



Situation

As a company grows, recruiting, onboarding and retention processes become increasingly complex. Companies that support new hires with training, career development opportunities, and coaching are more likely to retain their best workers. In fact, retention rates rise 30-50% for companies with strong learning cultures.

When companies neglect their onboarding processes, they risk their new employees not feeling like they're a part of the team—their sense of belonging and commitment can suffer. This can lead to turnover or, even worse, high numbers of disengaged employees who aren't motivated to spur the organization forward.

At EG Workforce Solutions, our RPO service can help attract top talent and improve employee retention by identifying the company's core values and connecting them with candidates. The hiring process begins with sourcing top talent and successfully incorporating new hires into the company culture. The goal is to have the new employee feel like they are a part of the team from the moment they are hired.

In today's competitive job market, companies are doing whatever it takes to attract and retain talented employees. We discovered that many of our clients were missing out on a crucial aspect of employee retention: understanding their workers' needs and identifying the pain points at each stage of their careers. To fix this, we developed EG Cares, a program that addresses every aspect of an employee's relationship with the company, from recruitment through training and all the way to leadership.

Solution

EG Workforce Solutions developed a program to assist companies with employee retention needs called EG Cares. The program is designed to expand beyond simply helping companies with staffing and recruitment needs; it also teaches those hiring about the importance of retaining employees through data. This four-point touch survey program helps employers understand what they are doing right and where there are areas for improvement regarding employee satisfaction and retention. This survey is an Employee Net Promoter Score (eNPS), a method built to measure employee loyalty. It measures how willing your employees are to recommend their workplace to family or friends. This process allows companies to pinpoint the main pain points causing turnover and other potential issues within the organization, such as a lack of training or inadequate onboarding, which are critical to early employee retention.

When employees are satisfied with their employer, the company thrives. The EG Cares survey aims to gather data from employees at the company they

Continued



had been hired into, asking them to rate their experience on a scale of 1-10 over 60 days. Below are sample questions from the survey:

Day 5 - "How would you rate the overall recruitment and onboarding experience?"

Day 15 - "How would you rate the overall training experience?"

Day 30 - "How would you rate the overall culture and leadership?"

Day 60 - "How likely are you to refer a friend?"

Our solution is twofold: we send the survey then gather this data, allowing us to identify trends and patterns surrounding indicators of turnover. Next, EG sends this data back to leadership of the organization so they can create action plans for change based on employee feedback enabling employers to focus on solving turnover issues to achieve sustainable business success. Retention will increase by using this information to create positive work environments that engage and motivate employees to succeed.

Results

EG Cares is a program designed to solve your turnover and retention issues and increase employee satisfaction. For example, EG Cares finds many employees feel the onboarding process needs improvement in cross-training. In that case, EG can recommend to company leadership or Human Resources that additional training should be conducted so employees understand the connections of working in various departments.

In December 2021, the average employee experience score was 6.39; the response rate was 369. By May 2022, these averages had increased to 8.02 and 550. We provide employers with the data that enables them to take essential steps toward retaining their workers. Our client companies continue to see great results from EG Cares. They're seeing higher employee morale, greater job stability among the best workers, and more trust between management and staff.

At EG Workforce Solutions, we are focused on providing companies and job seekers with the resources they need to succeed.

About EG Workforce Solutions

We've been in this business for decades and have developed a deep network of professional connections. Whether they're companies looking for talent, job seekers looking for work, or an up-and-coming store in need of some temporary help, we know the right people to bridge the gap between the hiring and the hired.

But what's more, we get to know people. From employers hiring to candidates looking, we take the time to listen and learn. We hear your likes, talents, and needs. We gain an understanding, and with it, we're able to facilitate lasting relationships between businesses and people.

©2022 EG Workforce Solutions
Confidential and Proprietary
Not for Distribution Beyond Intended Audience

