



HUMAN RESOURCES TRAINING

Employee Engagement and Retention

2 day course

Classroom, online or in-house

Course overview

Engagement surveys are run annually, produce a score, and change very little, because the findings are reported at organisational level while the experience that makes people stay or leave is created by an immediate manager. This course addresses that mismatch. Delegates work through what actually drives discretionary effort and intention to stay, survey design and the questions worth asking, and analysis at the level where action is possible. Acting on results is treated as the core skill, including what to do when a finding implicates a manager. Retention is covered specifically: risk identification, stay interviews and targeted intervention. The course closes on exit interviews and on measuring whether anything changed.

What you will learn

- Identify what actually drives discretionary effort and intention to stay
- Design a survey that asks questions worth answering
- Analyse results at the level where action is possible
- Act on findings, including those that implicate a manager
- Identify retention risk before somebody resigns
- Run stay interviews and targeted retention intervention
- Use exit interviews and measure whether anything changed

Who should attend

- Human resources business partners and managers
- Line managers responsible for team retention
- Internal communications and culture staff
- Organisational development practitioners
- Executives sponsoring engagement programmes

Course outline

- 01 Organisational scores against manager level experience
- 02 What drives effort and intention to stay
- 03 Survey design and question selection
- 04 Analysis at an actionable level
- 05 Acting on uncomfortable findings
- 06 Retention risk identification
- 07 Stay interviews and intervention
- 08 Exit interviews and measuring change

Upcoming dates

Dates	Venue	Format	Fee per delegate
6 to 7 October 2026	Lusaka, Zambia	Classroom	USD 795
5 to 6 November 2026	Online	Online	R6,500
26 to 27 November 2026	Windhoek, Namibia	Classroom	R11,950

Fees and how to register

This 2 day course is **R6,500** per delegate online, **R11,950** in the classroom in South Africa, Botswana, Namibia,



Lesotho and Eswatini, and **USD 795** in the classroom elsewhere in Africa. In-house training is quotation on request. Book 2 or more delegates on this course and save 10%.

To register or request an in-house proposal, visit www.afrisciencegroup.com, email info@afriscience.co.za, or WhatsApp us on **+27 63 479 1136**.

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