

Employee Retention: An Issue of Concern

Competition is relentless! In many companies, increasing productivity and staff retention are on the agenda at every management meeting. Being proactive is practically a job requirement.

Most managers know that their employees are the most valuable resource, yet do they know what employees think, what motivates them, or what gives them job satisfaction?

Ask Yourself These Questions:

1. Does your company have a way of measuring job satisfaction?
2. Is increasing productivity one of your business objectives?
3. Have you thought about job satisfaction, as it relates to productivity?
4. Do you know or have you ever asked your employees what motivates them to do a good job?
5. What can you do to retain your key employees?

If you do not know the answer to one or more of these questions, planning ahead and focusing on the issues that can be changed will go a long way in maintaining and improving your employee satisfaction.

Our Firm

D. Gallant Management Associates established by Deborah L. Gallant in 1987 and headquartered in Portland, Maine is a professional management consulting firm specializing in Human Resources, which provides services to businesses throughout the country and primarily in New England.

The professional members of the firm have a combined total of over seventy-five years of hands on leadership and corporate management experience.

D. Gallant Management Associates is committed to establishing close working relationships with clients in an effort to meet their specific human resource needs. Our commitment is to assist organizations in taking proactive steps in promoting effective and efficient employee relations throughout their



**D. GALLANT MANAGEMENT
ASSOCIATES**

75 PEARL STREET
PORTLAND, MAINE 04101
TEL (207) 773-4800 • FAX (207) 773-0101
E-Mail: DGMA@dgallant.com
www.dgallant.com



**D. GALLANT MANAGEMENT
ASSOCIATES**

EMPLOYEE OPINION SURVEYS

*Your Employees Are Your Largest
Investment & Your Most
Valuable Resource!*



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An organization's best source of competitive advantage is its people.

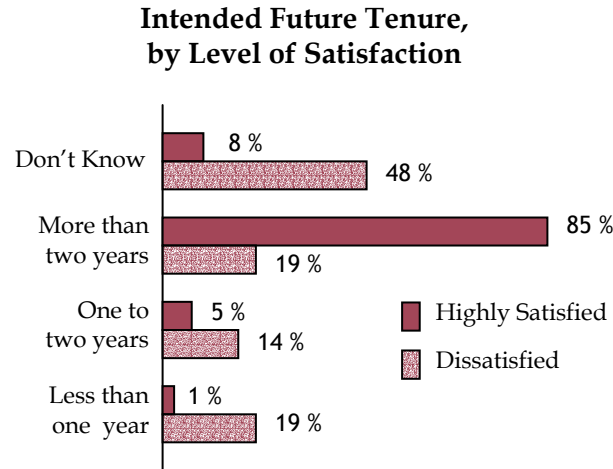
Strategies, business models, products, and services can all be copied by competitors. Talented staff, by contrast, represent a sustainable source of differentiation.

Achieving competitive advantage through people requires that organizations succeed in attracting and retaining talent and engaging the hearts and minds of employees at all levels.

There is truth in the old saying that, "what gets measured, gets managed."

By providing a context for a focused examination of the factors in the work environment that are facilitating high levels of performance on the part of employees, and the factors that may be impeding their performance, an ongoing employee survey program is a vital tool for enhancing business results.

The graph below, from recent studies we have completed, shows the disparity between highly satisfied employees and dissatisfied employees in response to the question "how long do you plan to continue your career with this company?"



More than eight of ten highly satisfied employees intended to stay more than two years, compared to two of ten dissatisfied employees.

*Let us help you
measure your
employee satisfaction!*

HOW?

**EMPLOYEE
INVOLVEMENT**

Employee Opinion Survey

One of the most common methods of improving productivity and job satisfaction is employee involvement. Through employee involvement, employees feel a sense of responsibility and ownership, because they have participated in the process.

Our service begins by meeting with the top management team to plan for the survey effort. Sample standard questionnaires are presented, defined, and discussed. Custom-designed questions and write-in sections are added by management. Once the questionnaire design is finalized, we then work with management representatives to plan & carry out the following administrative details:

- Demographic Breakout of Data
- Coding
- Survey Communication
- Survey Participation and Scheduling
- Presentation of Results

A member of our firm will also interview a representative sample of employees to gather more in-depth information.

The core survey instrument that we use has been validated by the Equal Opportunity Commission and fine tuned over the years of utilization by a local service bureau. This questionnaire has approximately 900,000 other employees in its database, surveyed each year to keep data current.

We also include a custom-designed section, which would incorporate any issues and concerns specific to your organization.