

# Types of employee turnover



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As a manager, no one can blame you if you're not overly fond of turnover. It can mean you'll have to screen applications, interview candidates, make a decision and train a new person — or worse — do the same amount of work with fewer people.

While any work environment can be improved, turnover doesn't always mean something is wrong with the job or the culture. Sometimes it means your team is providing an environment in which your employees can grow and spread their wings.

Turnover comes in different forms. Tracking the type along with the numbers can help you and your team find ways to keep unwanted turnover at a minimum.

## Voluntary types of turnover can include:

- **Internal promotion.** You may lose your best talent this way. Apart from losing a good team member, it's good for morale. Celebrate this kind of turnover.
- **New job outside the company.** You may also lose top talent to competitors. Exit interviews can help identify the deciding factors and see where your organization and team can improve.
- **Leave of absence.** Sometimes other responsibilities make it necessary for a team member to take an extended leave or quit. If a job isn't flexible enough to accommodate these priorities, there may be nothing that could be done to change the outcome.
- **Retirement.** Exit interviews can help discern whether a team member retires when he or she always planned or early as a result of issues on the job.

## Involuntary types of turnover can include:

- **Termination.** Examine what led up to this kind of turnover. If it was job performance, was the team member a poor fit for the position? Would additional training have helped? Or were expectations too high?
- **Reduction in force.** These situations are comprised of unique and often complicated factors. The loss of good team members may be unavoidable. Exit interviews can help identify issues within the organization that may have led to the loss of clients or revenue.
- **Forced retirement.** Certain industries have a mandatory retirement age. Or a team member may be given a retirement package as an alternative to a reduction in force. If you lose long-standing team members this way, |be sure to touch base with them before they go.

There's no one formula for decoding what your team's turnover might be telling you. By paying attention to your team's concerns and monitoring the frequency and types of turnover your team experiences, you can identify issues and work to foster the best possible working environment.

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