



New Year's Resolution No. 1: Retaining Top Employees

OKLAHOMA CITY, Dec. 29, 2021 — Sitting down to reflect on 2021 and create goals, personally and professionally for 2022, I'm struck by just how much the world has changed over the past two years.

Before the pandemic, the majority of Express Employment Professionals International Headquarters employees were in the office every day. But with safety at the forefront of our decision making, we did what was right and pivoted to remote operations at the first signs of the virus. Not only was it in the best interest of our company...it was in the best interest of our people.

When people are at the forefront of decision making, companies excel.

Opportunities present themselves in often unexpected ways. Since that transition, the Express leadership team decided to adopt more flexible workplace attendance policies for our people. In planning for the future, I'm excited to say we plan to phase employees back into the building in 2022 for a well-received hybrid remote-work schedule.

Across the country, companies are hemorrhaging employees in what has been dubbed "The Great Resignation." The pandemic forced many to re-evaluate situations, and employment is no exception. Businesses are in dire need of workers and employees have the luxury of a multitude of job offers.

Hiring is critical.

But what about retaining the workers you already have? While most of the focus is on hiring, failure to retain employees, who are the core of business, creates an even more dire situation.

A recent survey from The Harris Poll, commissioned by Express, found that 42% of U.S. companies say turnover has increased this year, costing an overall average of \$26,511 annually. In addition to the financial strain, 68% say it also places a heavy burden on existing employees.

That's why this new year, companies must resolve to recognize their top talent and the value they bring. For better or for worse, it is a job seekers' market and if businesses aren't careful, longtime employees will jump ship for more lucrative opportunities.

One of the most popular perks right now is workplace flexibility. A survey featured on [CNBC](#) by The Harris Poll found that 50% of those surveyed wanted to leave their job because they desired more schedule flexibility and would leave if not provided. Seventy-six percent, overall, say they want their company to make work permanently flexible in terms of schedule and/or location.



I personally highly value the level of collaboration in-person environments offer, but also recognize the changing employment landscape.

Whether in-person, remote or hybrid, at Express, we will continue striving to make our company one where our people feel valued to stay and can see themselves building a successful career path. While the definition of how we work continues to evolve, the purpose that drives many employees will stay the same. When employees are valued and supported, employers will spend less time resolving to make their next hire, and more time working with their top talent to thrive as a business.

May you have a very happy new year and much success in 2022!

About Bill Stoller

William H. "Bill" Stoller is chairman and chief executive officer of Express Employment Professionals. Headquartered in Oklahoma City, Oklahoma, the international staffing company has more than 830 franchises in the U.S., Canada, South Africa, Australia and New Zealand. Since inception, Express has put more than 9 million people to work worldwide.

About Express Employment Professionals

At Express Employment Professionals, we're in the business of people. From job seekers to client companies, Express helps people thrive and businesses grow. Our international network of franchises offers localized staffing solutions to the communities they serve across the U.S., Canada, South Africa, Australia and New Zealand, employing 526,000 people globally in 2020. For more information, visit www.ExpressPros.com.