



Where Management Fails: How to Keep Your Employees

It's Tuesday afternoon. Your quality control analyst has just quit. That's the 3rd employee this month. Yet another position to be replaced. Yet another departmental team is lacking a member. The in-house HR manager can't seem to figure out why the frequent turnover lately. Employees don't feel comfortable being as honest about the reasons for their resignations with him, or any manager within the company for that matter. Now you're not sure what the company is lacking in retention strategy. The HR department is too closely tied to the company itself and employees don't feel their concerns will be represented fairly.

[Link to relevant pre-written content on how HR departments may fail companies](#)

This is a common problem for most businesses. Why do some employees not seem to be content where they are and how can those companies do better? The answer may very well simply be outsourcing.

Outsourcing job functions within a company is nothing new in this day and age, from virtual assistants to independent contractors to consultants. After all, outsourcing has a reputation for lowering fixed costs that are associated with permanent in-house staff. In the case of a virtual HR consultant, companies would not only lower their in-house costs, but provide a more comfortable avenue for employees to give feedback — someone who can act as an objective third party.

Take John, for example. John works for a small business — he is one of the top performers in his department. However, John has some disapproving thoughts on the particular departmental operations. He would like to share them. John would rarely ever think of bringing this up to the actual HR department, as he expects he would just be told to ‘suck it up’ and accept company policy. John then decides this is not the place for him. Does John’s Story sound familiar?

Link to relevant blog post on improving employee retention

On the other hand, John knew there were regularly scheduled interviews/surveys proposed by the company’s virtual HR consultant, where employees can discuss the positive and negative issues they may be experiencing. He awaits the meeting and expresses his concerns. The virtual HR consultant makes detailed note, and reports to management regarding this, with ways in which they can improve and prevent worker dissatisfaction. Management knows worker dissatisfaction often leads to lower productivity and possibly resignation. The virtual HR consultant, along with management, work together in order to devise retention strategies based on what the employees, such as John, express. Productivity continues, employee retention skyrockets, and all is right in the world again.

There is a plethora of HR functions that a virtual consultant can help with. Actually, they can pretty much oversee the entire management’s system, all without necessarily meeting face to face. That’s

one less office to make space for, one less overhead cost, one less department to be managed. A virtual HR consultant is essentially your partner in crime, except not crime but company development.

Many businesses dismiss the need for an HR department because it's costly and by the time they realise the error of their ways, it's too late. The costs have skyrocketed, and I don't just mean monetarily. Many companies mismanage their human capital, without intention or knowledge.

So you've prevented John from leaving, and kept one of your top employees as just that — a top performer. Congratulations! Now, what's next? What're the other HR issues you should be tackling?

Maybe (and by maybe, I mean definitely) you should reel in a virtual HR consultant before it's too late.

Contributed by Racquille C.