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PFC INVESTMENTS





SHRM GUAM CHAPTER PRESENTS

Managing Performance + Employee Retention



INTRODUCING YOUR SPEAKER(S)

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A photograph of two women in a bright, modern office environment. The woman on the left has voluminous curly brown hair and is wearing a green sweater, smiling as she looks towards the other woman. The woman on the right has short dark hair, is wearing a yellow cardigan over a white collared shirt, and is holding a tablet while looking at the first woman. A semi-transparent white rectangular box is overlaid on the left side of the image, containing the text 'Managing Performance + Employee Retention'.

Managing Performance + Employee Retention

Objectives

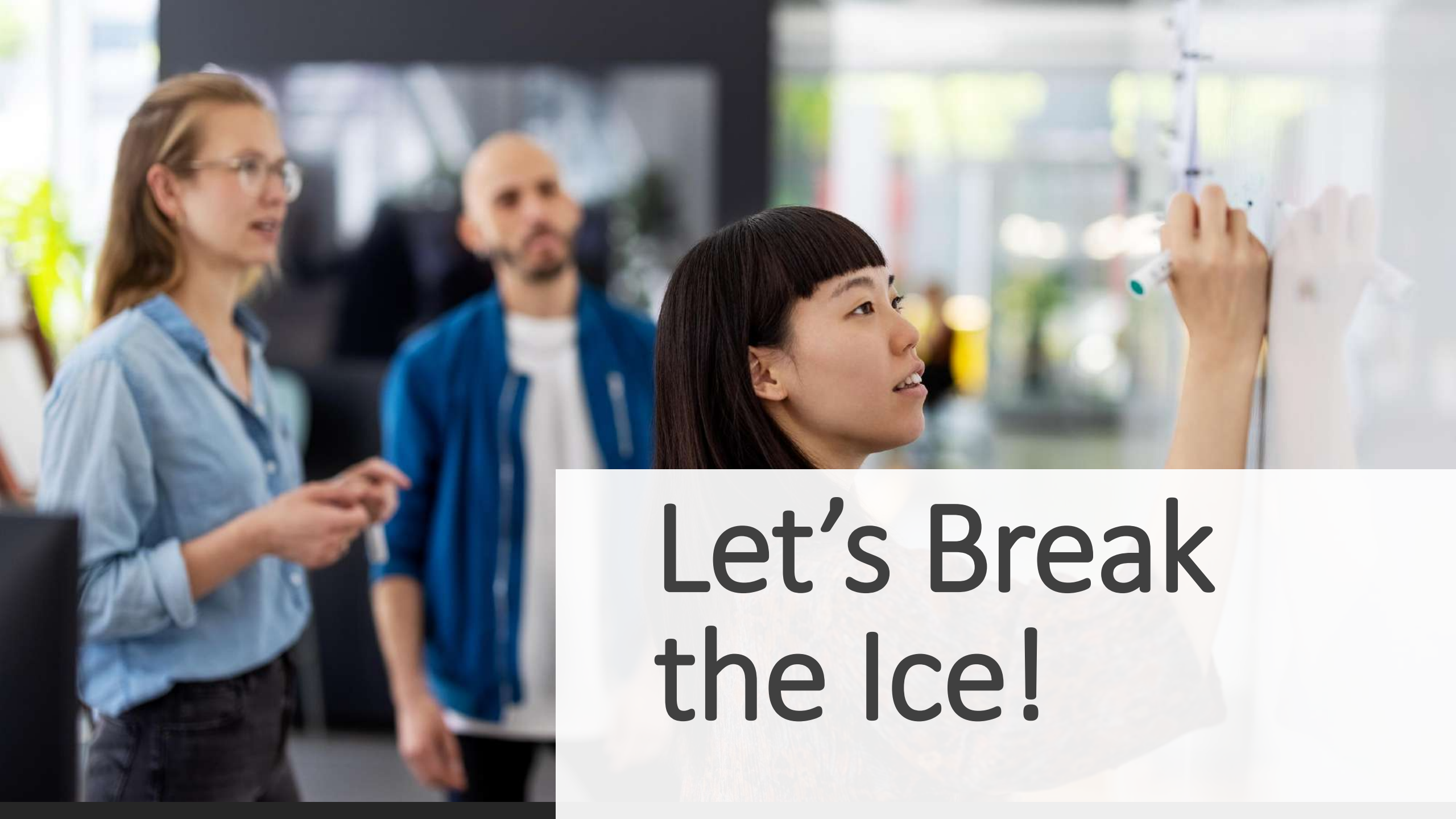
- Articulate the strong link between performance management and employee retention.
- Understand the importance of a Stay Plan and how to implement one.
- Construct SMART goals and objectives for diverse employee roles and experience levels.
- Conduct effective performance reviews using various techniques suitable for different situations.
- Provide constructive feedback and manage difficult conversations with improved confidence
- Develop a practical implementation plan for their teams, adaptable to various organizational contexts

Questions?

