FIELD SHEET 05 / Keep the Promise Before the Exit

We took the notes. You put them to work.

THE PROBLEM, NAMED

A valued employee leaves; a generic 'people do not stay' explanation hides what management could verify.

THREE THINGS TO REMEMBER

1. Not every departure is preventable; investigate patterns rather than motives.
2. Test whether schedules, training, standards and respect match what was promised.
3. Fairness means consistent, defensible decisions, not identical treatment.

WHAT TO NOTICE

- Turnover concentrated in a station, supervisor or recurring shift pattern.
- Repeated last-minute changes, inconsistent training or unanswered concerns.

TRY THIS NEXT SHIFT

1. Review a small set of departures using legitimate operational facts only.
2. Hold two private, voluntary stay conversations and listen without arguing.
3. Choose one specific correctable condition; name an owner and due date.
4. Check the condition over the next month without pressuring employees.

RECORD ONLY YOUR ACTUAL OBSERVATIONS

Observed pattern / time period: _____

One issue staff identified (no names): _____

Owner / action / follow-up date: _____

HOW TO KNOW IF IT HELPED

Confirm the promised condition changed and seek fresh voluntary feedback. One person staying another week does not establish retention improvement.

Keep in mind: Protect privacy. Do not imply a resignation's cause without evidence or promise changes beyond your authority.