

ADDRESSING STAFF TURNOVER

What can be done?



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First, it stands to reason that it's hard to leave a supportive environment. So, the answer is... let's make it hard to leave by being more supportive! There is no list of silver bullet enhancements or gimmicks I can provide. These decisions are largely personal, and we need to think and respond within a framework for each person.

With fair compensation and enough flexibility given, I try to encourage leaders to place themselves in the heads of their high performers, while honestly and quickly answering 10 basic questions for their star. These often provide a scorecard ahead of a departure or serve as the post-mortem after they left.

1. Does my boss, and optimally my boss's boss, know me personally?
2. Do I feel they respect me as a person, and as a meaningful contributor to this mission?
3. If I had a situational need for more flexibility or support for a given time, would they deliver?
4. Is there a plan for me? And does my boss know what I want?
5. Do I get enough specific, authentic recognition for the things I am proud to accomplish in my role?
6. Can I debate with my boss and colleagues on an even plane when things go sideways?
7. Am I productive and proud to work here, for this mission, and with these people?
8. Am I in the right seat, and doing the right work here?
9. Are there resources available/provided to help develop me?
10. Do I have fun here?

We can't chase everyone (this is primarily intended for your high performers), and despite how the pendulum has swung to widespread self-actualization, we still have to run a business... but, if you can HONESTLY answer to the positive on most of these, my hunch is that you've made it hard to leave.

Presented as part of the *Philanthropy Leadership Master Class* webinar available [here](#).