



## Case Study

### *An Association Just Couldn't Keep Their People*

#### Situation

The metrics were very disturbing for this association. On average, the leadership team had been with the organization for 15 years. And in the last 3 years, turnover with the rank and file had topped 34%.

#### Challenge

Collectively, the leadership team had determined that the root cause for the turnover could be placed at the feet of Millennials.

#### Resolution

After a volatile Leadership Team Coaching session, the executives decided to look at contrary evidence. They agreed to pilot Predictive Index and use the tools and data to see if they could improve their retention rate.

A year later, much to the leadership teams surprise, they found that they had retained 100% of their new hires.

Encouraged by their success, they turned back to Predictive Index and began to utilize the data from their employees behavioral and management reports. The 12-month result?

- Only 1 employee left the organization
- Employee engagement numbers improved significantly
- They finally have internal candidates for their succession plan

