



Newsletter

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Motivating your Team

Motivation isn't about pushing people harder - it's about creating the conditions where people want to do their best work.

For your line managers, that can mean moving beyond traditional approaches such as keeping their team busy or offering them salary increases, but instead focusing on trust, personable recognition and purpose.

Start with the basics:

A motivated team needs to know three things:

- What are we trying to achieve?
- Why does it matter?
- What does good look like?

Clear goals remove uncertainty and help employees see how their work contributes to the bigger picture. Ensure your team knows what they are working towards both for the business but also personally.

Recognise effort, not just results:

A quick “well done” or “thank you” can go a long way, especially when appreciation is shown in the moment. Ensure you make recognition specific rather than generic:

“The way you handled that difficult client was excellent, you kept things calm and found a solution quickly.”

It feels genuine, reinforces positive behaviour and shows that managers are paying attention to the work their team are doing.

Ask, don't assume:

Regular 1-2-1's shouldn't become a box-ticking exercise. Instead of simply asking “How are things going?”, try:

- “What's getting in your way at the moment?”
- “What would make your job easier?”
- “Is there anything you'd like more responsibility for?”
- “Is there anything you would like to develop/ achieve?”

Line managers don't need to have every answer - sometimes, they simply need to listen.

Give people room to grow:

Motivation can disappear when every week feels exactly the same. Offer opportunities to learn, take ownership and try something new. That could mean leading a project, learning a new skill or taking responsibility for a client.

Growth gives people something to work towards!



If you would like more information on how to successfully motivate your team, please contact Chelsey@agilehrconsulting.com



The Importance of CPD

Continuing Professional Development (CPD) is an essential part of building a skilled, adaptable and engaged workforce

What is CPD?

CPD is the ongoing process of learning and development that enables employee to maintain and improve their professional competence. This can take the format of formal training and qualifications, but also less formal activities such as coaching, mentoring, attending conferences, reading industry publications, taking part in projects and learning from colleagues.

A strong CPD approach recognises that development does not stop when an employee completes their initial education or professional qualification. As industries, technologies and customer expectations change, employees need opportunities to keep their knowledge and skills current.

Building a culture of continuous learning

For CPD to be effective, it should not be treated as a once-a-year or tick-box exercise. Companies can encourage continuous learning by giving employees time to develop, recognising achievements and ensuring managers actively support professional growth.

Senior leaders and managers also have an important role to play. When leaders demonstrate their own commitment to learning and encourage their teams to develop, CPD becomes part of the Company culture rather than simply an HR initiative.

Measuring the impact of CPD

Companies should consider how they will measure the effectiveness of their CPD investment. Measures might include employee performance, skills assessments, completion of professional qualifications, internal promotion rates, employee engagement and retention.

Importantly, successful CPD should not be measured solely by the number of courses completed. The real question is whether learning has improved capability and contributed to individual and organisational performance.

Why is it worth it?

It helps employees remain competent and confident while enabling employers to build the skills they need for the future.

When employees are encouraged to learn and grow, companies are better positioned to adapt, retain talent and achieve sustainable long-term success.

It is also linked to employee retention as career development is increasingly important when employees consider whether to remain with an organisation. If people cannot see opportunities to learn, progress or take on new responsibilities, they may look elsewhere.

A well-designed CPD programme can demonstrate that an organisation is prepared to invest in its people. This can strengthen loyalty while also helping create a pipeline of employees who are ready to move into more senior or specialised roles.



How can AgileHR help?

HR plays an important role in creating an environment where CPD becomes part of everyday working life. We can help by identifying and understanding the organisation's current and future skills requirements and identifying where development is needed.

It's not simply about booking employees onto training courses – it's about creating a culture where people are encouraged to continually develop their knowledge, skills and professional capabilities.



Employee Retention – Advice for SMEs

For SMEs, losing a good employee can have a disproportionately large impact. In a smaller team, each person often holds significant knowledge, relationships and responsibility, so replacing them is rarely as simple as recruiting someone new.

Good retention therefore matters. Competitive pay and benefits are part of the picture, but people are also more likely to stay where they feel valued, have opportunities to develop, enjoy a positive relationship with their manager and can see how their work contributes to the business.

That said, zero turnover shouldn't necessarily be the goal. Some movement is healthy. New employees bring different experiences, ideas and perspectives, while natural turnover can create opportunities for others to progress. Occasionally, someone leaving is simply the right outcome for both the individual and the business.

The key is understanding your turnover rather than automatically trying to prevent it. Who is leaving? Why are they leaving? Are you repeatedly losing strong performers or people in particular roles? And, just as importantly, are the people you most want to keep choosing to stay?

There are some simple things SMEs can do to understand this better:

- **Hold meaningful exit interviews.** People are often more candid when they are leaving, and recurring themes can highlight problems with management, workload, pay, progression or culture.
- **Run regular engagement surveys.** These don't need to be lengthy. A short, well-designed survey can provide an early warning of issues before they translate into resignations.
- **Create employee forums or regular opportunities for feedback.** Giving employees a genuine voice can surface relatively small frustrations before they become bigger problems.
- **Look at the data.** Track turnover, length of service and the reasons people give for leaving. Even in a small business, patterns can quickly become apparent.
- **Act on what you hear.** Asking for feedback and then doing nothing with it can be worse than not asking at all. Where changes aren't possible, explain why.



A healthy organisation usually has a balance: enough stability to retain knowledge, experience and strong working relationships, alongside enough movement to bring in fresh thinking and create opportunities.

Retention isn't about keeping everyone. It's about creating a workplace where the people you value have good reasons to stay.

At Agile HR we are experienced in handling difficult conversations and guiding our clients through conversations and mediations, If you would like more information or guidance on this, please contact [any](#) of the Agile HR team.