



# Employee/Customer Turnover Risk Assessment

## Growth

**Evaluation and assessment of attitudes and feelings of employees and/or customers toward the organization as well as their intent to stay, and the impact on the organization.**

### Program Overview

High turnover creates expensive, risky problems for businesses. Through a combination of statistical analysis, qualitative data interpretation, and experience, Allegiance experts ascertain your turnover risk factors. Populations and targeted demographics of either employees or customers help to reveal optimal solutions for minimizing turnover risk. Allegiance expert analysts make specific recommendations for next steps to reduce turnover risk.

### Program Step-by-Step

Our process begins with in-depth interviews of your company's representatives who are most qualified to discuss turnover. We assess your current research, knowledge, and perceptions of turnover risk. Furthermore, we account for what you have already done to mitigate turnover problems.

Next, Allegiance experts spend several days creating statistical models to interpret Pulse data as they apply to turnover risk. Our experts use advanced statistics to develop predictive models of turnover risk among your customers and/or employees.

After a discussion of preliminary findings with key personnel, our experts will spend two days preparing final results. The final presentation includes an action planning workshop where we work together to find solutions that can reduce turnover in your business right away.

### Program Elements

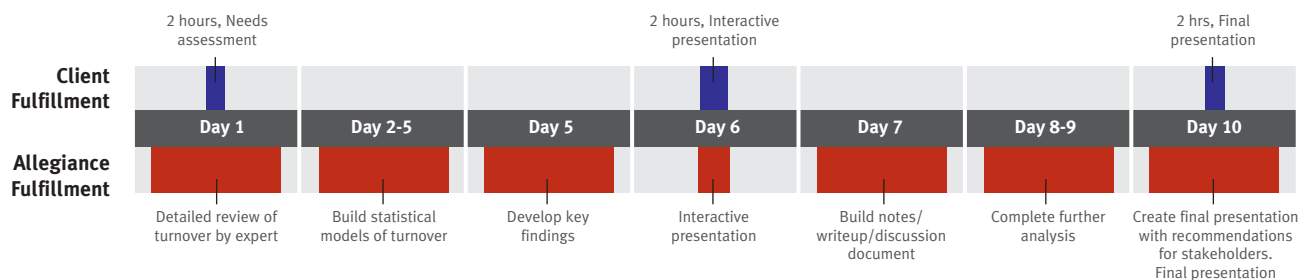
- Expert evaluation and assessment of employee and/or customer turnover risk
- Contextualized best practice and program recommendations
- PowerPoint results presentation

### Who Should Use This?

Sr. Management, Administrators of HR, Customer Service, Marketing

### Typical Fulfillment Time

10 business days



“Allegiance Professional Services are a companion - and crucial - part of the complete Allegiance Engage platform. Gathering the right data and understanding how it impacts your company provides a comprehensive approach to achieving long-term success. We don't believe in selling an application and then saying goodbye. Our growth and success is built on a tradition of offering complete solutions – which includes technology, support and consulting.”

– Greg Heaps, Allegiance COO

**For more information visit [www.allegiance.com](http://www.allegiance.com), or contact Allegiance Sales at 801.617.8000.**