



## **Retaining Technicians: From Marine Techs' Perspective**

Compiled by Valerie Ziebron, VRZ Consulting

---

Technicians working in the marine sector shared the following advice for managers to better retain their workforce. We believe it's valid across all sectors.

- “It would really be nice to hear a genuine ‘thank you’ from time to time. A little acknowledgement that my job can be difficult. I hear it more from customers than from management.” - Master Tech
- “Although money is not the only factor it is important. I want to trade value for value but some shops I’ve worked at don’t share that thinking. Thankfully I found one that agrees if I make them more money, I should make more too!” - A Tech
- “If any of the techs mention something that’s hurting the business, we’re told to quit whining, but then we are the ones to catch hell when the numbers suffer.” - Lead Tech
- “Shop cleanliness, organization, and everything in good working order is what I need to do my job to the best of my ability. Time is money and this is hurting their profitability and my paycheck. It’s so frustrating!” - 20+ year career tech
- “Does the manager have processes clearly defined and operational? Does the support staff follow the process? This is a huge reason why you can’t get or keep good techs.” - Tech who worked at several shops before finding the one he’s been at for years

###