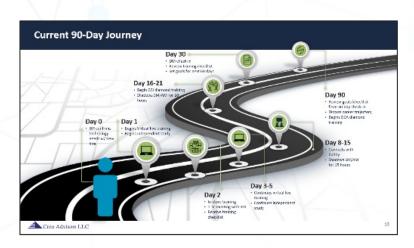
## Designed and deployed Week 1 onboarding program that drove higher employee productivity and reduced turnover

RETAIL

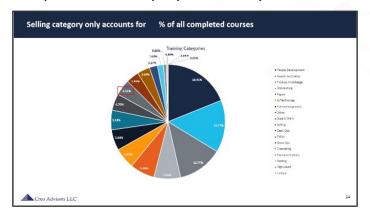
## **Situation**

- Large luxury goods retailer wanted to improve the first-year experience for new employees to increase productivity and lower turnover
- Specifically focused on the current first 90-day journey, which lacked structure and organized skill training



## Actions

- Helped develop and organize week 1 training program
- Analyzed current training courses to identify the most useful courses and methods
- Utilized findings to identify important areas of focus to commit the most time and resources
- Operationalized a new, and standardized, first-week onboarding/training program that featured more targeted sales and product knowledge courses. Also, developed Year 1 Employee Journey



## Results

- Participants in the program compared with new hires who did not participate in the pilot programs:
  - Had a 39% reduction in turnover
  - Saw a 16% increase in sales
- Additionally, there were other benefits such as lower hiring costs and improved overall team performance

