

Case Study: DEVELOPMENT

HOW ONE COMPANY FOUND THE SECRET TO RETENTION

The Situation:

A client reached out one day with a dilemma. "I'm heading into a performance review later this week with a great employee who was given a significant pay raise last year. If she expects the same raise this year, it will put her above the pay grade for her position. I don't see her as being a good manager of others and don't really have anywhere else to move her. I don't want to lose her talent and relationships with the customer, but I cannot afford to pay her a significant amount more than she is making now. What do I do?"

The Solution:

The DISC Wizard suggested having the employee complete a TriMetrix Assessment that would measure her passion, values, motivation and interests, in addition to her DISC behavioral style.

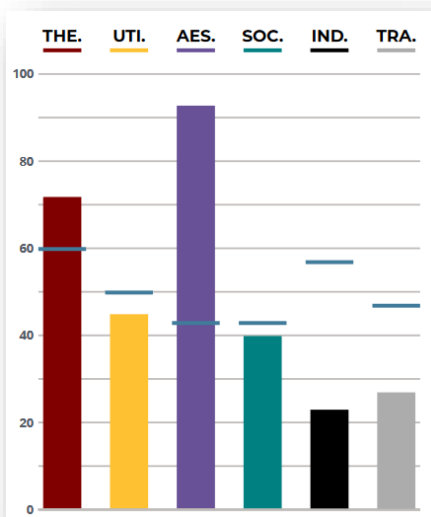
The assessment confirmed why the employee was great at the customer service aspects of her job and why she wouldn't likely be interested in managing others.

Yet there was one aspect of this employee that jumped off the page and that was her **High Aesthetic motivator**. High Aesthetic people are passionate about:

- Creative self-expression
- Beauty, balance & harmony
- Experiencing their surroundings
- Self-actualization & discovery

We suggested the client approach it like this:

"Be transparent. Tell her how much you value her, how well she is doing, but that you'd like to know what she likes, what she wants more of in her job. Get her talking!"



The Resolution:

The client held the review and came back with this feedback.

“ Oh my...it went Terrific!

She says she loves her job, loves her life and feels really good about everything.

We discussed her taking on specific projects to help, i.e. seeing through our transition to handheld devices for the route drivers, implementing new software, etc.

She would love to do more of that in the upcoming year but actually feels great about where she is.

No joke – she also said she wanted more vacation time instead of a raise. So I gave her a reasonable raise plus another week.

Couldn't have done this without your guidance! Thank you!!!”

If she raises the compensation issue, you will have to tell her she is at the top of the pay grade for the job she is in and then ask her if there are other perks she might be interested in? Perhaps paid time off to attend a workshop of some kind would be very interesting to her. Balance in their life or freedom can be just as rewarding as money to employees with High Aesthetic.”



WHAT PEOPLE SAY...

about The DISC Wizard

Accurately Assess Strengths...

At first I was extremely skeptical that Nancy would be able to accurately depict the behaviors of our team members. However, it didn't take me long to become a believer. She was able to accurately assess the strengths and weaknesses of our staff which allowed us to place each of them in roles that would benefit our organization; each employee; and most importantly our clients.

~ David J. Cecere, Sr. Vice President, Tompkins Insurance Agencies,
Batavia, NY



Anxiety Into Excitement...

"I worked with Nancy during a period of career transition. The tools and resources that we used to navigate through this were very helpful, but what I found most valuable was Nancy's knowledge, experience and perspective. She helped me clarify what is truly important to me and why. She offered ideas and gave me perspective which helped me identify possible directions to take my career. Her guidance has turned my anxiety toward this process into excitement!"

~ Julie Cusker, HR Relationship Manager, OppenheimerFunds,
Rochester, NY

Much Happier In New Position...

We did indeed offer the supervisor position to the employee we assessed last month and she is doing a great job. She's also much happier in this new position...it's a **much better fit for her**. Not only has she commented on this, but many other co-workers have even passed along great compliments. So...you could say it's going very well! We really appreciate your insight and help in making this decision.

~ Andrea L. Holland, Operations Manager, ExecuScribe, Inc.,
Rochester, NY



Nancy Roberts

SPEAKER BIO



CERTIFIED BEHAVIORAL ANALYST | AUTHOR | SPEAKER

Coached and Advised Hundreds of Business Owners, Entrepreneurs, and C-Suite Level Executives

As CEO and Founder of The DISC Wizard, Nancy Roberts helps businesses turn a critical eye toward their staffing choices.

The DISC Wizard's behavioral assessments guide employers in really getting to know their candidates and employees so they can improve job fit, alignment and, ultimately, engagement and retention.

Nancy is also a published author of several books, including "The Little Red Book of Hiring & Firing- 7 Strategies for Finding & Keeping Engaged Employees" and "The Top Ten Strategies for Success in Business."

Nancy has taken her message to a variety of businesses, reducing turnover by up to 50% and staffing high level executive roles with the perfect employees. Nancy's message has also been featured on ABC, WHAM Radio, and the Rochester Business Journal to name a few.

When Nancy isn't getting rated "Best Speaker" at conferences, she's reading, writing, cooking, and baking. She's also an avid traveler, swimmer, hiker, and spa enthusiast. Finally, she loves spending time with her husband, Jess, and her 22 nieces and nephews.

Nancy has worked with...

- ✓ ADMAR
- ✓ Allied Building Supplies
- ✓ Career Start
- ✓ Goldwell, NY
- ✓ LiDestri Foods
- ✓ Oak Hill Country Club
- ✓ Pictometry
- ✓ Rotork Controls
- ✓ SentrySafe
- ✓ TalentBridge
- ✓ University of Rochester

As well as not-for-profit organizations such as...

- ✓ Bivona Advocacy Services
- ✓ Catholic Charities
- ✓ Foodlink
- ✓ Lollypop Farm
- ✓ RESTORE
- ✓ YWCA