



# IMPROVING STAFF RETENTION THROUGH ENGAGING CONVERSATIONS WITH OLDER EMPLOYEES

## BACKGROUND

With 78% of employers struggling to find the talent they need, we need to look for ways to retain them and develop the staff we have.

**Employees** in their 50's frequently find themselves at a turning point in their life and career. They may have been in the same role for many years, feel bored and are looking for a new challenge, but are afraid to talk to their line manager or HR about their options. The result can be demotivated employees who are underutilised and not feeling that they are making the contribution they would like.

**Managers and HR professionals** often don't feel equipped to have conversations about the turning points their employees are facing. They are concerned that it may be perceived as encouraging an older worker to move on rather than explore how their skills and experiences can be best used in the future. Younger managers feel they may be perceived as ageist, and many are concerned about the legal consequences that saying the wrong things may lead to a costly employment tribunal.

In today's tight labour market, companies need to retain the skills and expertise they already have in house.

There is an opportunity to change a turning point in an employee's career into a returning point, so they can re-find their purpose and continue to be strong contributors to the company's mission by bringing all their experience and energy to their work.

## OUTCOMES AND LEARNING OBJECTIVES

Attending this two-day retreat will help companies to improve employee retention by empowering managers to have open and progressive career development conversations with their older employees. The outcomes will be:

- ▶ Stronger connection between manager and employee
- ▶ Better alignment of personal, departmental, and corporate goals
- ▶ Higher employee engagement
- ▶ Higher staff retention rates

### GROUP SIZE

We offer this retreat to small groups of between eight and 12 people to maximize the opportunities for practice and feedback.

### TARGET AUDIENCE

- HR professionals
- Managers
- Team Leads
- Employee Resource Group Leads



## DAY 1

TIME	TOPIC
11:00am	Introductions and about the programme
<b>12:30pm</b>	<b>Lunch</b>
1:30pm	Value and contribution of older employees
2:00pm	Managing older employees
<b>3:15pm</b>	<b>Coffee</b>
4:00pm	Legal and compliance issues
4:30pm	Corporate benefits available to staff
5:15pm	Wrap-up Day 1
<b>7:00pm</b>	<b>Dinner</b>

## DAY 2

TIME	TOPIC
8:30am	Reflections from Day 1
9:30am	Coaching basics
10:30am	Practicing coaching skills
<b>12:30pm</b>	<b>Lunch</b>
1:15pm	Feedback on coaching sessions
<b>2:30pm</b>	<b>Coffee</b>
2:45pm	Creating an age-inclusive company
3:45pm	Follow up actions and assigning ProAge coaches
<b>4:30pm</b>	<b>Thank you and departure</b>