



RETENTION REINVENTION

Unleashing Leaders who Connect

MIKE WAGNER

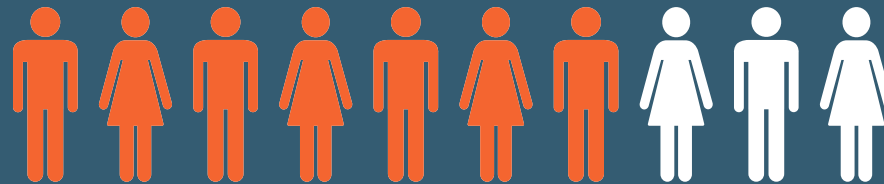
President / White Rabbit Group



30.6% ATTRITION

In *Domestic Banking* in the first Nine
Months of 2022.

*Financial Services Battle Flight of Talent to Lucrative Sectors / Economic Times



7 OUT OF 10

Job Seekers would not take a job with a company that had a bad reputation, *even if they were unemployed!*

*50 HR and Recruiting Stats That Make You Think / Glassdoor



20% PAY RAISE

To lure most employees away from a manager who engages them, and *next to nothing to poach most disengaged workers.*

*The 'Great Resignation' Is Really the 'Great Discontent' / Gallup

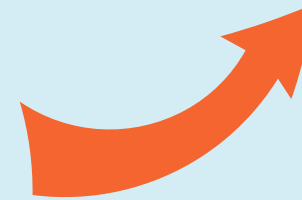
INPUTS

- Toothbrush
- Toothpaste
- Floss



OUTCOME

No Cavities at
your dentist
appointment



INPUTS

- Pay increase
- Benefits
- PTO

OUTCOME

Attract & Retain
High-Performing
Employees



24.5 Billion Dollars

How much is spent annually in the US on Leadership Training?

70% of Workers

What percentage of workers show up Partially or Actively Un-Engaged?

1/3 of Workers

What fraction of workers would forego a pay raise to personally **Fire their Boss?**



REPORT XP MAP

CONNECTED

COMFORTABLE

Your Reports feel content and on cruise control.

ENERGIZED

Your Reports feel optimistic and ready to climb the next mountain.

BORED

Your Reports feel tired and stuck in a rut.

STRESSED

Your Reports feel overworked and on an island.

CHALLENGED





WHY “PRACTICE”?

We believe leading people is
a *Formation Problem* not an
Information Problem.

CONNECTED LEADER

1. Effective 1:1 Meetings

A purposeful place to establish & maintain an ongoing connection with each of your reports.

2. Feedback that Connects

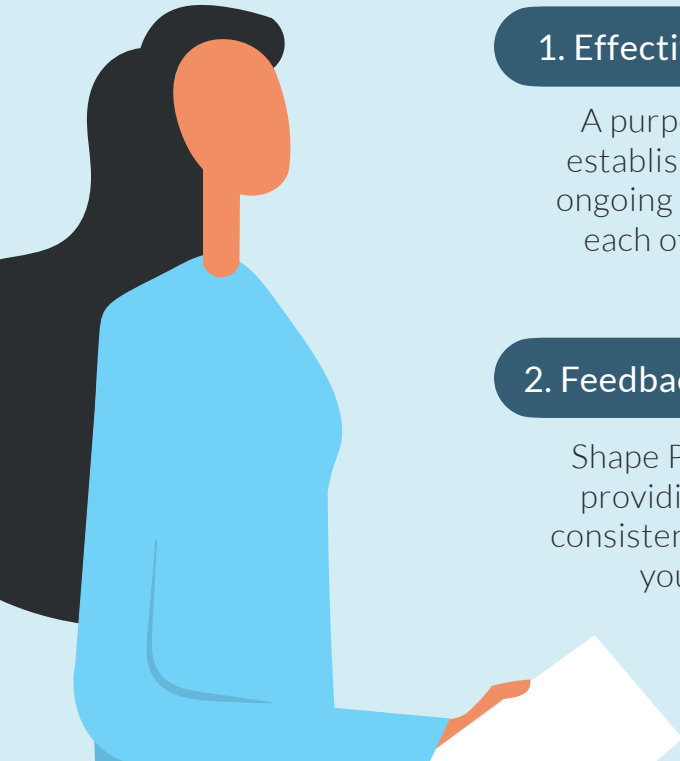
Shape Performance by providing & receiving consistent feedback from your reports.

3. Micro-Skilling Up

Increase your Team's Competency by incrementally skilling up your reports.

4. Delegate to High-Pos

Expand your Leadership Bench by intentionally delegating to high-potential reports.





WHAT IS “CONNECTION”?

Your direct report feels **Heard,**
Understood, & Professionally Safe
with you.

EFFECTIVE 1:1S

A **Purposeful Place** to establish & maintain an ongoing connection with each of your direct reports.

1. SCHEDULED

2. WEEKLY

3. 30 MINUTES



TYPES OF INFLUENCE



POSITION INFLUENCE

“ Do it this way because I am your Boss.

EXPERIENCE INFLUENCE

“ Do it this way because I have worked here 15+ Years.

RELATIONAL INFLUENCE

“ To achieve our goals, how do you think we should do it?

FEEDBACK THAT CONNECTS

Focus on **Future Improved Performance** by asking for and receiving feedback.

1. SIGNAL

2. ACTION OBSERVED

3. IMPACT CREATED

4. FUTURE FOCUS



FOUR CONTRIBUTORS

**DECLINING
CONTRIBUTORS**
Bad Connection

1

2

**CAPPED
CONTRIBUTORS**
No Connection

**EXPANDING
CONTRIBUTORS**
Good Connection

4

3

**UNEVEN
CONTRIBUTORS**
Low Connection

INTENTIONAL PRACTICES

REINVENT YOUR RETENTION

1

Does your organization maintain **Agreed-Upon & Consistent Leadership Practices**?


2

Are your Leadership Practices producing the **Retention, Engagement, & Performance Outcomes** you desire?

3

Add new practices or Adjust your current Leadership Practices to start **Reinventing your Retention!**





**“FALL IN LOVE WITH THE
PROCESS AND THE
PROCESS WILL LOVE YOU
BACK. YOU JUST DON’T
KNOW WHEN!”**

MATT CAMPBELL

Iowa State University Head Football Coach



THANK YOU!

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