

## THE CLIENT

A large financial services company with highly trained professional consultants who interact with clients to troubleshoot product-related issues

**32%**

Increase in retention

**\$76,000**

Saved

Call today to talk to a consultant at (440) 337-4700

## THE PROBLEM

Finding skilled professionals who also have superior soft skills is challenging. Retention was especially costly, given the investment of time and resources that was necessary to onboard a new employee.

## THE SOLUTION

First, PRADCO established a benchmark for success using the Quick View™ Contributor Assessment to identify behaviors that differentiated top and bottom performers who remained with the organization. This benchmark was used to assess incoming candidates and as part of the onboarding process for those who were hired. Next PRADCO trained hiring managers to make the best use of Quick View™ Contributor Assessment results. Using the benchmark to guide hiring decisions and develop new hires resulted in a significant increase in retention. 18 months after using the Quick View™ Contributor assessment, retention increased by 32% for one position and 21% for the other.

	Client Financial Services	Retirement Services
Retention 18 Months Prior to PRADCO	47%	55%
Retention 18 Months After PRADCO	79%	76%
<b>Increased Retention:</b>	<b>+32%</b>	<b>+21%</b>

## KEY TAKEAWAYS

- PRADCO's Quick View™ Contributor Assessment saved the client over \$76,000 through turnover reductions.
- Using PRADCO's assessment can improve the onboarding process of new employees and set them up for success early on in their role.

