an action plan.

→ **Send a follow-up email, message, or phone call to thank them for their time and let them know key takeaways you had from the conversation.**

→ **Follow through by creating a plan of action and note any new process or tools that might require extra time or resources to support employees while implementing.**

→ **Involve your employees by tapping into their expertise for training or implementation and ask for regular feedback on any new initiatives.**



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