

## Publisher's Note

2019 — Release 1

Previous release was 2018 - 4

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# BEST PRACTICES: EMPLOYEE RETENTION AND ENGAGEMENT

Dear Subscriber:

We are pleased to send you the first 2019 supplement to Best Practices: Employee Retention and Engagement.

This supplement provides newly added material to the following chapters, as well updated index and contents pages:

- Chapter 1 – New section 1.3(6): *The Employee Experience*
- Chapter 8 – New section 8.6(5): *Daily Pay*
- Chapter 10 – New section 10.4: *Internal or External Emphasis on Communication*
- Chapter 11 – Revised section Key Points
  - New Exhibit 11.1: *Unlocking diversity and inclusion - Establishing an appropriate ecosystem can maximize return on investment*

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