**TRAIN TO RETAIN**

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**METHODS**
A mixed method approach consisting of qualitative research (interviews), quantitative research (linear and logistic regression analysis) and a comparative analysis of two New Member Onboarding programs.

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**THE PROBLEM**
The average turnover for all industries in the United States sits at around 14%

The average turnover in the retail industry is slightly above 58%

The cost to replace a $15 hourly Team Member

$7,700

The top reason employees voluntarily left their organizations was due to lack of Career Development

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**RESULTS**

**Centralized**
- More engaged in their roles
- More prepared for their job duties
- Significantly more positive views of training and advancement opportunities

**Decentralized**
- Lack of career development information
- Less prepared for their job duties
- Unaware of training and advancement opportunities

VS.

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**RESEARCH QUESTION**
Is there value in a centralized training approach for larger retail organizations?

**RECOMMENDATION**
Implement a unified centralized training program as a strategy to improve retention.

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**CONCLUSIONS**
There is a significant relationship between employee retention and training approach.

For every 80 Centralized New Member Onboarding Team Members that voluntarily leave the company, 100 Decentralized New Member Orientation Team Members will voluntarily leave.

A centralized training approach was more effective in retaining employees.

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**LITERATURE CITED**


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**FOR FURTHER INFORMATION**
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