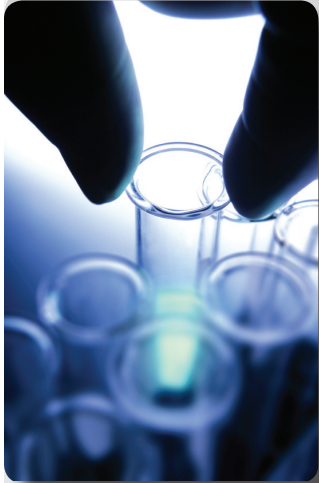


CASE STUDY:

HIGH PERFORMANCE HIRING TEAMS™ SIGNIFICANTLY REDUCES TURNOVER



“It’s a manager’s dream; we have a stable and committed work force because of High Performance Hiring Teams.”

“With High Performance Hiring Teams, our hiring standards have increased dramatically.”

From 2000 - 2005, this international manufacturing company experienced a period of rapid growth. Increased demand for their exceptional products combined with expansion into new products, meant they hired many new employees quickly.

Without a good hiring process, the quality of their employees declined. For the first time, the company began experiencing symptoms of workforce disharmony: theft, loss of productivity, and declining morale. Long-term employees saw the company culture changing; their own values of trust, pride, and commitment seemed to be out-of-sync with the values of new-hires.

HIGH PERFORMANCE HIRING TEAMS™

With turnover rates approaching 100% annually, the company needed a solution fast. They had tried a number of initiatives—adjusting compensation, implementing various lean programs, improving benefits—but none made a dent in turnover.

In 2007, the company turned to HPWP Consulting and key plant leadership participated in the High Performance Hiring Teams workshop. Something exciting happened there; as the leaders examined the root causes of employee turnover, they began to feel hopeful that they could make an impact. They quickly implemented High Performance Hiring Teams and “the results have been amazing,” according to the Manager of Production. “We have a stable and committed workforce who are setting record production standards,” he says, a result he attributes to the effectiveness of High Performance Hiring Teams.

The commitment, high standards, and performance of their own Hiring Team have been truly impressive. Having rejected more candidates than they accepted, they are able to maintain an employee retention rate of 82%—a significant improvement over previous trends. Now the Hiring Team conducts interviews armed with a customized process for uncovering each candidate’s values. They use behavior-based interview questions that screen for character—not for just for skill—and have refined simulations to learn how candidates will respond under pressure.

THE BENEFITS OF A HIGH PERFORMANCE TEAM

The benefits of a stable and committed work force are enormous. The company has seen morale improve as employees respond to being placed in positions of trust. They’ve also documented improvements in productivity as a result of employee engagement. “We challenged the team on line six to improve output. They increased productivity by 25%,” describes the Plant Manager. “Line four improved by 10%.”

For this company, the future looks bright. They are committed to increasing productivity, quality and performance by applying HPWP.

