



CORPORATE PERFORMANCE IMPROVEMENT

Employee Retention

Job openings are at all-time high and labor shortages abound. Where high turnover was a costly nuisance in the past, it stands to significantly impact the financial and operational performance, and even survival, of businesses today.

At A&M, we believe talent and employee retention initiatives should do more than improve engagement and morale. As in all our work, we bring a relentless focus on the financial and operational performance of your business, identifying and executing solutions that drive tangible improvements to EBITDA and other key performance indicators (KPIs).

Our Guiding Principles



Our Approach

A&M's approach to developing strong talent retention programs with financial and operational impacts relies on six distinct steps:

- 1. Quantify the Opportunity:** Review data, trends and past performance. Focus where turnover costs are high and operational performance can be impacted.
- 2. Voice of the Customer:** Conduct leadership interviews to hone understanding of key problem areas, perceived impacts and desired targets. Align business case based on findings.
- 3. Root Cause Data Analytics:** Base impact assumptions on data, not anecdote. Analyze how key factors like pay, training, supervisor quality, operational initiatives and benefits have impacted turnover and retention in the past.
- 4. Employee Survey:** Administer a brief opinion survey on retention/engagement factors, measuring both current performance and importance – find out what matters, where, and how much.
- 5. Site Visits and Focus Groups:** Conduct employee focus groups to gain context and color on survey findings. These discussions bring to light the nuances that a survey cannot.
- 6. Identify Solutions and Build Plans:** Synthesize findings and identify solutions with real impacts based on sound data and analysis. Compare the cost of solutions to the cost of turnover and finalize a rational business case.

Why A&M?

For nearly 40 years, Alvarez & Marsal has provided the leadership, action and results necessary to help companies maximize value, drive growth or alleviate distress. We define our successes by the tangible value we deliver to our clients. What you can expect from us:

- **Objectivity:** No financial relationships with systems providers or outsourcing vendors. Our plans address the problem, regardless of whether you need our help to implement it.
- **Bias for action:** Our solutions are relevant to your problem, actionable and aligned with a rational business case. No platitudes.
- **Tackle the hard stuff:** Where most of our competitors will tell you to start with the easy stuff, A&M will support you in solving the toughest problems to instill confidence.
- **Analytics with a healthy dose of Emotional Quotient:** Our solutions are grounded in data, but retention is often a nuanced problem. We bring the EQ as well as the AI.
- **We understand the C-suite:** Our heritage of delivering high-stakes turnarounds, transformations and results as interim leaders means we know how to balance retention initiatives with running the business.

Call us today to learn more about how we help clients tackle employee retention and drive positive impact to EBITDA.

Key Contacts:



Jeffrey Cass

Senior Director
Houston

+1 832 814 4622
jcass@alvarezandmarsal.com



Kevin McMahon

Managing Director
Houston

+1 713 412 9502
kmcMahon@alvarezandmarsal.com

ABOUT ALVAREZ & MARSAL

Companies, investors and government entities around the world turn to Alvarez & Marsal (A&M) for leadership, action and results. Privately held since its founding in 1983, A&M is a leading global professional services firm that provides advisory, business performance improvement and turnaround management services. When conventional approaches are not enough to create transformation and drive change, clients seek our deep expertise and ability to deliver practical solutions to their unique problems.

With over 5,500 people across four continents, we deliver tangible results for corporates, boards, private equity firms, law firms and government agencies facing complex challenges. Our senior leaders, and their teams, leverage A&M's restructuring heritage to help companies act decisively, catapult growth and accelerate results. We are experienced operators, world-class consultants, former regulators and industry authorities with a shared commitment to telling clients what's really needed for turning change into a strategic business asset, managing risk and unlocking value at every stage of growth.

Follow A&M on:



© 2021 Alvarez & Marsal Holdings, LLC.
All Rights Reserved. 399330

To learn more, visit: AlvarezandMarsal.com

ALVAREZ & MARSAL
LEADERSHIP. ACTION. RESULTS.™