



Recruitment & Retention

Integrated resources for the assessment, development and performance management of people on demand

Connecting People to Performance

Early Adopter Case Study



Case Study

How just one client added **£1.3M** to the business's bottom-line in just one year through implementing the SPICE Framework.

Overview

This UK business was a rapidly growing, trading globally in a direct sales environment. We were asked to address challenges in recruitment and retention where the business had:

- A massive 108% staff turnover annually.
- With 71% of recruits quitting within 12 weeks.
- In real terms there was a churn of 400 individuals each year.

We were tasked with reducing churn by 40% in six months

“ We tried all kinds of touchy-feely motivation, training and coaching but SPICE made the difference ”

Approach

We fulfilled the task of reducing churn by 40% in six months by:

Applying the maxim, 'recruit for behaviour, train for skills' we introduced:

- Behaviour and values-based recruitment
- Developed induction training, identifying talent and potential in new hires

We encouraged:

- Investment in developing a talent pipeline extending into the potential workforce

We initiated:

- Talent management programmes for all staff in the business with regular reviews & incentives.

The initiative was so successful it was also replicated in the US business



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Results

SPICE contributed in the region of £1.3M to the business's bottom-line in just one year through:

Reducing staff churn by
40%

A new hire development strategy

A 'talent accelerator' across the business

Integrating recruitment and development

Conclusion

Our client benefited from deploying the SPICE Framework by:

- Reducing their requirement for recruitment & induction costs
- Reducing staff turnover whilst
- Increasing staff retention and performance
- Identifying potential for talent development

Our client enabled talent management in the UK & US through the SPICE Tools development benefiting talent management across the business.



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