



**“By involving team members in the task decision making process, team member job satisfaction rose 26% in 90 days.”**

# **Task Quotient™**

**Create Job Satisfaction, Create Employee Retention**

**Providing the formula for decreased turnover, maximized performance, and decreased labor costs are the results you can count on with the Task Quotient™ Process.**

## **Task Quotient in Action**

The excitement of being a ground-breaking organization in system engineering had faded. Experienced system engineers and technicians were exiting faster than the manager could locate new ones.

Take a look at how the TQ™ process helped the following organization...

## **The Challenge**

A mature tech-oriented company, with a “business as usual” attitude, was creating a “turnover as usual” culture. Missing the mark in maintaining individual employee motivation and satisfaction, led to higher than desired retention statistics and recruitment costs.

## **The Solution**

The manager selected the Task Quotient Process solution:

**Step One** began with all participants tracking the tasks they did on a regular basis for 5 typical days over a two week period.

**Step Two** had each employee completing the TQ developmental assessment, provided by the TTI distributor, to identify the person’s ideal mixture of tasks: The natural or preferred, the actual or adapted, and the optimal or efficient-adapted, task mixture.



**“Undesirable’ turnover has become ZERO for the last 12 months!”**

**Step three** cumulated with two half-day, engaging and interactive programs delivered by the TTI distributor. The meetings were filled with interactive activities to assist participants in identifying the most and least motivating tasks for them. An impactful visual was created with an underlying grid of the actual tasks plotted for 5 days based on the type of task.

Then the fun began—the visual was topped with a grid of the desired and motivating tasks for the team. The manager became the auctioneer of tasks to other team members, placed them in a hold bucket, or identified developmental needs for a participant to continue to own the task.

### **The Results**

Prior to this process, the company planned to hire another network engineer at an annual salary of \$80,000. The process revealed outsourcing was the solution for the tasks which did not motivate or maximize the team’s skills at the reduced cost of \$30,000, saving a total of \$50,000 overall.

### **The Bottom Line**

By involving the team members in the task decision making process, team member job satisfaction rose 26% in 90 days. “Undesirable” turnover has become ZERO for the last 12 months!

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