

The Key To Unlocking Employee Retention



With Daniel Wilson

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Run Time: Approx 50 Mins

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across **Employment Law, HR and Health & Safety****



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Today We Will Cover

- **Retention Trends for 2026**
- **The best HR practice for retaining top talent**
- **How workplace culture can influence whether an employee stays or leaves a business**

Retention Trends For 2026



Why were people quitting in 2025?

- Stagnant wages/ Economic uncertainty
- No opportunity for flexibility & remote work
- Workers prioritising wellbeing
- Increased trend of 'revenge' quitting



Top Retention Trends for 2026

- Supporting Flexibility
- Employee Wellbeing
- Career Development
- Culture & Recognition
- Personalised Benefits
- Fair Compensation & Pay Transparency



The cost of losing an employee in 2026

- If your employees earn over £25,000 a year, the average cost of them leaving and being replaced is over £30,000
- Average staff turnover is 34% in the UK; in the Hospitality industry it is 52%
- Costs relating to employee turnover include:
 - Resignation administration
 - Recruitment and selection
 - Cover (including overtime) during the period of the vacancy
 - Induction and training for new starters



What causes a high staff turn over rate?



The Best HR Practices for Retaining Top Talent



Positive Workplace Culture

- Culture impacts productivity, innovation and wellbeing, and prevents burnout
- Positive culture aligns policies and behaviours with organisational values and goals
- Positive cultures are:
 - Transparent
 - Nurturing of individual development
 - Innovative



Building a Positive Culture

- Communication
- Conflict resolution techniques
- Provide positive examples
- Encourage peer support
- Use team meetings to motivate and inspire, and reward and recognise



Employee engagement

- Retention and engagement go together
- Engagement breeds loyalty, satisfaction and performance improvements
- Engagement is encouraged through strong organisational culture and values, and adherence to them
- Recognising and rewarding achievements and performance



Getting employee feedback

Asking for feedback can tell you :

- Why they remain employed
- What motivates them to come to work each day
- What do they like / dislike about the organisation
- Improvements that could be made
- What they find most fulfilling about their role



Burnout and disconnect

- Finding the right work/life balance can be difficult, and getting it wrong can mean reduced performance and productivity, and burnout.
- Avoid this by:
 - The right to disconnect
 - Reviewing and adapting working practices
 - Showing appreciation and recognise the big, and small, wins



Employee development

- Talent mapping can embed employees into the organisation by making them central to its future direction
- Create advancement opportunities through stretch projects
- Management training supports both the manager and those they supervise; investment in them has positive knock-on effects
- Training in soft skills can be useful for those looking to move into leadership roles



POLL: When Was the Last Time You Conducted an
Employee Engagement/Satisfaction Survey?



Filling skills gaps internally

- Apprenticeships and other employer-funded qualifications can boost employee skills, morale, and the reputation of the business
- Shows commitment to employees
- Long term, can save cost of taking on staff to fill skill gaps
- Investment can be protected through training costs agreement



Fairness in setting salaries

- Paying more to attract and retain talented people is a common tactic
- Potential for employee relations issues with existing staff on lower salaries
- Can give rise to equal pay and discrimination claims
- Fair compensation and pay transparency are crucial for employee retention during a cost-of-living crisis



Managing salary expectations

- Expectations can be managed through:
- Transparency – include pay range on job adverts and have clear salary structures to give employees something to aim for
- Regular performance reviews give you the opportunity to feedback on progress



Employee benefits - what more can you offer?

- Flexible working
- Homeworking
- Higher pension contributions
- More annual leave
- Birthday off work
- Employee of the month rewards
- Medical Cash plans
- Salary Sacrifice
- Opportunities to do charitable works
- Access to an EAP system
- Tailored benefit packages



Summary

- Attracting and retaining talented people is a universal concern for employers
- Retaining staff is always most cost effective than replacing them
- There are many ways to do this, including getting pay and benefits right, developing a nurturing culture with core values employees can align with, and developing people to foster commitment and loyalty
- Looking after employees throughout their time with the business, from recruitment to termination, shows commitment to their wellbeing and encourages them to be ambassadors for the business on social media and whilst networking

Next Session

Relationships in the workplace
4/2/26 @ 2:30pm



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Any questions

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