

# Big Rapids Group

## The BRG Turnover Reduction Program



### Objectives:

- Create a sustainable operational system that reduces associate turnover by 50% in year 1.
- Build a “Can Do” culture of stable high performing store teams capable of creating record bottom line profits.

### The Program

#### Training and Development

- Retention best practice training for store managers and supervisors.
- Trait profiling for associates and store managers
- Interview training
- Team selection processes

#### Measurement and Accountability

- Daily turnover reporting
- Performance feedback system and process
- Separation analysis and reporting
- Long term turnover tracking

#### Planning

- Store level HR Assessment
- HR plans – strategy and tactics

#### Execution

- Monthly performance amplification conference calls\* facilitated by BRG
  - Store manager supervisor(s) and the P&L owner
  - Leadership and the store managers
  - Leadership wrap-up call. Systemic insight and action.
- Just in time coaching, problem solving and system wide implementation of best practices.

\* All conference calls are a maximum of 1 hour in duration