



Workforce
Wake-Up Call

It's Time to Recalibrate
 Our Work World




Cara Silletto, MBA, CSP
 President & Chief Retention Officer

2

The Evolution of Our Workforce




© 2020

WeReduceTurnover.com

3

“Nobody wants to work”
...under these conditions!



© 2020

WeReduceTurnover.com

4



5



6



7

True Cost of Turnover

Front-Line

\$5,000 - 10,000

Office & Mgmt

\$15,000 - 25,000

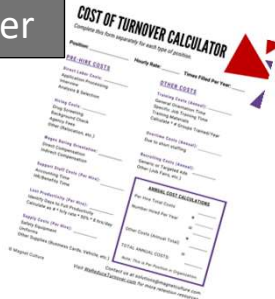
COST OF TURNOVER CALCULATOR
Use this form separately to determine your position.

Photo: © iStockphoto.com

© 2020

WebReduceTurnover.com

Office & Mgmt
\$15,000 - 25,000



MagnetVault.com

COST OF TURNOVER CALCULATOR
Compare the cost of turnover for each type of collection

Problem: _____

Account for: _____

ESTIMATED RESULTS

Estimated Annual Turnover: _____
Estimated Annual Collection Cost: _____
Estimated Annual Net Profit: _____
Estimated Annual Net Profit per \$100 of Sales: _____

ESTIMATED RESULTS

Estimated Annual Turnover: _____
Estimated Annual Collection Cost: _____
Estimated Annual Net Profit: _____
Estimated Annual Net Profit per \$100 of Sales: _____

ANNUAL COST CALCULATIONS

Annual Sales: _____
Annual Collection Cost: _____
Annual Net Profit: _____
Annual Net Profit per \$100 of Sales: _____

© 2026

WeReduceTurnover.com

[illegible]

Don't Assume Why People Quit!

Managers Thought:	Drivers Said:
• Better pay • Consistent schedule	• No staff meetings • The bosses are degrading • The equipment you get as a rookie is a joke



"Why People Leave When"
Timeline



© 2016



IN THE VERT

WeReduceTurnover.com

Drivers Said:

- No staff meetings
- The bosses are degrading
- The equipment you get as a rookie is a joke



