



# Combating “The Great Resignation”

Shifting your approach to Retention using an Employee-Centric Experience Process

PRESENTED BY

## Christina Maines

*Don't forget*  
Use *Whoa* for session feedback

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## About LitheSpeed

Dedicated page: [lithespeed.com/agile-arizona-2021/](https://lithespeed.com/agile-arizona-2021/)

“ Making peoples’ work more valued, productive and fulfilling ”

### Management Consulting & Training:

- Project to Product
- Lean Portfolio Management
- CAL Essentials for Organizational Leaders
- Register at: [LitheSpeed.com/CAL](https://lithespeed.com/CAL)

### Industry Recognition



### Enterprise Transformation Clients



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## About Me



### Christina Maines

- Christina is an Agile Coach and SAFe® Program Consultant (SPC).
- She has several years of experience coaching Agile transformations in government and private organizations.
- A life-long learner, Christina is always looking for books, articles, courses, etc to continuously learn and improve.
- In her spare time, she enjoys spending time with family, crafting, and a wide array of music.



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The “great resignation” is impacting all industries like we have never seen before...



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**US Department of Labor: Bureau of Labor Statistics reported a “Quits rate” of 2.9 percent in August 2021 an all-time high bringing the total number of voluntary separations to 4.3 million since December of 2020**

Bureau of Labor Statistics, U.S. Department of Labor, *The Economics Daily*, Quits rate of 2.9 percent in August 2021 an all-time high at <https://www.bls.gov/opub/led/2021/quits-rate-of-2-9-percent-in-august-2021-an-all-time-high.htm> (visited November 08, 2021).



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Go to **Menti.com** and enter: 843 7676



**Have you left a stable job in the last 12 months?  
If so, did you step into a new job?**

**Are you currently looking for a new job and/or do you plan to  
leave your current job in the next 12 months?**



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# Why?



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Go to [Menti.com](https://www.menti.com) and enter: 1713 0749 

## Why do you think people are resigning?



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## What are people saying?

*"Lack of trust in the ownership and fundamental misalignment of values." – Steve T., Director of Operations & Programs*

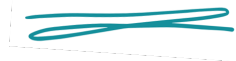


*"Management would ask us what our concerns were when they rounded on staff, then proceed to never follow-up with actions or solutions." – Michael V., RN*

*The last company was a great organization that cared about its employees but was lacking professional development opportunities and wanted everyone back in the office and would not be friendly to a hybrid work environment post-pandemic. - Anonymous*



*"I did not feel like the organization valued me." - Me*



**Companies are attempting to adjust,  
but is it enough?**



## CEO's are grasping to retain talent...

**57%...of CEOs say attracting and recruiting talent is among their organization's biggest challenges. That was followed by 51% who said retaining talent.**

**35%...of CEOs say they've expanded benefits in the past 12 months in order to strengthen their ability to retain talent.**

<https://fortune.com/2021/10/21/the-great-resignation-is-no-joke/>

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## A peek at what others are doing...



- Monday's & Friday's – Enterprise-wide virtual workdays
- Fully open Tuesday, Wednesday, and Thursday
- Working in the office T-W-Th is **NOT** mandatory but **encouraged**

<https://www.capitalone.com/about/newsroom/hybrid-work/>



- Hybrid Work Environment
- Up to 50% of the workforce will remain remote on a permanent basis

<https://abc6onyourside.com/news/local/big-companies-returning-office-months-working-remotely-6-7-2021>



- Hybrid – 50% in the office, 50% at home
- Permanent options will be considered with authorization

<https://www.adweek.com/media/facebook-issues-guidance-on-remote-work-return-to-offices/>



- Monday, Tuesday, & Thursday – all employees **required** to be in the office
- Wednesday & Friday optional remote work

<https://www.businessinsider.com/apple-demands-employees-return-to-office-in-september-2021-6>

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**What about our Agile teams?**



