

TALENT RETENTION TOOLKIT

IDENTIFYING SIGNS OF AN EMPLOYEE'S WITHDRAWAL OR DISCONNECTION

The impact of a withdrawn or disconnected employee

When an employee withdraws or appears disconnected, it may be a sign of a larger problem. This impacts the team, the quality of work and the customer experience. Recognizing the signs and symptoms and offering resources to the employee may re-engage them, increasing productivity and reducing turnover.

Signs and Symptoms

- Increased tardiness, absenteeism, Leave Of Absence
- Making errors in their work
- Lack of participation in key meetings and deliverables
- Decreased productivity
- Lack of ability to focus while at work
- Deteriorating relationships with coworkers
- Uptick in sarcasm and cynicism
- Decreased engagement
- Gossiping about peers or managers

Tips and Techniques

1. Increase communication with the employee
2. Listen and respond to employee concerns
3. Build and strengthen interpersonal relationships using:
 - a. Stay Interview tool
 - b. Whole Person Questionnaire
 - c. Start/Stop/Continue tool
 - d. Peer-to-peer networking through the Employee Partner Program
4. Provide resources to the employee (see Resources section)

Resources

1. [Employee Assistance Program](#)
2. [Financial Counseling](#)