

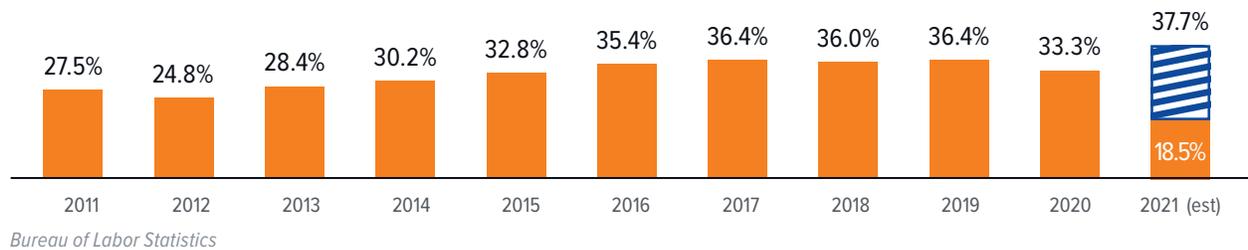
## Turnover in Professional Services

Prevent unwanted turnover among lawyers, advisors, and associates.

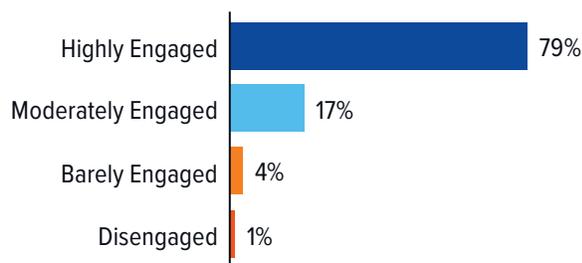
22% of professional services employees are considered a retention risk due to perceptions of little clarity around measuring employee performance, unclear communication around organizational changes, and a lack of desire to stay at the organization.



### Voluntary Turnover by Year



### Employee Engagement in Professional Services



#### Top drivers of employee engagement

1. "The senior leaders of the organization value people as their most important resource."
2. "I trust our senior leaders to lead the company to future success."
3. "If I contribute to the organization's success, I know I will be recognized."

### Areas for Growth

These items were the least favorable among professional services employees.

**75%**

"I clearly understand how my performance is measured."

**76%**

"When the organization makes changes, I understand why."

**78%**

"It would take a lot for me to leave this organization."

Discover insights to tackle these areas and prevent turnover in professional services



# 4 Ways to Retain Professional Service Employees

**1. Measure metrics that matter.**  
Ensure associates are creating flexible goals that link individual contributions to the firm's strategic objectives. Then, make a point to discuss, examine, and adjust goals, at least quarterly, to keep employees motivated and on track.

**2. Prioritize critical leader communication.**  
How and when partners communicate to their teams about important changes in the organization are critical to employee engagement and retention. Keep lines of communication open and ensure partners are continually sharing important updates and changes.

**3. Monitor retention risks.**  
Voluntary turnover can often be prevented by monitoring and understanding retention risk. Collect and analyze 360 feedback from a variety of sources to get a full picture of retention risk and turnover trends in your organization—then act on those insights.

**4. Use the right tools.**  
Getting a clear picture of turnover in your organization can be difficult. Prevent unwanted turnover and retain your lawyers, advisors, and associates with Engagement, Performance, and Intelligence tools from Quantum Workplace.

## Attract, engage, and retain top talent with Quantum Workplace



### ENGAGEMENT

You need to understand what's impacting engagement to retain top talent. Our employee survey tools supply invaluable insights on retention obstacles and opportunities.



### PERFORMANCE

Employees want clarity, support, and coaching. Our integrated performance tools empower managers to connect with employees in a way that drives performance.



### INTELLIGENCE

Take the guesswork out of understanding turnover with our collective intelligence tools. We'll help you identify retention red flags and prevent high-stakes departures.

**Need help reducing turnover among professional services employees?**

Visit [our website](#) for additional insights and research to help your employees, teams, and business succeed.