Please scan this QR code during the presentation to ask any questions.

Questions will be reviewed after the break and at the end of the session.





Let's Break
the Ice!

42%

of Employee Turnover
is Preventable

45%

Report no proactive
engagement with
manager

The Retention Challenge: The High Cost of Employee Turnover

“The single biggest problem in management is the inability to effectively manage people.”

- Peter Drucker

Retention Myths

Employee's only leave
for more pay

Incentives can increase
productivity

Employees runaway
from responsibilities

Loyalty is a thing of the
past

Taking measures to
increase employee
satisfaction will be
expensive for the
company

Primary Reasons U.S. Employees Voluntarily Left Their Company

Which of the following issues best describes your primary reason for leaving your previous job?

	Pre-Pandemic (prior to March 2020)	2021	2022	2023	2024	Change 2020-2024
	%	%	%	%	%	pct
Pay/Benefits	21	14	20	16	16	
Personal reasons	8	5	9	9	11	
Relocation	9	8	9	10	10	
Direct supervisor/manager or senior leadership	11	11	13	12	9	-3
Advancement, development or career opportunities	15	11	13	12	9	-3
Job fit or work no longer interesting	7	7	6	6	7	
Unrealistic job expectations and responsibilities	4	7	6	7	7	
Work-life balance	4	6	4	3	4	
Not treated with respect	4	9	5	4	3	

Note: Results for each year are among employees who voluntarily left their job “in the past 12 months” before they were surveyed. Respondents could choose one response.

GALLUP

Top 5 Reasons

1. Pay & Benefits
2. Personal reasons
3. Relocation
4. Direct supervisor/manager
5. Advancement, development, or career opportunities

Top Themes

- Engagement & Culture is the most prominent theme (37%)
- Wellbeing and Work-Life Balance (31%) is the second

Employee Retention Strategies for HR

Start in the attraction and hiring phase	01	07	Work on DEIB
Strengthen your employee onboarding	02	08	Offer fair compensation and benefits
Offer flexible work arrangements	03	09	Effective performance management
Create a compelling employee value proposition	04	10	Recognize employee contributions
Focus on employee development and career pathing	05	11	Foster strong management and leadership



Wellbeing
Work-life balance



Company culture
Hire a cultural fit

4 pillars of employee *retention* strategies



Training and development
Mentorship and opportunities



Rewards and recognition
Perks employees want

Source: Achievers Engage Blog

A close-up photograph of a red pushpin stuck into a light blue clock face. The clock face has large, dark blue numbers and is slightly out of focus, with the pushpin being the central point of focus.

When does **RETENTION** begin?

- Recruitment
- Onboarding
- 90-day probationary period

The Modern Workplace:

New Realities, New Demands

- Increased competition for talent.
- Emphasis on employee well-being and engagement.
- Rise of remote and hybrid work models.
- Changing employee expectations (purpose-driven work, flexibility, growth opportunities).

Signs You Are Losing A Great Employee



**Decreased
Engagement**



**Change in
Attitude**



**Reduced
Productivity**



**Frequent
Absences**



**Lack of
Communication**



Let's Get
Honest

WHAT ARE STAY PLANS?



