

Special report: Employer best practices | HR

ON TOPIC

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Q: Typically, there is pent-up job turnover after a long recession. Do you or your clients see this as an issue yet and if so, what should companies do to keep morale high and retain top performers?



CHRIS WICHSER
President
Javers Group (Berwyn)
www.javersgroup.com

WE HAVE NOT yet seen this as an issue with our clients.

We recommend that management take action early by using focus groups, employee surveys and casual conversations to gauge employee sentiment. Questions should be focused on actions that can be taken to improve the workplace. Be wary about asking questions about areas that cannot be changed.

Develop a plan considering solutions that can be simple and don't need to be expensive (e.g., communications improvements, flexibility in work hours). Communicate the plan and why it is or isn't possible to take action in some areas now or later. Transparency and sincerity in communication is key. Communicate continuously throughout implementation to assure that employees recognize the importance being placed on the plan and, as a result, their value to you.