

Fall 2022 NCASFAA Conference

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“Being Spooky Since 1966”



Responding to “The Great Resignation” (and Silent Quitting!)

What’s Happening in our Work World and How Can We Respond

Presented by:

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Introduction

- Globally, 41 percent of employees are considering leaving their jobs*
- 70 percent of employers report difficulty in filling roles*

So... what does this mean for us?

*Source: ManPower Group, February 2022

Agenda

1. The Great Resignation
2. “Silent Quitting”
3. Strategies for turning resignation into retention
4. Questions & Answers

The Great Resignation

The Great Resignation

How real do you think “The Great Resignation” is? (show of hands)

- 1) Very! My department and my College have experienced it.
- 2) I think it's real but my College and my department haven't experienced it.
- 3) I've heard about it in the news, but I'm not sure.
- 4) It's a cycle! Comes around every so often.. no big deal.

The Great Resignation

What does your college data tell you?

- Nationally, yes, higher turnover than before
- not the same for all industries
 - Service industries, retail hit hardest

The Great Resignation

Why are people leaving? (Pew Research, February 2022)

- Pay
- **No opportunity for advancement**
- **Disrespect at work**
- Childcare issues
- **Flexibility**
- Benefits
- Relocation
- Working too many hours

Quiet Quitting: What is it?

Doing the minimum requirements of the job and putting in no more effort, time, enthusiasm than absolutely necessary

- no going above and beyond
- still getting paid!

Strategies for Turning Resignation into Retention

Strategies for Turning Resignation into Retention

- Engagement
 - HIRE-for culture fit and culture add
 - Tell employees they matter! Provide opportunities
 - Mentor

Strategies for Turning Resignation into Retention (continued)

Engagement Drivers

- Engaging leadership
 - Senior leadership
 - Manager
- Talent Focus
 - Brand
 - Career and Development
 - Performance Management
 - Rewards & Recognition
 - Talent & Staffing

Strategies for Turning Resignation into Retention (continued)

Engagement Drivers (continued)

- The Work itself
 - Empowerment/autonomy
 - Work tasks
 - Work/life balance
 - Job satisfaction

Strategies for Turning Resignation into Retention (continued)

Engagement Drivers (continued)

- The Basics
 - Job Security
 - Safety
 - Risk
- Agility
 - Collaboration
 - Customer focus
 - Decision making
 - DEI
 - Enabling infrastructure

Strategies for Turning Resignation into Retention (continued)

- Relationship-focus
 - Honesty
 - Dignity
 - Attitude of Gratitude/Recognition
 - Understand

Strategies for Turning Resignation into Retention (continued)

- Culture
 - Family (and other)-friendly
 - Share information!
 - Flexibility
 - Wellness
 - Organizational values
 - Diversity, Equity, Inclusion-multi-generational, multicultural

Data evaluation

- Stay interviews
- Exit interviews
- Cost of turnover v retention

Some Specifics

- No opportunity for advancement
- Disrespect at work
- Flexibility

Questions & Answers

Platinum Level Supporters



Gold Level Supporters



Silver Level Professional Affiliates



Bronze Level Professional Affiliates

ECMC