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# Retaining Great Staff

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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. The assessment comprises a case study assignment designed to demonstrate competence. 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"><li>• Keeping employees—and keeping them satisfied The importance of retaining employees Finding and keeping employees: the challenges The three Rs of employee retention</li><li>• 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</li><li>• Recognition Redefining recognition Acknowledging employees</li></ul>	<ul style="list-style-type: none"><li>Formal acknowledgment Feedback matters! Fostering communication Acknowledging workplace transitions Enabling professional growth Evaluating performance Summary: recognition—mastering the basics</li><li>• 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</li><li>• You can create a great place to work! You are the key Getting started means getting feedback Making your game plan</li></ul>
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