



# JOB BENCHMARKING and Employee Onboarding Result in **\$2.2 MILLION TURNAROUND**

## The SITUATION:

XQ Innovation was hired to help a company that had experienced three consecutive years of poor performance. In one year alone, the company's losses totaled \$2 million, and the company's lender had given them 18 months to reverse the trend. Under these extremely volatile circumstances, the consultant had a keen action plan to realize significant change.

## The TURNING POINT:

The turnaround process began with job benchmarking. All employees needed to be in a job based on fit, not emotion.

Benchmarking positions created a foundation for superior performance, and if the employee or candidate didn't align with the benchmark, it wasn't a good hire for the company.

Two new sales people were hired using the job benchmarking technique, and the VP of sales was replaced. The rest of the sales team all matched the skills, Behaviors (DISC) and Motivators that the sales benchmarks required, and results from the XQ assessments indicated that the revised team fit the profile required for star performance potential.

## The SOLUTION:

Development plans were customized for each employee, including tools for each person to address the skill gaps the assessments identified. These resources expanded the employees' understanding of their own capacity beyond their current performance.

In some groups within the company, weekly professional development seminars were used to establish a common language of performance. For other teams, single event workshops were delivered to quick-charge skills for an immediate return.

## The RESULTS:

By the time the client reached the lender's deadline, the company had experienced a \$2.2 million turnaround, posting a profit of \$200,000 for the following year.

## The AHA MOMENT:

From that point forward, the consultant has worked with the company to ensure that onboarding of new hires automatically

has an employee development focus so the type of turnaround necessary in the past never happens again.