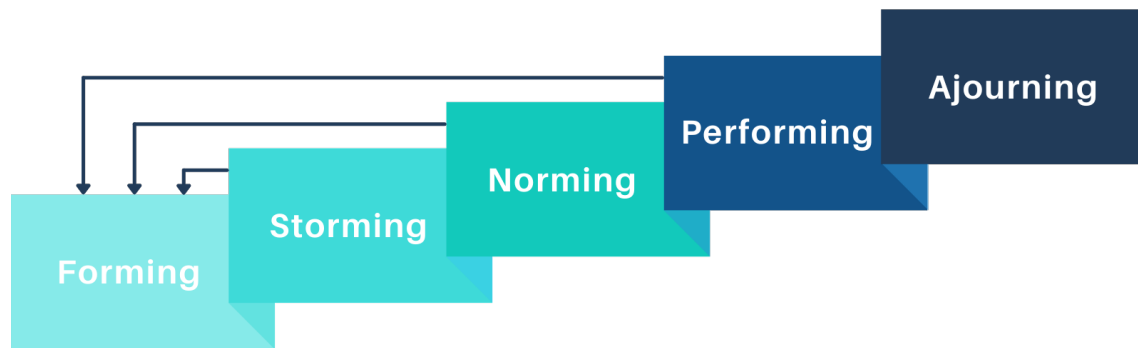
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**What happens when an established Agile team must replace a team member?**



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## The cycle starts over...



## How do we drive Employee-Centric workplaces...



# ...We Ask the Employees



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## How Humans and Machines are Collaborating to Empower the Workforce

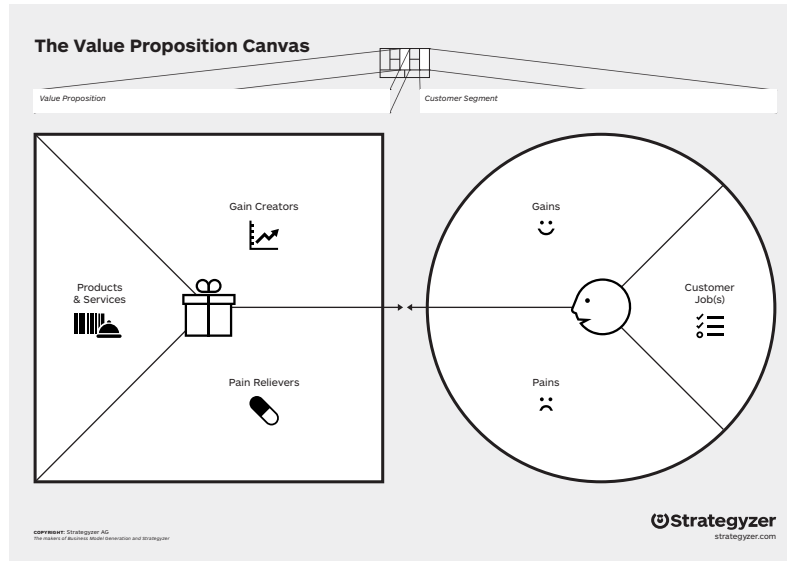


A clip from the HR Leaders Podcast  
Full Video: <https://www.youtube.com/watch?v=jUkqOqQo6E&t=821s>

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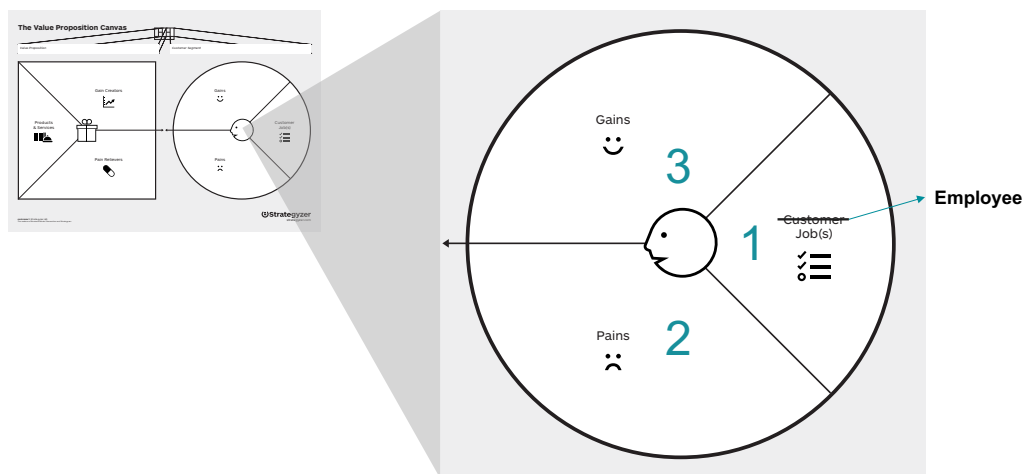
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# Using a Value Proposition Canvas



