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Emotional Intelligence: The Key to Staff Retention

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Emotional Intelligence: The Key to Staff Retention

Ashley Wilson

M.S. in Leadership

2021

Granite State College

Emotional Intelligence: The Key to Staff Retention

Staff retention is crucial to an organization's success and is particularly important to me.

Emotional Intelligence: The Key to Staff Retention

Staff retention refers to the ability of an organization to retain its invaluable people. Staff retention means efforts of business organizations to maintain a working environment that supports current staff in remaining with the company.

Employee retention: Definition, techniques of employee retention. iEduNote. (2021, May 30). <https://www.iedunote.com/employee-retention>.

Emotional Intelligence: The Key to Staff Retention

Turnover in Case Management: Years 2014-2017

Client	CM/Date Employed
Client #1	CM#1 (7/7/14- 7/31/14)
	CM#2 (8/1/14- 8/25/14)- interim
	CM#3 (8/25/14- 6/1/15)
	CM#4 (6/1/15- 6/12/15)- interim
	CM#5 (6/12/15- 5/2/16)
	CM#6 (5/2/16- 6/6/16)- interim
	CM#7 (6/6/16- 9/2/16)
	CM#8 (9/12/16- 3/31/17)
	CM#9 (3/31/17- 12/31/17)

Emotional Intelligence: The Key to Staff Retention

Emotional intelligence in leadership can make a difference.

Emotional intelligence (otherwise known as emotional quotient or EQ) is the ability to understand, use, and manage your own emotions in positive ways to relieve stress, communicate effectively, empathize with others, overcome challenges and defuse conflict.

Melinda. (2021, July 19). *Improving emotional Intelligence (EQ)*. HelpGuide.org. <https://www.helpguide.org/articles/mental-health/emotional-intelligence-eq.htm>.

Emotional Intelligence: The Key to Staff Retention

Emotional intelligence is the primary attribute in Transformational Leadership.

Emotional Intelligence: The Key to Staff Retention

Appreciative Inquiry is **an approach to organizational change which focuses on strengths rather than on weaknesses** - quite different to many approaches to evaluation which focus on deficits and problems.

Appreciative inquiry. BetterEvaluation. (2019, January 31).
https://www.betterevaluation.org/en/plan/approach/appreciative_inquiry.

Questions?

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