



Track: Strategy / Leadership
1:00pm - 2:00pm

Conference Track
Presented by:



MODERATOR



Jennifer Warrington
The Glue / WISE



Lesli John
General Manager /
Pangloss Cellars & Repris Wines



Amanda Lee Lorren
Director of Customer Elations /
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Hannah M.P. Robinson
Sr. Human Resources Specialist /
Distinguished Vineyards and Wine
Partners

Talent Retention: Keeping a Strong Team Intact



JENN WARRINGTON

THE GLUE, WISE



- 1** Quietly Quitting – but not those who love their job. What are we, can we do to ensure a cultural company to be THE Company people want to work for?
- 2** Have a comprehensive onboarding program – 1st day, 1st week, first 30, 60, 90 days. This is a critical time, shadowing another employee just doesn't cut it.
- 3** Always check in with employees to ensure they are still enjoying what they do – if not, but a good cultural fit? – then find ways to cross train, move staff around, etc. to ensure right person, right fit.

LESLI JOHN

GM, PANGLOSS CELLARS & REPRIS WINES



1

Do you know the answer to this question for all of your employees? If not, you are at risk for turnover. You can't solve something you aren't aware of. **Are you happy, fulfilled in your current role?**

2

One size DOES NOT fit all. Different benefits or compensation components carry different weight based on each individual. Small things can make a big impact.

3

Consider redeploying team members to other roles. This is very effective for those who burnout in front facing sale roles.

4

COVID forced innovation, fresh thinking which benefited many businesses in our industry. KEEP this mindset.

AMANDA LEE LORREN

DIRECTOR OF CUSTOMER ELATIONS, TALISMAN WINE



- 1 30-day trial period for Them and You – see each other in action and see if it's a great fit
- 2 Cleary and regularly spelling out compensation
- 3 Retain customer service professionals by encouraging, supporting and incentivizing them as INDIVIDUALS

WISE

HANNAH M.P. ROBINSON

SR. HR SPECIALIST, DISTINGUISHED VINEYARDS AND WINE PARTNERS



1

To enhance your engagement programs, do a deep dive into the benefits or other programs that you are already paying into

2

Do **annual** marketplace compensation analysis for positions - especially important for non-salary.

3

Incorporate diversity, equity, and inclusion questions into the interview process!

4


Invest in employees who assist employees - HR and People & Culture leaders!



Jenn Warrington

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WISE

A close-up photograph of a hand holding a snifter glass filled with red wine. The background is dark, and the lighting highlights the hand and the glass. The text 'THANK YOU' is overlaid on the left side of the image.

THANK YOU

WISE

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