

CHROs Struggle to Prevent the Exodus of C-Suite Leaders, Report Finds

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Less than 1 in 4 C-suite executives surveyed think their CHRO effectively manages tension between C-suite members, Gartner found.

Dive Brief:

More than half of CxOs — C-suite leaders who report to the CEO, excluding the CHRO — say they are likely or extremely likely to leave their job in the next two years, according to a Feb. 5 report by Gartner, Inc. Of those, 27% expected to leave in the next six months.

Generally, leaders reported a greater workload than two years ago, the report found. Two in three of the 200 CxOs surveyed said they've been tasked with more responsibilities.

That extra work is leading to extra stress, leaders say, with 44% reporting higher levels of stress.

Dive Insight:

CxO retention matters, Gartner said, because companies with executives with an average tenure of five years or more outperformed their counterparts on revenue, customer experience and other metrics.

“CHROs have a key role in mitigating CxO attrition,” Alexander Kirss, senior principal in the Gartner HR practice, said in a news release — but they are facing considerable headwinds. “Fewer than one in four CxOs say their CHRO is effective at strengthening the C-suite’s ability to function as a cohesive team. On top of that, just 23% of CxOs report their CHRO is effective at managing tension between C-suite members.”

CHROs can help retain the C-suite by serving as career coaches, building trust with the CEO, helping develop relationships with the top executive and by showing support for mental health and work-life balance, Gartner said.

However, CHROs themselves may also be considering leaving organizations, according to an August report by Blu Ivy Group. An estimated 57% of CHROs and 75% of people leaders are thinking about leaving their roles in the next 8-12 months, the report found.

That comes even as CHROs continue to play an increasingly important role as strategic leaders within organizations, per a May report from iCIMS, a talent acquisition technology provider.