

EVOLVIEW

EXECUTIVE BRIEF

The Evolv MRI: Measuring Recruiting Impact — How Do You Score?

BY DAVID OSTBERG



It doesn't matter where your operation is located. The same challenges face the management team every season, every month, every week, and every day: how will my people perform, and how long will they stay?!

Depending on the size of your operation, mis-hires can cost your company millions in turnover and additional staff on an annual basis. Worse yet, even more of your customers can get hassled and leave due to an inconsistent level of service and experience.

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So, the question is: do you have the proper mindset, approach and tools to understand your organization's strengths and weaknesses around recruiting, personnel-related practices and performance measurement? To understand and measure the impact they have on both your P&L and your ability to service customers and win new business?

If your answer is not a resounding YES, read on.

Take this short quiz:

1. Are your personnel-related processes & decision making criteria truly job relevant and based on job analyses?
2. Do you really know how each of these components of your business is impacting your bottom line?
3. Do you have data that demonstrates the relationship between these practices and your bottom line?
4. Do you know how to measure the competencies and behaviors of your job applicants so you can make meaningful personnel decisions that make a difference?
5. Do your current KPIs and reports tell you what matters, or are they just relics that measure how things have historically been done?
6. Are you consistently aware of where you stand on your most critical KPIs and SLAs — using actual data?

Without this type of data, you are jeopardizing your operation's success. You may have found yourself questioning:

- Am I doing things right?
- What should I be focusing on?
- What should I be measuring?
- How am I measuring impact & efficiency?

- What are the critical dimensions of hiring & measurement?

After working with dozens of Fortune 1000 companies to improve the productivity and retention outcomes of their frontline workforces, we have the data to tell us (and you) what works and what doesn't. Unfortunately, too many companies have implemented practices and tools that are supposed to ease their woes, yet very few actually yield any meaningful impact. And in most cases, there isn't the data or intelligence to tell you whether your goals are being met or not.

Empower yourself to cut frontline employee attrition from 20% to 60%.

However, by applying specific tools and methods that harness a blend of proven science, systematic and rigorous behavioral measurement and technological innovation, you can gain actionable intelligence by continuously improving your processes based on on-the-job performance. Empower yourself to cut frontline employee attrition from 20% to 60% percent, and to improve employee productivity by double digits.

By better understanding the science and measurement of recruiting and hiring variables and stacking them up against the performance of your talent, you can significantly reduce attrition costs, improve productivity and margins and enhance your knowledge around what's driving your P&L outcomes. Just as important, you'll have happier, more successful employees who are doing better by your customers. ■

About Evolv

Evolv is the leader in on-demand Talent Intelligence solutions, enabling enterprises around the world to systematically improve their operations, brands and bottom line through superior talent. Not only that: both employees and employers enjoy a better job match, improving day-to-day satisfaction. Clients benefit from a world-class combination of selection science, analytics and continuous improvement that translates disparate data into actionable business intelligence, identifying more productive talent that stays longer. Employees benefit from the satisfaction of excelling at jobs well suited to them. Evolv delivers data-driven certainty and custom-configured solutions that easily integrate with existing workforce solutions such as applicant tracking systems. Visit www.evolvondemand.com or call (866) 971-4473.