

# **Retaining Good Employees Job Interview Questions And Answers**



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# Retaining Good Employees Interview Questions And Answers Guide.

## Question - 1:

Tell me what is employee retention?

### Ans:

Employee retention refers to the ability of an organization to retain its employees. Employee retention can be represented by a simple statistic (for example, a retention rate of 80% usually indicates that an organization kept 80% of its employees in a given period). However, many consider employee retention as relating to the efforts by which employers attempt to retain employees in their workforce. In this sense, retention becomes the strategies rather than the outcome.

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## Question - 2:

What is employee turnover in employee retention?

### Ans:

Employee turnover is a symptom of deeper issues that have not been resolved, which may include low employee morale, absence of a clear career path, lack of recognition, poor employee-manager relationships or many other issues. A lack of satisfaction and commitment to the organization can also cause an employee to withdraw and begin looking for other opportunities. Pay does not always play as large a role in inducing turnover as is typically believed.

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## Question - 3:

Please list a few steps for retaining good employees?

### Ans:

Here are a few steps for retaining good employees:

- \* Communicate
- \* Coach
- \* Establish clear performance metrics and make employees accountable for delivering
- \* Leverage performance reviews to gain insights into employee' goals and aspirations
- \* Create growth opportunities
- \* Underscore positive feedback with something tangible

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## Question - 4:

How would you find a growth path for retaining good employees?

### Ans:

You have to find a growth path for the great ones. The great ones will join your company to grow, to learn, to do new things. If they can not grow, they die a little every day. It is your job to understand the career path for all your key employees. And do whatever you can, within the boundaries of reality, to help them achieve it.

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## Question - 5:

Why would you talk to people and get real feedback at least once a quarter for retaining good employees?

### Ans:

You need to meet one on one, in an unstructured way, with all your best people at least once a quarter. Quietly and ask them what is frustrating them about their job. What they want to be doing but are not getting to do. Be friendly but blunt. You need to learn. Get it out of them.

You may think if you have drinks together or socialize together that you will know if they are happy. But you will not. Even if people complain in those contexts, it will be general complaints. You will not learn or know, what your top people need to find their growth path at your company. Where they feel stalled out and frustrated. You have to ask.

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## Question - 6:



How would you define communication for retaining good employees?

**Ans:**

The funny thing about communication is that it is as much about the words you say, as it is about the tone of your voice combined with eye contact, hand gestures, body positioning and even touch.

A large percentage of the meaning we derive from communication is derived from the non-verbal cues the other person gives. So, if you only meet virtually with your team, much of your message and their response to it may be lost. Face time, however scarce, is an immensely important factor in communicating well and establishing trust. If you are managing employees in remote locations, try to meet with them in person on a regular basis maybe not monthly but at least 2 to 3 times per year.

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**Question - 7:**

How would you be paranoid and intervene for retaining good employees?

**Ans:**

Now by the time they take another job, it is too late. Even if a raise would work then, which it will not, the relationship is damaged at that point anyway.

But it is not necessarily too late when they start to interview. It may be, in its own way, a plea of exasperation as much as anything else. If you can fix whatever is at issue, you can usually keep him or her.

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**Question - 8:**

Why would you pay market or above for retaining good employees?

**Ans:**

This seasoned engineer should not have had a five-figure salary, even if it made sense in a historical context. Pay market or above, as soon as you can. It is a sign of respect. And most of the best ones will not ask. They will just eventually get frustrated and leave.

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**Question - 9:**

How would you counter the time you give them a raise for retaining good employees?

**Ans:**

You have to get compensation right, as best you can, all the time. These days, anyone good is going to get a raise to move and maybe a signing bonus on top of that.

The thing is you can not counter. It is too late by that point. Once they tell you they have another offer they are already out the door. A raise will not do it at this point, at least not for the good ones.

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**Question - 10:**

What would you do if managers choose to stay who failed in retaining good employees?

