


HIGH ATTRITION

Our Approach



“ADDRESSING TURNOVER ISSUES MEANS HAVING MORE TIME AND MONEY TO SPEND ON YOUR CUSTOMER DEVELOPMENT”

Direct recruiting costs are typically c. £2 - £3k per hire at the operational level, rising to c. £10k per hire for managers and £30k for directors. In addition, companies often incur efficiency and capacity issues impacting service and quality by filling vacancies too slowly or with poor process and quality.

IMPACTS OF HIGH STAFF TURNOVER

The accumulation of issues related to turnover have a profound impact on business

High direct recruiting costs

High training overheads

Low organizational DNA in the team

Poor level of collaboration and teamworking

Service and quality issues linked to reduced capacity and lack of training

Deteriorating (internal / external) customer relations

A cycle of low morale driving ongoing attrition

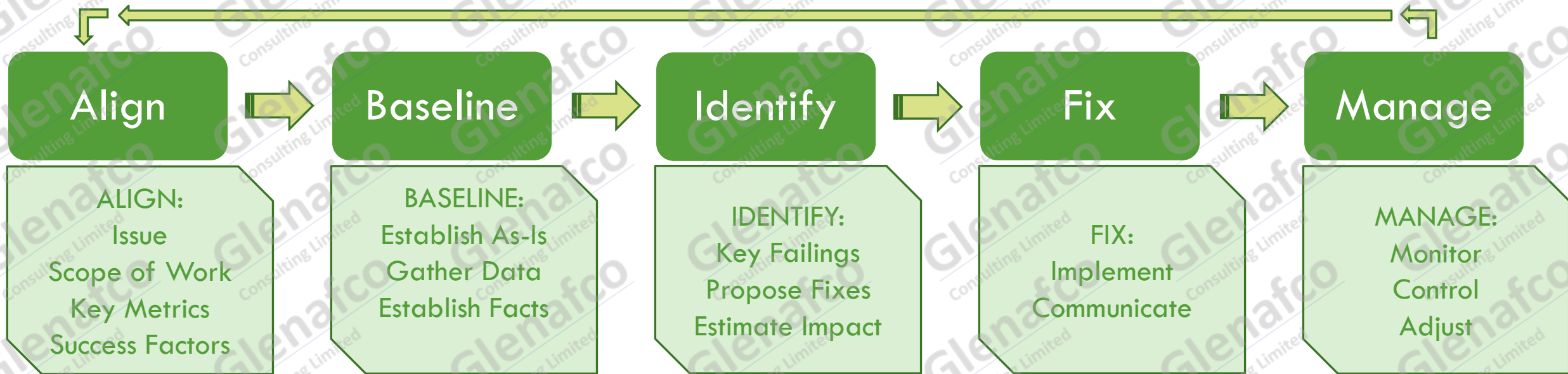


ESTABLISH A CLEAR ROLE FOR EVERY EMPLOYEE AND CREATE A ROBUST RECRUITING AND ONBOARDING PROCESS

Everyone needs to feel useful and valuable. That begins with being clear what the company needs from each role and enabling employees to deliver that for your business.

GLENAFCO'S SIMPLE FIVE STEP PROCESS

A sustainable model for you to maintain



Our approach ensures full interlock between your goals and our support, consistent with our practice of highly collaborative working.

THE VALUE CURVE OF IMPROVEMENTS

Customer Experience



Whether the customers of the targeted function are internal or external, they will experience a significant improvement in relationship with the function and greater ease of interaction.

Productivity



You will experience a significant and sustained improvement in productivity, both within the functional domain where you were targeting attrition and in the ancillary functions that support them.

Recruitment Costs



Direct and indirect recruiting costs will reduce dramatically after full implementation of the agreed plans

THANKS FOR YOUR TIME.

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