

Case Study

PeopleClues helps reduce employee turnover by 50% for cable technology company

“ *Our Team Member productivity has increased by at least 10% as a result of us hiring the best reps we can out of our applicant pool.* ”

About PeopleClues

PeopleClues is an award winning global provider of employment assessments for measuring job fit, attitude and level of engagement for candidates and employees. These assessments are built for pre-employment screening, career development, team development as well as training and development. Based in Woodstock, Georgia, PeopleClues provides the assessment tools that allow thousands of companies in 8 countries to make better hiring and training decisions.

The Challenge:

- To demonstrate an increase in retention rates with the applicants being placed.
- To decrease “training pay” (time new employees are being paid for their training rather than being able to produce).

The Results

- In one year of using the assessments, reduced “90 day or less turnover” by 50%
- In one year of using the assessments, reduced “training pay” by 30% to 50% in each division which allowed bottom line payroll savings to be re-allocated to improve training and development

The Solution

“We currently employ 150 Team Members in this position. We have assessed approximately 500 applicants during the year. We are able to screen many more applicants now in the same amount of time as before due to the ease of use of the online system. In the past, we would lose a large number of Team Members within the first 90 days simply because the job was not right for them or they came into the position without “focused” training on their individual development needs. By using these assessment tools, we can ‘see’ how the job is going to fit and we know what skills to focus our training efforts on for each applicant. It has cut our training pay expense for new reps by 30% and as much as 50% in some divisions. In most cases, we were able to reinvest these savings into more training for the reps themselves. Furthermore, our Team Member productivity has increased by at least 10% as a result of us hiring the best reps we can out of our applicant pool. With more time spent on Team Member development and less time spent dealing with turnover, the entire team wins.”