**Ans:**

If they choose to stay, however, they must commit to being effective, contributing employees. If the manager cannot make this leap, you will need to let the manager go before their negativity impacts the rest of your workplace.

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**Question - 11:**

What happens if a manager fails to retain good employees?

**Ans:**

If a manager fails at employee retention, the chances are good that the manager has been unable or unwilling to develop their ability to manage and value people across the board. Managers who exhibit a pattern in which their key employees leave your organization cannot retain their management role. If you have fairly and ethically provided the manager the learning opportunities suggested here, you can, in good conscience, remove the individual from the managerial role. My experience has been that most managers consider this such a loss of prestige and face that they voluntarily leave the organization.

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**Question - 12:**

What are the ideas to help your organization to develop managers who support for retaining good employees?

**Ans:**

These ideas will help your organization develop managers who believe in and act in ways that support employee retention.

- \* Integrate core values about people and a mission and vision that enable people to align themselves with the company direction. Communicate the importance of these and clear expectations about the behaviors expected from managers to accomplish these, to every manager.

- \* Negotiate a performance development plan with each manager that stresses the expected managerial areas of development.

- \* Provide training in core management skills to every manager. Core management skills include how to:

- \* Integrate performance management including goal setting.

- \* Give and receive feedback.

- \* Recognize and value employees.

- \* Coach employee performance.

- \* Handle employee complaints and problems.

- \* Provide a motivating work environment.

- \* Hold career development discussions with employees.

- \* Hold regular meetings to provide management development coaching and feedback. You can assist managers to improve their management style and skills. A regular meeting helps you debrief events as they occur, while memories of the exchanges are fresh in the manager's mind.

- \* Schedule and hold learning organization events such as book clubs, product training, project debriefs and discussion and planning meetings.

- \* Provide funding for conferences and educational development opportunities for managers to continue learning.



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**Question - 13:**

How would you help managers for retaining good employees?

**Ans:**

Almost every manager can increase his/her ability to retain employees by developing his/her management skills. Teaching a manager about how to value people can be more challenging. Particularly if the manager does not already value people and their contributions in his/her mind and heart, it will be a leap for his/her to change his/her values.

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**Question - 14:**

What kind of managers are left by the employees?

**Ans:**

Employee complaints about managers and supervisors center on these areas. Employees leave managers who fail to:

- \* provide clarity about expectations.
- \* provide clarity about career development and earning potential.
- \* give regular feedback about performance.
- \* hold scheduled meetings.
- \* provide a framework within which the employee perceives he can succeed.

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**Question - 15:**

How do effective managers create employee retention?

**Ans:**

Managers who retain staff start by communicating clear expectations to the employee. They share their picture of what constitutes success for the employee in both the expected deliverables from and the performance of their job. These managers provide frequent feedback and make the employee feel valued. When an employee completes an exchange with a manager who retains staff, he or she feels empowered, enabled and confident in their ability to get the job done.

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**Question - 16:**

Tell me what are the employee retention matters?

**Ans:**

The quality of the supervision an employee receives is critical to employee retention. People leave managers and supervisors more often than they leave companies or jobs. It is not enough that the manager is well-liked or a nice person. Sure, a nice, likeable manager earns you some points with your employees. A draconian, nasty or controlling manager takes points away from your organization. So will below market benefits and compensation but a manager or supervisor, who is a professional at employee retention, knows that the quality of the supervision is the key factor in employee retention.

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**Question - 17:**

How would you underscore positive feedback with something tangible for retaining good employees?

**Ans:**

Beyond salary/bonus/equity, think about "rewarding" employees for truly superior performance, how about dinner on the company as a spot award? or recognizing employee's start-date anniversaries? or closing the office early before a holiday to allow the team to get a jump on the holiday? or awarding a personal day after completion of a 'hairy-scary' assignment?. At the end of the day words are just words. While feedback is important, people also need to feel appreciated in a tangible way. The return in terms of employee loyalty and commitment will far outweigh the financial cost of these "spot" awards over the long run.

