



Love 'Em or Lose 'Em

Beverly Kaye and Sharon Jordan-Evans

1. The authors suggest that Retention and Engagement are sister concepts. How do you know when an employee has “quit and stayed”.
2. The ASK strategy can be very powerful. How you ever used a form of the author’s STAY Interview? If so, how did it go? If not, do you plan to? Why or why not?
3. It is fairly clear that a person’s immediate supervisor is the key to engagement. In the chapter on BUCK, the authors suggest that anyone in a management role must take a lot of responsibility for employee engagement. Do you? Explain how?
4. The authors stress the importance of the HIRING process and explain its link to retention. They also offer a strategy of “re-recruiting” and proclaim “if you are not recruiting your best employees you are the only one who isn’t”. What do they mean by this? Does your hiring process support retention? Do you re-recruit?
5. In the chapter on INFORMATION, the authors propose managers share information with employees Early, Honestly, and Often. Does this happen in your organization? What has been the impact of your information sharing practices?
6. The chapter on QUESTIONS could be challenging for many in management positions. How does the culture in your organization support or inhibit asking questions? Give examples of policies or rules which are: Vapor, Rubber, Glass or Wall in your organization and how managers deal with them.
7. In the chapter on TRUTH, the authors suggest that feedback is a gift and that in its absence pay becomes more important than it might. Do you agree? Why or why not?
8. What was the most significant idea you gained from this book or the interview with the authors?



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