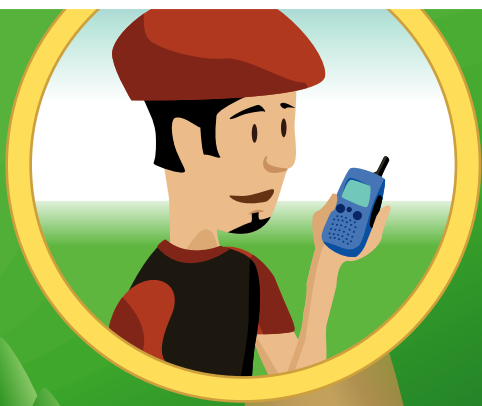


# 5

# Leadership Keys FOR RETENTION

## COMMUNICATION



- ◆ Provide clear, measurable, and documentable job responsibilities.
- ◆ Let them know what you expect, and where they stand. Get regular feedback from them.
- ◆ Avoid the grapevine; keep information flowing.
- ◆ Listen to their wants, needs, and suggestions Respond to each one.

## TRUST & RESPECT

- ◆ You can earn their trust and respect by showing the same.
- ◆ Avoid tight micromanagement - give them choices.
- ◆ Be a guide, rather than a dictator.



## MENTOR



- ◆ Encourage training.
- ◆ Introduce them to allies.
- ◆ Help them map their career path.
- ◆ Put their best interests first.

## CARE

- ◆ Not merely resources - but people.
- ◆ Be sensitive to their personal crises.



## MOTIVATE



- ◆ Find what motivates the individuals, and reward accordingly. (Money, achievement, position)

