

# Voice of the Employee



## The Real Cost of Employee Turnover

Large organizations realize that employee turnover is a problem, but are they shifting to a more prescriptive and personalized engagement strategy?

Between an ever-extending hiring process and increased onboarding costs, U.S. businesses are losing millions to billions every year due to employee turnover. And yet, most businesses are still utilizing decades-old HR practices. The solution relies on a shift from failed, outdated techniques to a predictive, data-driven approach to employee engagement and action.

With Acumen Solutions' Voice of the Employee solution, employers can understand:

- What drives employee satisfaction
- Key workforce metrics that indicate likelihood to churn
- Why employees are leaving before they make the decision to leave
- The attributes behind high and low performing employees

Acumen Solutions empowers HR to become strategic and value-driven partners within an organization.



ACQUISITION



DEVELOPMENT



RETENTION

## Trailing vs. Leading Indicators

U.S. businesses struggle to rein in their attrition rates because many still use the same human capital management techniques as they did 30 years ago. Unfortunately, these practices are long outdated and offer little opportunity to improve attrition rates. Take for instance, your typical year-end survey. These questionnaires are plagued by leading questions that are infused with company bias and the data points extracted are often trailing indicators, which make them unhelpful for addressing high churn rates before employees actually leave.

The paradigm shift that needs to take place, is moving from trailing indicators to leading indicators. Instead of waiting until it is too late to retain a valuable employee, organizations need to understand upstream trigger points that affect an employee's likelihood of remaining at a company. These data points are actionable and untainted by bias or subjective interpretation. The predictive capabilities of leading indicators are immense. With leading indicators, businesses not only learn exactly how to retain employees, but also how to hire candidates that are more likely to stay.

A predictive and prescriptive cause-and-effect driven approach is the only way for organizations to make an effect on dismal retention rates. Analyzing objective data in order to identify distinct patterns enables companies to alter their talent management processes in ways that can have a true impact on hiring, training, and retention. With incremental changes leading to tremendous gain in the bottom line, the time has never been better for businesses to scrap their old practices and unlock key AI-based employee insights and actions.

## Voice of the Employee Solution Components

**Employee Interaction Analysis:** Understand the drivers of satisfaction and dissatisfaction amongst employees by analyzing employee comments and feedback.

**Workforce Landscape Analysis:** Identify key workforce statistics and metrics, such as workforce make-up, key distributions, and which types of employees are the most/least loyal.

**Predictive Attrition Driver Analytics:** Uncover “why” employees are leaving before they make the decision to leave, identify who is most at risk, when they are at risk, and more.

**Performance Analytics:** Identify the specific attributes behind top-performing employees who stay longer vs those attributes for lower performers who leave sooner.

**Smart Sourcing:** Expand performance analytics to include ATS and resume data to allow recruiters to target specific skills and attributes that lead to higher performing, longer tenured employees.

## Proven ROI



**30%**

How much stock prices of organizations using predictive analytics outpaced the S&P.



**\$6.7M**

Amount saved by a 5000-person company by reducing voluntary turnover by 1%.



**3.5%**

Reduction in employee attrition by using Acumen Solutions' Voice of the Employee solution.

## Who We Are and What We Do

Clients choose Acumen Solutions for one simple reason: **our experience delivers success.** Joining forces with our clients, our teams of strategists, subject matter experts, and engineers solve problems that can't be fixed by technology alone. As a Salesforce Global Strategic Partner, Fortune 500 companies trust us to build solutions that grow revenue and strengthen customer relationships. Our groundbreaking solutions in the public sector streamline operations and improve productivity. We apply the same expertise to our unparalleled social responsibility program, generating sustainable impact across our local communities.