



DRIVER RETENTION

***A REALISTIC ASSESSMENT
OF THE ISSUE***

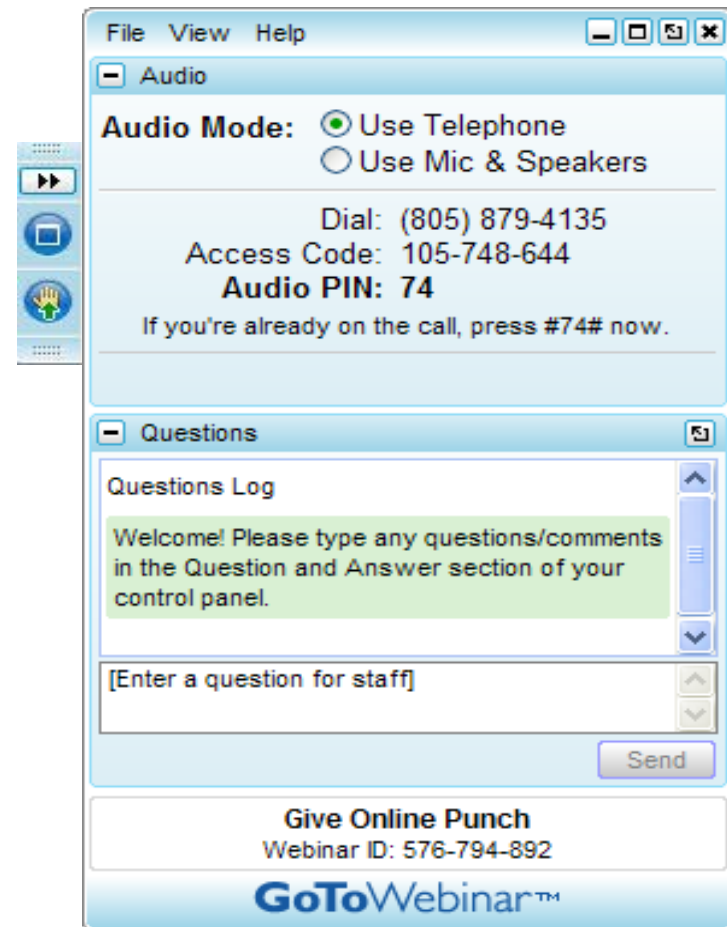
About the Technology

All of your lines have been muted for the duration of the webinar.

Please enter any inquiries in the Question box.

You can slide the webinar window closed by clicking the double arrow or orange arrow.

Do not click the black 'X' or you will exit the webinar.



IMPACT FACTORS

- Recruiting
- Turnover
- Cost of hiring
- Acceptance of status quo
- Company culture
- Willing to explore change



RECRUITING

- 2014 recruiting numbers
- Projected 2015
- National average coming down
- 90%



TURNOVER

- Your turnover rate
- Critical factor
- 90 day factor
- Breaking the cycle



COST OF HIRING

What is your total cost?

- \$5000, \$6000, \$7000 or more
- Direct and indirect
- Addressing retention vs Revolving door



STATUS QUO

- Accepting the status quo
- Willing to stay the course
- “Nature of the beast”
- Failure to address
- Costs
- Continuing service failures
- Customer dissatisfaction



CULTURE

What is your culture?

- Objective assessment
- Outside review
- All factors impacting drivers
- Every department
- Retention goal(s)



EXPLORING CHANGE

- Identify challenged areas
- Assess possible solutions
- Company goals
- Departmental goals
- Participants
- Truthful



EXPLORING CHANGE (cont'd)

- Acknowledging current policy not working
- New policy
- Simple, direct
- Must have continuing executive support
- Measure progress



YOUR RESPONSIBILITY

- Accept the status quo
- Decision to change
- May be painful within company
- Long term
- Better quality
- Lower costs
- Profitability



Thank You for Attending

Contact Cline Wood University for a copy of the slides or for additional information:

(866) 707-3479

university@clinewood.com

www.clinewood.com

