

Why Good Employees Quit and How to Keep Them

According to recent data, seven in 10 employees are disengaged in their work—meaning they are not invested in their organization’s success and do not really concentrate on their daily tasks. This spells out bad news for any organization, but especially for those in health care, where the consequences of disengaged employees are felt most by people receiving care.

Why do employees lose interest in their work and either unplug or move on? There are four common reasons.

1 CANNOT SEE THE VISION

Do your employees know your organization’s vision for success? Do they know how their professional goals contribute to that vision? To hold onto good employees, leadership must provide opportunities for staff members to work together as a team to both create a sense of community and to build buy-in. Teamwork helps employees share their talents and meaningfully contribute to your organization’s big picture, so they feel part of something greater than their day-to-day tasks.

2 EMPLOYEE’S VOICE GOES UNHEARD

While it used to be said that “no news is good news,” that adage no longer applies in the workplace. All staff—from top to bottom—should genuinely welcome and constructively provide feedback. When managers fail to recognize exemplary work done by good employees, staff can feel ignored or taken for granted. Managers should also take time to listen to their employees. By providing opportunities for staff to have their voices heard, leadership is giving them a stake in the game.

3 LACK OF MEANINGFUL MOTIVATION

Competitive compensation certainly contributes to employee satisfaction, but studies show money is not a meaningful enough motivation to keep good staff. Learn what motivates your employees, like a positive work environment and a healthy work-life balance. Staff recognition is also a big motivator. Consider establishing a program for staff to nominate their coworkers for recognition or awards. Be sure to celebrate successes. A little recognition goes a long way.

4 NO ROOM FOR PROFESSIONAL GROWTH

What makes good employees great is the desire for ongoing professional growth. Employees who feel stuck or bored will start to look for new opportunities outside your facility. Support staff in professional development. Seek out in-services and training for your employees. Make sure your staff understand how to move horizontally or vertically within your organization. Allow flexibility around conferences, workshops or an employee’s desire to go back to school.

SOURCES: 1) CMS National Nursing Home Quality Care Collaborative Change Package, March 2013, version 1.2; 2) Forbes: “Why Your Employees are Leaving You, and How to Stop Them” by Ilya Pozin, December 2013, www.forbes.com; 3) Forbes: “Six Reasons Your Best Employees Quit You” by Louis Efron, June 2013, www.forbes.com; 4) ASAE The Center for Association Leadership: “The Seven Hidden Reasons Employees Leave” by Leigh Branham, February 2005, www.asaecenter.org; 5) Fast Company: “Why Your Best Employees Are Leaving and How to Stop Them” by Matt Straz, www.fastcompany.com