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**Question - 18:**

How would you create growth opportunities for retaining good employees?

**Ans:**

When hiring, look inside first. Make it a priority to scan the internal environment first to see if there are existing employees who could stretch into the new position...growing to the next level. Make sure employees are aware of internal openings and have a chance to apply for them if they are interested.

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**Question - 19:**

How would you leverage performance reviews to gain insights into employee's goals and aspirations for retaining good employees?

**Ans:**

As your company grows and matures and more infrastructure is formalized, performance reviews can be opportunities to discuss employee's career goals and obtain input for creating stretch opportunities for them both within their current roles and in new roles.

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**Question - 20:**

How would you establish clear performance metrics and make employees accountable for delivering for retaining good employees?

**Ans:**



Establish well defined metrics for evaluating an employee's contribution to achieving business goals. Expect and demand good work. Review performance versus those metrics on a regular basis. Acknowledge good work when it is delivered. Discuss work that missed the mark and jointly determine how to avoid a repeat performance in the next round.

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### **Question - 21:**

How would you coach rather than managing for retaining good employees?

#### **Ans:**

Try to balance giving your team members the authority, the tools and the space they need to do their jobs empowering them and staying checked-in as they execute their responsibilities. Be accessible for and open to, problem solving whether it is brainstorming next steps or fighting fires. And, be accessible personally taking a genuine interest in employees as individuals, as people.

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### **Question - 22:**

How to get compensation to retaining good employees?

#### **Ans:**

You have to get compensation right, as best you can, all the time. These days, anyone good is going to get a raise to move and may be a signing bonus on top of that. The thing is--you can't counter. It's too late by that point. Once they tell you they have another offer they're already out the door. A raise won't do it at this point, at least not for the good ones.

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### **Question - 23:**

Should I find a growth path for everyone?

#### **Ans:**

You have to find a growth path for the great ones. The great ones will join your company to grow, to learn, to do new things. If they can't grow, they die a little every day. It's your job to understand the career path for all your key employees. And do whatever you can, within the boundaries of reality, to help them achieve it.

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### **Question - 24:**

Should I pay market or above as soon as I can afford it?

#### **Ans:**

One night I was at an event with a number of other CEO founders. One CEO told me the story of how he lost a top up-and-coming engineer, who was making a five-figure salary, to a real boring company that doubled her salary. That boring company had to. How else can a boring company steal a star engineer from a hot startup? The answer is: lots of money.

My point here is this seasoned engineer should not have had a five-figure salary, even if it made sense in a historical context (she had joined as a very junior person, consistent with prior salary). Pay market, or above, as soon as you can. It's a sign of respect. And most of the best ones won't ask. They'll just eventually get frustrated and leave.

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### **Question - 25:**

Will employee underlying causes be the reason to leave the job?

#### **Ans:**

Determining the underlying causes for an employee's departure is vital to the success and evolution of every company, large or small. The exit interview is the most underrated yet efficient method in gathering this information, and it needs to be continued time and time again to build statistical information on an organization. Each organization is different than the one across the parking lot. Therefore, the more information gathered, the more informed senior management will be about strategic decisions down the road.

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### **Question - 26:**

Will employee skills be the reason to leave the job?

#### **Ans:**

A big reason why employees leave ultimately boils down to poor people skills in management. An employer must ask, "Are my front-line leaders good with people?" Many managers were promoted to their position because they did their first job well, but that doesn't mean they know how to lead others in the position. When employees are asked for the top three favorable traits in their best boss, 90 percent are people-based skills.

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### **Question - 27:**

Will conflict be the reason for employee to leave the job?

#### **Ans:**

Behavioral or personality conflicts with co-workers or supervisors are also common factors in leaving a job. Conflict with projects can be healthy, yet conflict between people styles can be deadly. Too often, people try to get their point across without understanding the other person's point of view. Thus, conflict arises on a regular basis. This can be addressed with training on how to adapt to different behavior styles.

