

HUMAN RESOURCES | COURSE BROCHURE

Employee Retention Strategies

5 days | Classroom training | English

SMART HORIZON

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https://smarthorizon.uk



Course content

Why attend

Losing good employees is costly and disruptive. This course examines why people leave and stay, how to analyse turnover data, conduct stay and exit interviews, and design retention strategies covering managers, careers, reward, flexibility, recognition and culture. Participants build a targeted retention plan.

Generic retention initiatives rarely work. This course helps you identify the specific drivers of turnover in your organisation and act on them.

Professional Problems This Course Is Designed to Solve

• Difficulty translating subject knowledge into practical workplace decisions.
• Inconsistent approaches to the activities covered in the course outline.
• Lack of a structured plan for applying and reviewing new skills.

Course methodology

The course uses turnover analysis, interview practice, case studies and retention planning workshops.

Course objectives

By the end of this course, participants will be able to:
• Calculate and analyse turnover and retention metrics
• Identify drivers of attrition and engagement
• Conduct stay interviews and effective exit interviews
• Identify flight risk among critical employees
• Design targeted retention strategies
• Measure the impact of retention initiatives

Target audience

This course is suitable for:
• HR managers and business partners
• Talent management professionals
• Line managers
• HR analysts
• Senior leaders



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Target competencies

Participants will develop competencies in:

- Turnover analysis
- Engagement drivers
- Stay interviews
- Flight risk assessment
- Retention strategy
- Impact measurement

Course outline

Day 1: Understanding Turnover

09:00–09:54	Costs of turnover
09:54–10:48	Types of turnover
10:48–11:00	Turnover metrics
11:00–11:30	**Coffee break**
11:30–12:12	Turnover metrics (continued)
12:12–13:06	Benchmarking
13:06–14:00	Exercise: Turnover analysis

Day 2: Why People Leave and Stay

09:00–09:54	Retention research
09:54–10:48	Role of managers
10:48–11:00	Career and growth
11:00–11:30	**Coffee break**
11:30–12:12	Career and growth (continued)
12:12–13:06	Pay, flexibility and wellbeing
13:06–14:00	Workshop: Driver analysis



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Day 3: Listening to Employees

09:00–09:54	Stay interviews
09:54–10:48	Exit interviews
10:48–11:00	Engagement surveys
11:00–11:30	**Coffee break**
11:30–12:12	Engagement surveys (continued)
12:12–13:06	Predicting flight risk
13:06–14:00	Practice: Stay interviews

Day 4: Retention Strategies

09:00–09:54	Manager capability
09:54–10:48	Career paths and internal mobility
10:48–11:00	Recognition
11:00–11:30	**Coffee break**
11:30–12:12	Recognition (continued)
12:12–13:06	Targeted retention for critical roles
13:06–14:00	Case study: Reducing turnover

Day 5: Implementation and Measurement

09:00–09:54	Retention plans
09:54–10:48	Accountability
10:48–11:00	Tracking results
11:00–11:30	**Coffee break**
11:30–12:12	Tracking results (continued)
12:12–13:06	Continuous improvement
13:06–14:00	Capstone: Retention plan

The timings provided are estimates and may vary depending on the number of participants and the discussions taking place during the



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sessions. They are indicative only and do not constitute a binding commitment.

Dates, venues and fees

Current published course plans. Fees are per participant in GBP, excluding unconfirmed taxes.

Venue	Start date	End date	Fee (GBP)
Kuala Lumpur Confirmed dates	9 Nov 2026	13 Nov 2026	**£1,450.–**
Online Confirmed dates	9 Nov 2026	13 Nov 2026	**£1,250.–**
Paris Confirmed dates	23 Nov 2026	27 Nov 2026	**£2,860.–**
Online Confirmed dates	23 Nov 2026	27 Nov 2026	**£1,250.–**
Rome Confirmed dates	30 Nov 2026	4 Dec 2026	**£2,450.–**
Online Confirmed dates	30 Nov 2026	4 Dec 2026	**£1,250.–**
Istanbul Confirmed dates	7 Dec 2026	11 Dec 2026	**£2,650.–**
Online Confirmed dates	7 Dec 2026	11 Dec 2026	**£1,250.–**



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Dates, venues and fees (continued)

Venue	Start date	End date	Fee (GBP)
Amsterdam Confirmed dates	14 Dec 2026	18 Dec 2026	**£2,540.-**
Online Confirmed dates	14 Dec 2026	18 Dec 2026	**£1,250.-**
Singapore Confirmed dates	11 Jan 2027	15 Jan 2027	**£2,820.-**
Online Confirmed dates	11 Jan 2027	15 Jan 2027	**£1,250.-**
London Confirmed dates	25 Jan 2027	29 Jan 2027	**£2,450.-**
Online Confirmed dates	25 Jan 2027	29 Jan 2027	**£1,250.-**
Dubai Confirmed dates	8 Feb 2027	12 Feb 2027	**£3,150.-**
Online Confirmed dates	8 Feb 2027	12 Feb 2027	**£1,250.-**
Frankfurt Confirmed dates	22 Feb 2027	26 Feb 2027	**£2,650.-**



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Dates, venues and fees (continued)

