



SUCCESS STORY:

ORGANIZATION-WIDE ENGAGEMENT REVOLUTION



THE BACK STORY:

CALLING FOR ENGAGEMENT



A prominent US telecommunications company encountered significant challenges with employee turnover across various departments.

The organization, with a workforce of over 5,000 employees, grappled with rapid turnover, leading to escalated training costs, loss of specialized knowledge, and interruptions in operational continuity.

THE CHALLENGE:

HIGH ATTRITION, RISING COSTS, AND DECLINING WORKFORCE ENGAGEMENT

The client faced several challenges:



Elevated attrition rates across multiple experience levels.



Soaring costs associated with training and integration of new hires.



Waning engagement and satisfaction levels among employees in diverse roles.



THE TRANSFORMATION:

HEADSUP CALLS FOR ENHANCED ENGAGEMENT

The organization initiated a partnership with HeadsUp to confront these pervasive challenges, applying HeadsUp's comprehensive engagement methodology to pinpoint and rectify the underlying factors of employee discontent and attrition across the board. HeadsUp employed the following strategy:



Holistic Engagement Analysis:

Deployed detailed bi-annual engagement surveys along with bi-weekly WE Index™ opinion pulses to gauge and enhance employee engagement throughout the organization.



Predictive Churn Modeling:

Utilized HeadsUp's machine learning algorithms to identify and anticipate potential turnover risks by analyzing a broad spectrum of data and feedback.



Customized Action Plans:

Formulated bespoke action strategies informed by AI-driven insights, emphasizing on cultivating leadership, career growth pathways, and promoting a balanced work-life dynamic for all staff.



THE OUTCOME:

RESULTS AND WRAPPING UP

Quick Results



8% increase in staff tenure.



Cost reduction in recruitment, and training.

- Implementing HeadsUp's approach yielded a notable 8% increase in the average employee tenure organization-wide, markedly curtailing turnover rates.
- This elevation in employee retention culminated in a material annual saving across recruitment, orientation, and productivity ramp-up phases.
- Strategic interventions cultivated a more invigorated, contented, and loyal employee base, enhancing performance and service quality not just in customer-facing roles, but across all operational areas.

The "Engagement Revolution" case study illustrates the potency of HeadsUp's engagement methodology in mitigating turnover challenges.

By concentrating on the fundamental elements of employee engagement and leveraging advanced analytics for pre-emptive measures against churn, the organization realized substantial cost efficiencies and a boost in overall operational efficacy and service excellence.



THANK YOU

CONNECT WITH US

For more information on how HeadsUp can transform your workforce engagement, visit headsup.co or email hello@headsup.co. Discover the difference of a solution that values both innovation and the well-being of your team.

