
Retaining Great Staff

National Competency Standard (BSB07)
BSBMGT502B Manage people performance



Aim

This course will enable participants to manage people more effectively and improve staff retention.

Audience

The audience for this course is any individual or manager responsible for supervising staff.

Duration

One day.

Course Outcomes

1. Communicate the importance of keeping employees – and keeping them satisfied.
2. Introduce “the three Rs” of employee retention—respect, recognition, and rewards – and explain what each entails.
3. Convey why respect is essential to keeping employees.
4. Provide tools for the attendee to assess current efforts.
5. Empower the attendee to immediately begin improving the workplace.

Optional Assessment

This is a nationally recognised training program. Participants who successfully complete the optional assessment component of this course will receive a Statement of Attainment for the unit of competency outlined above (additional fee applies). Participants who choose not to be assessed will receive a Certificate of Attendance. The case study assignment is completed in the participant's own time.

Course Content

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| <ul style="list-style-type: none">• Keeping employees—and keeping them satisfied
The importance of retaining employees
Finding and keeping employees: the challenges• Respect
The essential ingredient of a hard-to-leave workplace
Be considerate
Care about employees as individuals, appreciating their unique strengths
Always be fair
Trust your employees
Be worthy of trust
Involve employees
Make the workplace pleasant and safe
Summary: reviewing the rules of respect• Recognition
Redefining recognition
Acknowledging employees
Formal acknowledgment
Feedback matters!
Fostering communication
Acknowledging workplace transitions | <ul style="list-style-type: none">• Enabling professional growth
Evaluating performance
Summary: recognition—mastering the basics• Rewards
Types of rewards
Fostering retention through quality-of-life rewards
Enriching the workplace
Creating a fun workplace
Celebrating in the workplace
About compensation
Summary: recognising the right type of reward• You can create a great place to work!
You are the key
Getting started means getting feedback
Making your game plan |
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