



LECTURE NOTES

By Dr. Olivia Oginska | SEVC 2025

5 Retention Killers And How to Avoid Them

Today, I'll walk you through the **5 Retention Killers** - five very human leadership errors that silently push your team out the door. The goal isn't to judge. It's to notice - and grow.

1. "Information Constipation"

This happens when leaders *withhold or dilute information*. We assume silence is harmless. It isn't.

Your team doesn't just want to hear "good job." They need detail, specificity, and visibility. When feedback only highlights errors—or worse, is missing altogether—people feel unseen.

✂ **Fix it:** Give all three types of feedback:

- **Evaluation** (how they're doing),
 - **Coaching** (how to grow),
 - **Appreciation** (what you value about them).
- Be detailed. Be timely. Feedback is a dialogue.
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2. "The Ostrich Manoeuvre"

This is when leaders ignore poor behaviour or interpersonal conflict, hoping it'll resolve itself.

Example: A nurse is humiliated by a sarcastic colleague. You hear about it... and do nothing. Whether it's fear or confusion, inaction undermines psychological safety.



 **Fix it:** Shift from avoidance to *awareness*. Ask yourself:

“Am I asking the right people?”

“Am I skilled and confident to manage this?”

Learn conflict resolution. Keep your head *out* of the sand.

3. “A Crazy Driver”

You *listen* to your team’s concerns, even nod along. But then—no follow-up. No communication. Even contradictory actions.

This breaks trust. People stop believing you. And worse? They start quietly disengaging.

 **Fix it:** Say what you *can* and *cannot* do. Be honest, not agreeable. Empty promises are worse than uncomfortable truths. Your integrity is your leadership currency.

4. “The (Pseudo)Superhero”

This leader tries to do everything—rescue everyone, fix every error, enforce every standard alone. It’s control dressed up as care.

The result? Burnout. Micromanagement. And team members who never develop autonomy.

 **Fix it:** Empower your team. Delegate clearly. Set boundaries. Ask:

“Am I taking on their responsibility—robbing them of power?”

Radical responsibility is contagious.



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5. “A Lost Sheep”

You’re working hard. But you’ve become unapproachable. Distant. Reactive. You take feedback personally, and no one dares speak up.

This is a self-awareness problem—not a character flaw.

✂ **Fix it:** Strengthen both **internal** and **external** self-awareness. Ask:

“What are my emotional triggers?”

“How do others experience me?”

Use tools like the *Start/Stop/Continue* survey. Feedback is a mirror—use it.

Closing

Leadership isn’t about never making mistakes—it’s about catching and correcting them faster. These five “retention killers” are preventable. But only if we’re willing to look in the mirror with honesty and humility.