Proactive Conversations
– not reactive based on
issues or complaints



Build Stronger
Connections



Demonstrate
commitment to
employee satisfaction



Identifies Growth
Opportunities



10 MINUTE BREAK

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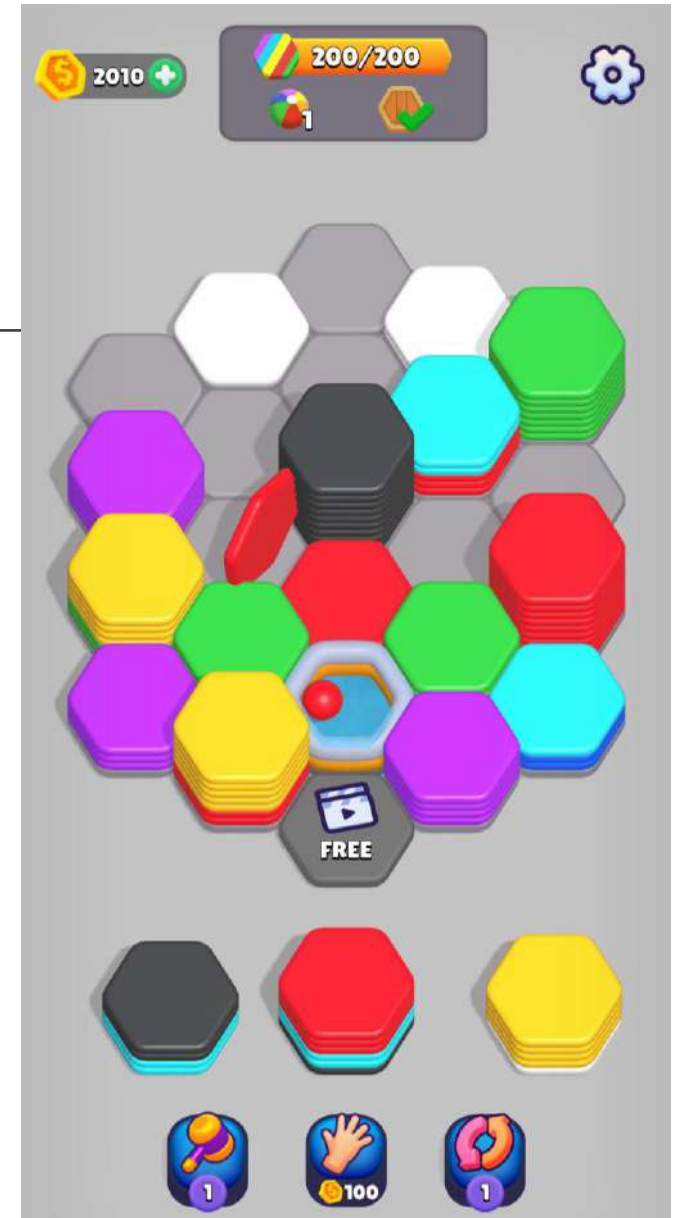




Performance Management

Performance Management: A Proactive Retention Strategy

- Provides clarity on expectations, reducing ambiguity and frustration.
- Enables timely recognition and rewards, boosting morale and motivation.
- Identifies skill gaps and development needs, improving employee capabilities.
- Fosters open communication & feedback, improving employee-manager relationships



The Data Speaks:

Performance Management & Retention

Companies with a higher focus on employee performance:

are

4.2x

more likely to
outperform their
peers

realize an average

30%

higher revenue
growth

experience

5% less

percentage points in
attrition

Beyond Metrics: Holistic Performance Management

- Focus on competencies and behaviors in addition to results.
- Emphasis on collaboration, teamwork, and innovation.
- Incorporation of employee well-being and work-life balance.
- Use of technology and data analytics to improve performance insights.



Elements of Effective Performance Management Systems

Goal Setting

- 79% of employees say that setting goals improves their performance

Performance Reviews

- Companies with regular check-ins are 1.5X more likely to have strong performance mgmt. processes

Ongoing Development

- Companies with strong learning cultures are 92% more likely to develop novel products and processes

Rewards

- 55% of employees say that receiving recognition is important to their job satisfaction & engagement

