

TO RETAIN EMPLOYEES,

INCREASE THEIR SKILLS

Turnover rates are skyrocketing due to **skills gaps**—mismatches between individuals and the jobs they're hired to perform. That's why many employers turn to **ACT[®] WorkKeys[®] Assessments** and training to retain skilled workers and improve the talent pipeline.

THE RESULT: An immediate and sustained reduction in employee turnover.

HERE'S HOW IT WORKS:

1

A company works with an ACT-authorized job profiler to analyze the position with subject matter experts

2

The profiler sets skill benchmarks needed to perform the job

3

The company administers **WorkKeys Assessments** to current and incoming employees

4

Test results are compared to benchmarks

5

ACT WorkKeys Curriculum training helps employees bridge their skill gaps, resulting in a better fit with the job

Here are some examples of companies that **retained employees by boosting their skills.**

PHIFER, INC.

Tuscaloosa, AL

This manufacturer of designed fabrics and engineered products worked with a local community college and WorkKeys provider to develop an apprenticeship program to increase entry-level workers' skills.

- Training included **ACT WorkKeys Curriculum** courses, along with lean manufacturing, measurements, and workplace behavior components
- 14 other regional manufacturers joined Phifer through the **ACT Work Ready Communities** initiative
- **WorkKeys Assessments** were used to promote employees into senior-level positions; many also receive associate's degrees after completing the apprenticeship

RESULTS:

\$2M

reduction in training costs

25%

reduction in training time

40%

improvement in workforce quality

EASTMAN

Kingsport, TN

This advanced materials and specialty additives company integrated skill assessments, job profiling, and skill development into its promotion and hiring processes.

- 10 entry-level manufacturing positions profiled
- **WorkKeys Assessments** used when promoting internal employees or hiring new ones, matching test scores to profiled skill benchmarks to ensure the right fit
- Apprenticeship training programs created; employees may participate after achieving the required **WorkKeys** skills
- Partnered with local education initiatives through its **ACT Work Ready Community** to build skills in the incoming and regional workforce

RESULTS:

342

employees completing apprenticeship training



A fully developed talent pipeline, with 2,300 regional individuals earning NCRCs



Improved promotions and hires

CG POWER SYSTEMS

Washington, MO

A pioneer in electrical energy management and application, CG wanted to avoid "grandfathering" existing employees into newly created positions at a new plant.

- CG worked with an ACT-authorized job profiler to analyze new positions and determine skills needed to perform them
- Online training and onsite testing was made available for internal applicants to match skilled workers to the new positions

RESULTS:



Turnover rate dropped to below 3%



Reduced training time



Increased productivity in complicated job roles

THE BOEING COMPANY

St. Louis, MO

The world's largest aerospace company and manufacturer of jets, defense, space, and security systems needed a way to decrease turnover and optimize training time and costs when hiring entry-level assembly mechanics.

- A pre-employment training program was set up for St. Louis Community College students who wanted to work for Boeing
- Students must receive qualifying **WorkKeys** scores to participate

RESULTS:



Improved retention



Reduction of costly training time



Reduced time to hire

Learn more at act.org/workkeysforemployers