

# “People Quit People, Not Companies”

## Questions:

1. *Who do people quit?*
2. *Why do people quit some people?*
3. *What can you do to improve retention?*

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**“IT IS IMPOSSIBLE TO ADD VALUE TO SOMEONE WE DEVALUE”**

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## Who Do People Quit?

- **People Quit People Who Devalue Them**
  - *Look for their value and express your appreciation for them.*
- **People Quit People Who Are Untrustworthy**
  - *Acting inconsistently in what they say and do*
  - *Seeking personal gain above shared gain*
  - *Withholding information*
  - *Lying or telling half-truths*
  - *Being closed minded*
- **People Quit People Who Are Incompetent**
  - *People naturally follow leaders stronger than themselves*
- **People Quit People Who Are Insecure**

## Recipe for Retention

1. **Take Responsibility for my relationships with others.**
  - *When a relationship goes bad, I initiate action to try to make the relationship better.*
2. **When people leave me, I do an exit interview.**
  - *The purpose of the interview is to discover if I am the reason they are leaving. If so, I apologize and take the high road with them.*
3. **I put a high value on those who work for me.**
  - *It's wonderful when the people believe in their leader. It's more wonderful when the leader believes in their people.*
4. **I put credibility at the top of my leadership list.**
  - *I may not always be competent; there are times when every leader finds himself in over his head. However, I can always be trustworthy.*
5. **I recognize that my positive emotional health creates a secure environment for people.**
  - *Therefore, I will think positively, practice right behavior toward others, and follow the golden rule.*
6. **I maintain a teachable spirit and nurture my passion for personal growth.**
  - *I will keep learning so I can continue leading. If I keep growing, I will never become the “lid” on the potential of my people.*

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## APPLICATION EXERCISES

### 7. **Can your people rely on you?**

*Are you the kind of leader people can trust, no matter the circumstances or conditions? Answer each of the following questions.*

- Is there ever inconsistency between what I say and what I do? Y / N
- Do I ever seek personal gain above the shared gain of the team? Y / N
- Do I ever withhold information from my people? Y / N
- Do I ever lie or tell half-truths? Y / N
- Am I ever closed-minded? Y / N

*If you answer yes to any of the question, you have a credibility problem with your people. Begin working to remedy the situation by do the following:*

- Maintain your integrity by making your words and deeds consistent.
- Openly communicate your vision and values.
- Show respect for workers as equals partners.
- Focus on shared goals more than your personal agenda.
- Do the right thing regardless of personal risk.

*The process of gaining credibility will not occur overnight. But if you consistently practice these five things, over time your people will begin to trust you.*

### 8. **What is your attitude towards your people?**

*If you are a leader, how do you see your people?*

- Are they subordinates who simply need to do what you say?
- Are they resources to be managed and manipulated?
- Are they a necessary evil to be tolerated in order to make the business succeed?
- Are they co-laborers who have a valuable and necessary role just you do?

*If your attitude is anything other than the fourth one, it isn't the positive one needed to be a successful leader. Take steps to change it. Learn more about your people, what they do, and how they contribute to the team.*

### 9. **Do you Express your appreciation?**

*It's not enough to just think highly of your people. You need to express your belief in them and show your appreciation for them. Take time this week to tell the individuals who follow you why you value them and to thank them for their work.*

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

# “People Quit People, Not Companies”

*Write down the names of the people around you. Your employees, your peers, your leaders, your family or anyone you want to express their value and appreciation to.*

**Name:** \_\_\_\_\_

**What I value:**

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**What I appreciate:**

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**Name:** \_\_\_\_\_

**What I value:**

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**What I appreciate:**

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**Name:** \_\_\_\_\_

**What I value:**

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**What I appreciate:**

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**Name:** \_\_\_\_\_

**What I value:**

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**What I appreciate:**

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