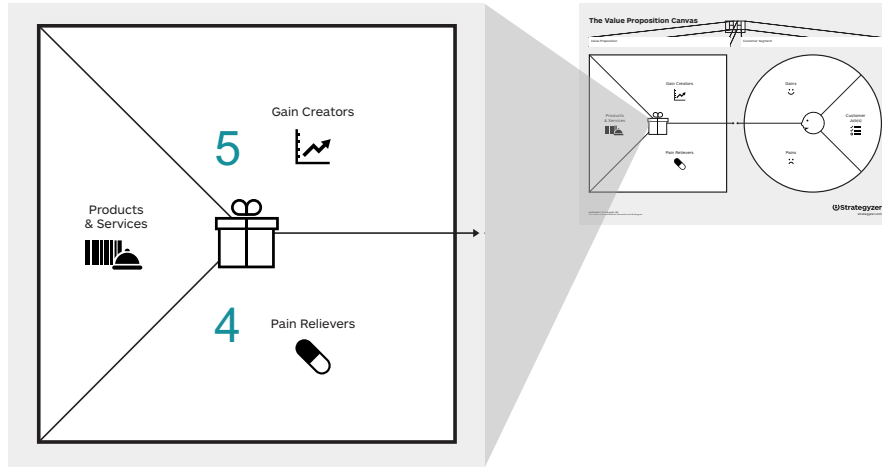
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## Let's break it down: Steps 1 - 3



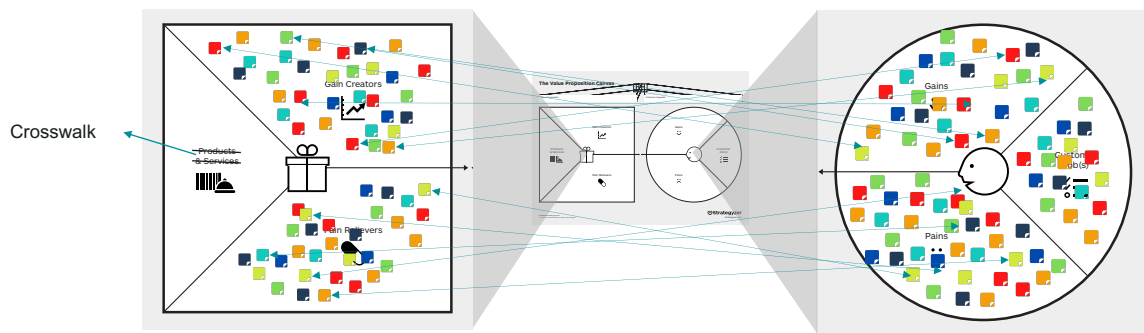
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# Let's break it down: Steps 4 & 5



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# Step 6: Crosswalk



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# Take Action



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## Things to Remember

- Bring the right people to the table – split sessions up if needed
  - Split sessions up by employee level i.e.:
    - individual contributors
    - managers
    - executives
- Use an online collaboration software:
  - Transparent to all that are participating – in person and remote
  - Provides anonymity for those that prefer it



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## In summary...

- The “Great Resignation” is not slowing down – it’s speeding up
- Combating the ”Great Resignation” is the responsibility of the organizations Leadership and Management
- Take the time to listen to the employees and...

**TAKE ACTION!**

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## CONTACT

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For this presentation and other resources,  
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Lucid workiva USAA isōs technology

Insight Digital Innovation PM Project Management Institute Phoenix IntraEdge PEOPLE ARE THE PLATFORM Focus. #deliver manna digital humanizing KWORK

*Thank You* FOR ATTENDING

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Please, don't forget to use *Whova* for SESSION FEEDBACK

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