Venue	Start date	End date	Fee (GBP)
Online Confirmed dates	22 Feb 2027	26 Feb 2027	**£1,250.–**
Rome Confirmed dates	1 Mar 2027	5 Mar 2027	**£2,450.–**
Online Confirmed dates	1 Mar 2027	5 Mar 2027	**£1,250.–**
Kuala Lumpur Confirmed dates	8 Mar 2027	12 Mar 2027	**£1,450.–**
Online Confirmed dates	8 Mar 2027	12 Mar 2027	**£1,250.–**
Paris Confirmed dates	22 Mar 2027	26 Mar 2027	**£2,860.–**
Online Confirmed dates	22 Mar 2027	26 Mar 2027	**£1,250.–**
Istanbul Confirmed dates	12 Apr 2027	16 Apr 2027	**£2,650.–**
Online Confirmed dates	12 Apr 2027	16 Apr 2027	**£1,250.–**



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Dates, venues and fees (continued)

Venue	Start date	End date	Fee (GBP)
Amsterdam Confirmed dates	26 Apr 2027	30 Apr 2027	**£2,540.-**
Online Confirmed dates	26 Apr 2027	30 Apr 2027	**£1,250.-**
Cape Town Confirmed dates	3 May 2027	7 May 2027	**£1,890.-**
Online Confirmed dates	3 May 2027	7 May 2027	**£1,250.-**
Singapore Confirmed dates	10 May 2027	14 May 2027	**£2,820.-**
Online Confirmed dates	10 May 2027	14 May 2027	**£1,250.-**
London Confirmed dates	24 May 2027	28 May 2027	**£2,450.-**
Online Confirmed dates	24 May 2027	28 May 2027	**£1,250.-**
Dubai Confirmed dates	14 Jun 2027	18 Jun 2027	**£3,150.-**



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Dates, venues and fees (continued)

Venue	Start date	End date	Fee (GBP)
Online Confirmed dates	14 Jun 2027	18 Jun 2027	**£1,250.–**
Frankfurt Confirmed dates	21 Jun 2027	25 Jun 2027	**£2,650.–**
Online Confirmed dates	21 Jun 2027	25 Jun 2027	**£1,250.–**
Barcelona Confirmed dates	28 Jun 2027	2 Jul 2027	**£2,840.–**
Online Confirmed dates	28 Jun 2027	2 Jul 2027	**£1,250.–**
Kuala Lumpur Confirmed dates	12 Jul 2027	16 Jul 2027	**£1,450.–**
Online Confirmed dates	12 Jul 2027	16 Jul 2027	**£1,250.–**
Paris Confirmed dates	26 Jul 2027	30 Jul 2027	**£2,860.–**
Online Confirmed dates	26 Jul 2027	30 Jul 2027	**£1,250.–**



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Dates, venues and fees (continued)

Venue	Start date	End date	Fee (GBP)
Istanbul Confirmed dates	9 Aug 2027	13 Aug 2027	**£2,650.-**
Online Confirmed dates	9 Aug 2027	13 Aug 2027	**£1,250.-**
Amsterdam Confirmed dates	23 Aug 2027	27 Aug 2027	**£2,540.-**
Online Confirmed dates	23 Aug 2027	27 Aug 2027	**£1,250.-**
Cape Town Confirmed dates	30 Aug 2027	3 Sept 2027	**£1,890.-**
Online Confirmed dates	30 Aug 2027	3 Sept 2027	**£1,250.-**
Singapore Confirmed dates	13 Sept 2027	17 Sept 2027	**£2,820.-**
Online Confirmed dates	13 Sept 2027	17 Sept 2027	**£1,250.-**
London Confirmed dates	20 Sept 2027	24 Sept 2027	**£2,450.-**



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Dates, venues and fees (continued)

Venue	Start date	End date	Fee (GBP)
Online Confirmed dates	20 Sept 2027	24 Sept 2027	**£1,250.–**
Dubai Confirmed dates	11 Oct 2027	15 Oct 2027	**£3,150.–**
Online Confirmed dates	11 Oct 2027	15 Oct 2027	**£1,250.–**
Frankfurt Confirmed dates	25 Oct 2027	29 Oct 2027	**£2,650.–**
Online Confirmed dates	25 Oct 2027	29 Oct 2027	**£1,250.–**
Vienna Confirmed dates	1 Nov 2027	5 Nov 2027	**£2,940.–**
Online Confirmed dates	1 Nov 2027	5 Nov 2027	**£1,250.–**
Kuala Lumpur Confirmed dates	8 Nov 2027	12 Nov 2027	**£1,450.–**
Online Confirmed dates	8 Nov 2027	12 Nov 2027	**£1,250.–**



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Dates, venues and fees (continued)

Venue	Start date	End date	Fee (GBP)
Paris Confirmed dates	22 Nov 2027	26 Nov 2027	**£2,860.–**
Online Confirmed dates	22 Nov 2027	26 Nov 2027	**£1,250.–**
Istanbul Confirmed dates	6 Dec 2027	10 Dec 2027	**£2,650.–**
Online Confirmed dates	6 Dec 2027	10 Dec 2027	**£1,250.–**
Amsterdam Confirmed dates	13 Dec 2027	17 Dec 2027	**£2,540.–**
Online Confirmed dates	13 Dec 2027	17 Dec 2027	**£1,250.–**



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Plan your next step

Dates, availability, exact venue, taxes, inclusions and payment terms require written confirmation. This brochure is not a quotation, registration, booking confirmation or visa invitation. Participants receive a Smart Horizon UK certificate of attendance; programmes are not externally accredited and do not award a professional qualification or designation. Confirm arrangements before booking travel.

For group or in-house training, contact our learning team to discuss your objectives and delivery arrangements.

Contact Smart Horizon

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