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### **Question - 28:**



Is money will be the reason for employee to leave the job?

**Ans:**

Whether it's the first response or not, money is always a factor in leaving a job, and often with good reason. Are employers paying their employees fair market value in today's market? If so, money is a scapegoat answer because it's likely the person will not make significantly more in a new position. As an employer, resources can relay accurate and appropriate information. Managers must re-evaluate their employee's salaries on a regular basis to stay competitive.

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**Question - 29:**

What other factors else money brought on their desire to leave?

**Ans:**

This could result in many answers - shorter commute, nicer office, etc. Regardless, the next question must be, "Why is this important to you?" Finally, the most important question gauges overall importance: "Which is more important, money or a shorter commute, nicer office, etc."

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**Question - 30:**

Is first reason leaving employee job may be for more money?

**Ans:**

The first reason may very well be more money. If so, proceed by thanking the person and asking if he/she feels as though they were underpaid in the current position. Regardless of the answer, ask how important money is to the person. This will feel uncomfortable, but the interviewer will begin to uncover whether money is actually the No. 1 motivator for leaving.

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**Question - 31:**

How I should ask the reason to employee for leaving the job?

**Ans:**

Begin with this question: "What is the reason you have chosen to leave our organization?" Avoid asking "why" in the opening statement because it sets off the defense mechanism immediately.

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**Question - 32:**

Suppose if I ask to employee "why are you leaving the job", Is it possible to get the truthful answer?

**Ans:**

There are certain questions to ask, such as, "Why are you leaving?" While on the surface it seems like a simple question with a simple answer, nothing could be further from the truth.

Think of it this way: When in a department store and the sales associate asks, "Can I help you?", our pre-programmed response is always, "No, I am just looking." Well, the same is true for "Why are you leaving?" The pre-programmed response is "for more money." What is the underlying question? Is money the reason the employee went looking in the first place; that answer is usually no.

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**Question - 33:**

Most undervalued tool in determining why employees leave?

**Ans:**

The most undervalued tool in determining why employees leave is the exit interview. When someone leaves, who is the best person to conduct this interview? If the immediate manager is responsible, the interview will not likely result in honest answers. The interview needs to be conducted by a neutral party, usually someone from human resources.

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**Question - 34:**

What is ongoing conversation?

**Ans:**

It's worth having a stay interview quarterly or twice a year if you can. Why not see if you can substitute stay interviews today for an exit interview down the line?

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**Question - 35:**

How to understand their personal goals and what's going on outside work?

**Ans:**

If an employee is getting married, having a baby, or sending a kid to college, you should know about it. I'm not advocating becoming friends with the people you manage. But you should be interested in their lives and know what's going on. I loved managers who were interested in me. Also, what better way to appreciate your top performers than by knowing about their lives and finding opportunities (if you're lucky) to contribute to them?

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**Question - 36:**

Should I give feedback on employees goals?



**Ans:**

Let employees know what's realistic, and think about the next steps together. Appropriate expectation setting is critical to retention. Develop a plan, which should be more than a discussion. You don't need to create the plan, but you should participate in shaping it.

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**Question - 37:**

Which is the best way to find out what your employees want and how to retain them?

**Ans:**

The best way to find out what your employees want and how to retain them is to ask them. Ask questions to gauge how you're meeting your employees' expectations. Not just "How's it going?", but specific questions to get specific answers. Some questions to ask: How are things going? What makes you stay? What would make you stay longer? How can I help you with your professional goals? Are there new things you'd like to try? Are there things I can do better, as your manager? Are there things you aren't getting out of this job that you'd like to get out of the job? What do you love doing? What would you like to be doing more of? By the way, the only way this works is if you're committed not only to asking the questions but also to listening to the answers and responding to them with more than words. If you can't do that, it's probably better to skip the stay interviews.

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