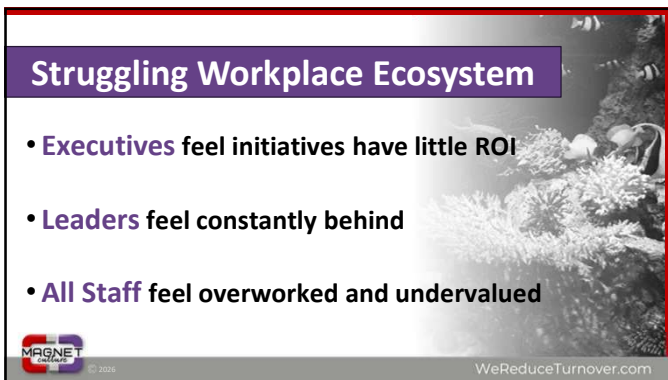
IN THE VAULT



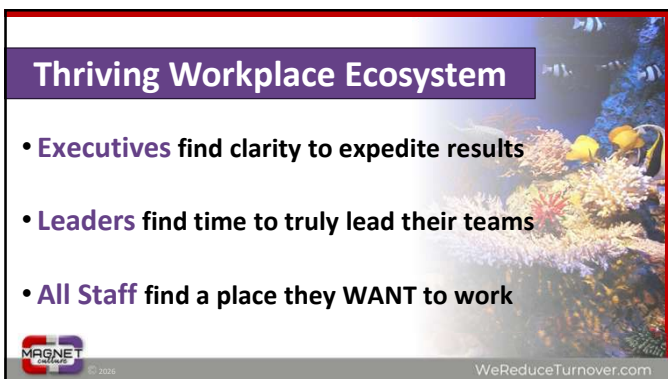
WeReduceTurnover.com



11



12



13



14



15



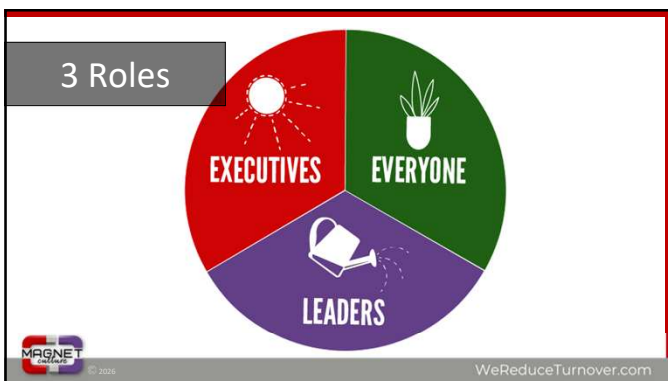
16



17



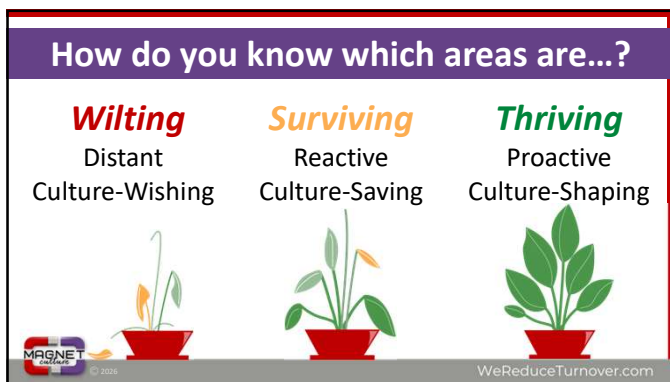
18



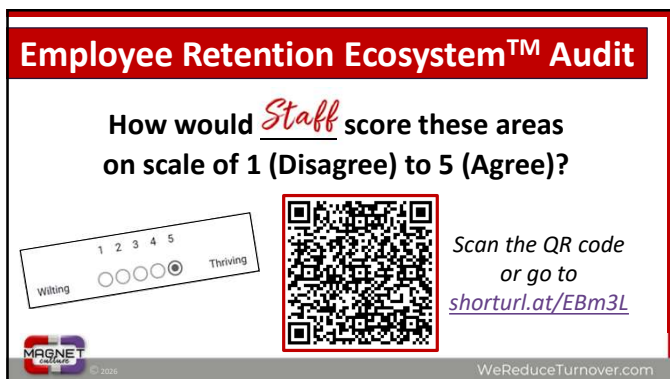
19



20



21



22

How would *Staff* score these areas on scale of 1 (Disagree) to 5 (Agree)?

- Our staff trust one another to **show up consistently** and follow through on commitments.
- Our staff feel team members are **mindful** of how their words and actions impact others.
- Our staff feel team members build **positive connections** with others.
- Our staff feel team members **listen and communicate** thoughtfully.
- Our staff feel team members **adjust their behavior** at work as needed.
- Our staff feel team members can **think critically** and overcome problems independently.

© 2024

WeReduceTurnover.com

23

How would *Staff* score these areas on scale of 1 (Disagree) to 5 (Agree)?

- Our staff feel leaders provide **effective onboarding** and ongoing guidance.
- Our staff feel leaders help **build strong team connections** and address conflict effectively.
- Our staff feel leaders listen to them and **support their needs** offering flexibility when possible.
- Our staff feel leaders show sufficient appreciation and **provide meaningful feedback**.
- Our staff feel leaders **provide opportunities for career advancement**.
- Our staff feel leaders **effectively guide them** through ongoing organizational changes.

© 2024

WeReduceTurnover.com

24

How would *Staff* score these areas on scale of 1 (Disagree) to 5 (Agree)?

- Our staff feel the org. has **evolved its mission and values** to attract today's new workforce.
- Our staff feel the org. **sets clear priorities** and appropriately allocates resources.
- Our staff feel the org. **maintains sustainable workloads** for staff and leaders.
- Our staff feel the org. **provides leaders with the development** they need to be effective mgrs.
- Our staff feel the org. **provides sufficient systems and equipment** to do their jobs effectively.
- Our staff feel the org. **fairly compensates** them for their current roles and responsibilities.

© 2024

WeReduceTurnover.com

25

Focus Your Efforts

Most questions average 3.5.

Make a plan to improve or wilt!

Validate by collecting responses.

WeReduceTurnover.com

26

When *survival* is the standard,
turnover is the outcome.

WeReduceTurnover.com

27

"I'm not given the **TIME** nor the **TOOLS** to be successful leading this new workforce!"

- Every Manager

WeReduceTurnover.com

28



29



30



31



32



33



34

Let's Create a Place to Thrive!

Cara Silletto 
Cara@MagnetCulture.com
WeReduceTurnover.com