

Week 3:

# Leadership Development Series

## Engagement

# Retention Rockstars

This week, we are pleased to introduce two of our Field Leaders who have worked hard to implement effective engagement strategies.

These leaders shared their **top tips** for successful engagement:

## Terel Hayes TX

Terel increased his retention by **24%** this year

- Terel expressed the importance of spending **quality time** investing in **developing** and **coaching** future leaders
- **Feedback** from their team is a critical component of **measuring the effectiveness** of Terel's engagement efforts



- Carlos emphasized that **effective, varied communication** has been a game-changer for his team's engagement - **understanding his team's preferences** has really helped
- Having a team culture of **trust** and **open communication** has helped Carlos to implement team engagement strategies

## Carlos Fontanez NJ

JUL  
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Join Carlos, Terel and your HRBP team for an interactive discussion session next week to share ideas, learn from other leaders and invest in your own growth!

## Action Steps

- Make Connections Today! Use the recent return intent survey data (Found in your Field Training Compliance Tracker) to reach out to your team.
- Express excitement for those who have said they are returning and reach out personally to those who have not responded.

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