

# Stay Interview Success Stories



**HRsoft**  
Talent Management Software



# What's wrong with employee engagement?



**70%** of U.S. workers are not engaged at work

Actively disengaged employees cost U.S. businesses **\$500 billion** / year

Average employee turnover cost is **50% - 200%** of their annual salary

# What is a Stay Interview?



## The Structure

**1 on 1** conversation between a **manager** and their **direct report**

## The Goal

Learn the **specific actions** needed to strengthen **engagement & retention**

# Healthcare

**Business Issue:** nurse turnover

**Company Size:** 17,000 employees

**Stay Interview Results:** Annual savings of \$1,000,000



Zephyrhills reduced nurse turnover from **24%** to **16%** in one year.

**33% improvement**



Flagler reduced nurse turnover from 28% to 17% in one year.

**39% improvement**

# Call Centers



**Business Issue:** call center turnover of **55% +**

**Company Size:** 5 domestic call centers

**Stay Interview Results:** Reduced turnover **50%** in 4 months

Reduced turnover by **50%** in four months by establishing early retention goals and managers conducted Stay Interviews with new hires at 30 & 90 days.

# Manufacturing



**Business Issue:** retention of highly skilled employees

**Company Size:** 3,000 employees

**Stay Interview Results:** Maintaining **15%** turnover rate

“Now managers not only address development with concrete ideas but they are asking their employees about issues that are even more fundamental.

**Managers know they are in charge of their talent and we are giving them a great tool to enhance their success.”**

**Jim Hefti, CHRO**

# Healthcare



**Business Issue:** nurse turnover

**Company Size:** 400 employees

**Stay Interview Results:** Reduced nurse turnover **72%** in the first year

Exceeded first year nurse retention goal by retaining **100%** of new nurses

# Call Centers



**Business Issue:** employee turnover with fast expansion

**Company Size:** 1,000+ employees

**Stay Interview Results:** Reduced turnover r **20%** immediately

“We build walls between us and employees by asking opinions in anonymous surveys which protect us from looking in their eyes and hearing their words. Maybe down deep we have a fear that they will ask for something and we’ll have to say no. **We can’t become a great company unless we ask, listen, and then consider every reasonable request.**” - Mary Murcott, CEO



# Technology



**Business Issue:** didn't think they had a turnover problem

**Company Size:** 9,000 employees

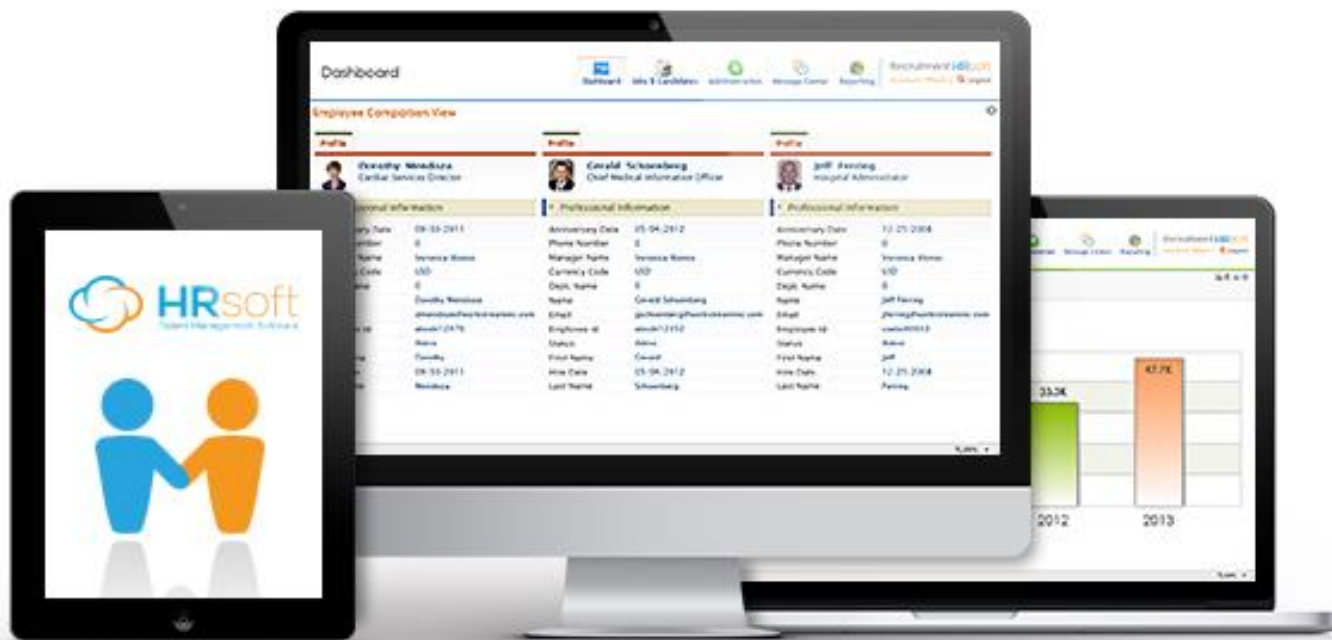
**Stay Interview Results:** Formulated monthly retention plans

Florida top executive brings printed copy of retention forecast to monthly executive meeting to identify who is at risk and learn retention plans.



# STAYview™

## High Impact Stay Interview System™



# HRsoft.com

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