Effective Goal Setting

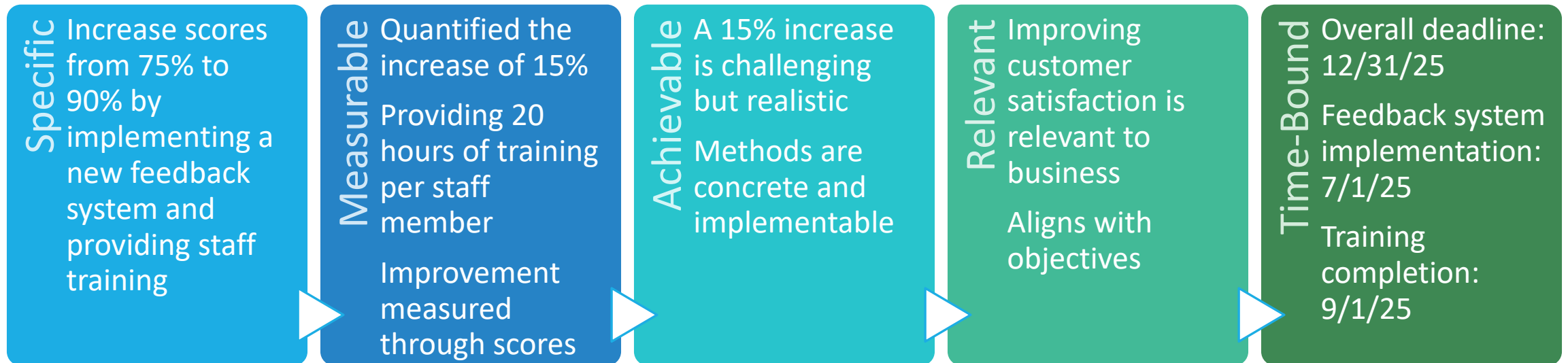
Effective Goal-Setting

Goals should be SMART:

- Specific: clear, detailed, and unambiguous
- Measurable: concrete criteria for measuring progress and achievement
- Achievable: it should be challenging, but not impossible
- Relevant: It should matter to the individual or organization and fit with overall aims and strategies
- Time-bound: has a specific deadline or timeframe

Example of a SMART Goal

Goal: Increase our company's overall customer satisfaction score from the current 75% to 90% by December 31, 2025, through implementing a new customer feedback system by July 1 and providing 20 hours of customer service training to all customer-facing staff by September 1.



Practice Scenarios

Scenario 1: Employee Engagement Enhancement

- Recent surveys indicate a drop in employee engagement levels within your department.
Develop a SMART goal to increase engagement by introducing a new wellness program and team-building activities.

Performance Reviews

Impactful Performance Conversations

Performance reviews should be a meaningful two-way conversation.

- Prepare – Document achievements and areas for improvement
- Cadence – Set a regular schedule for these conversations
- Discussion – Encourage open dialogue
- Development – Set clear goals for the future

Mastering Constructive Feedback

Feedback, when done right, helps build trust. The SBI Model helps structure feedback effectively.

- Situation – Describe the context
- Behavior – State the observed behavior
- Impact – Explain the consequences

Scenario 1: Employee Presentation Feedback

- Situation – During last week's team meeting.
- Behavior – You presented the quarterly sales data clearly and concisely
- Impact – Your clear explanation helped everyone understand our current standing and motivated the team to focus on the upcoming targets.

Scenario 2: Missed Deadline

- Situation – Think of a time when a deadline was missed.
- Behavior – What specific actions or lack of actions led to the missed deadline?
- Impact – What were the consequences of missing this deadline for the project or team?

Develop feedback that clearly addresses the behavior and discusses how it affects the team or project, focusing on encouraging timely completion in the future.

Consistent Assessment and Rating Systems



- Assessment and ratings provide a basis for action
- Ensure system is consistently applied
- Ensure there is calibration or review of ratings

Ongoing Development

Ongoing Development

over
40%
of leavers cite a lack
of development
opportunities as a
major factor

- Providing regular coaching and mentorship opportunities
- Encouraging self-directed learning and skills development
- Supporting internal career mobility to retain talent

Rewards

Rewards – A Holistic Approach

NON-MONETARY INCENTIVES

- Recognition (Employee of the Month)
- Professional development opportunities
- Flexible work arrangements
- Career advancement
- Team celebration or appreciation

MONETARY INCENTIVES

- Merit-based pay increases
- Spot bonuses for outstanding contributions
- Profit-sharing or stock options
- Commission or incentives for performance-based roles

AI Prompts for Performance Management

Using AI in Performance Management

➤ Goal-Setting Prompts

- Create a goal-setting plan for the sales team to increase overall monthly sales by 20% in the next quarter.
- Suggest SMART goals for [employee name] based on their job description and the following departmental objectives.
(Attach relevant documents)

Using AI in Performance Management

➤ **Preparing for difficult conversations**

- Draft a conversation guide for having a difficult performance-related discussion, including suggested phrases to use.
- Write a script for terminating an employee due to failure to pass their probationary period. This employee has missed critical deadlines, has poor attendance, and their behavior does not align with company values.

Action Planning & Implementation

Next Steps

- Top three key takeaways
- What is your plan for implementing them in your organization
- Identify one key action to take in the next 2 weeks

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Thank you

SHRM Guam Chapter

Q&A



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LEADING WITH *Emotional Intelligence*



WEDNESDAY

APRIL 9, 2025

8:30AM-10:30AM

DUSIT THANI RESORT GUAM

WITH DR. JOHN RIVERA

Human Resources & Corporate Development
CITADEL Pacific Ltd.

NON-MEMBERS \$80.00 / MEMBERS: \$70.00



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