

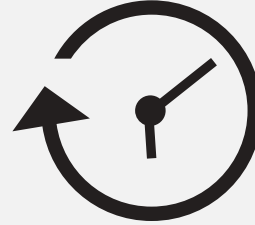
TRAINING AND FLEXIBLE WORKING KEY TO STAFF RETENTION

Aside from staff pay, firms are more likely to increase their investment in training, and introduce more flexible working practices, in order to retain staff.



42%

of businesses would invest in training and developing their staff in order to increase staff retention.



38%

of businesses would look to introduce flexible working practices, from flexible hours and remote working to job-sharing.

Skills shortages are at near record levels, and this survey reveals that the most likely approach that firms will take to address gaps they have are:



30%

Use of self-employed workers or contractors.



25%

Investment in recruitment and training.



22%

Developing relationships with local schools.

At the interview stage, the businesses surveyed are overwhelmingly likely to decide between two equally qualified candidates based on:



70%

Their performance in interview.



50%

Quality of the job application



24%

Skills gained in extra-curricular activities



"Increasingly, employers are embracing flexible working practices as a sensible way to retain staff who need to balance work with family and other commitments. Amid rising upfront costs for businesses, it is crucial that innovative ways are found to motivate staff.

"Flexible access to the Apprenticeship Levy funds would enable more firms to boost productivity by training and developing their teams, and we urge the government to consider this as soon as possible."

Jane Gratton Head of Business Environment and Skills Policy, British Chambers of Commerce



"Attitudes to work are changing and salary is no longer the only way employers compete to attract and retain workers. Workers today seek work-life balance – searches for 'flexible' jobs on Indeed are at a three-year high, suggesting a growing number of jobseekers start their application with job satisfaction in mind."

Tara Sinclair Senior Fellow and Economist, Indeed