

TalentClick

CUSTOMER CASE STUDY

Company

North American
Construction &
Engineering
sub-contractor

Use Case

Industry leader
performs full safety
suite integration
across all levels of the
company.

DISCLAIMER

Due to the company in
this case study
operating in a safety
sensitive industry, it
has requested to
remain anonymous for
all communications
regarding its safety
record.



How an Industry Leader in Construction & Engineering Reduced its Incident Rate by 59%

At one of the largest construction and engineering companies in North America, safety is a core value. As a result it has enjoyed major contracts from some of the largest lead contractors in the world. However any industry leader knows that you can always improve and the company wanted to **increase employee morale, productivity and retention** through establishing a **stronger workplace safety culture**. A strengthened safety culture also ensured that it could continue to secure major contracts. The company turned to TalentClick Workforce Solutions for a full **Safety Suite Integration**.

What They Achieved:



7000 Employees
Assessed



90% **Decrease** in
First Aid Incidents



94% **Decrease** in
Property Damage



66% **Decrease** in
Recordables



39% **Decrease** in
Lost Hours



59% **Reduction**
in Incidents

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TalentClick
Predict Strengths AND Risks.

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KEY FINDINGS

Resistant: High scoring Foreman or Field Superintendents had an increased risk of a crew member First Aid Incident.

Irritable: High scoring Foreman or Field Superintendents had an increased risk of a crew member recordable injury.

Impulsive: High scoring employees had an increased risk of a personal injury.

How They Did It

Pre-Hire

All candidates applying for a position at the company participated in the **Safety Quotient™ (SQ™)** assessment to identify their default personality traits and **provide hiring managers insight into the type of worker they may be.**

Onboarding

All new employees were given a copy of their *Participant Report* allowing them to **develop an understanding of their default personality and how it affects their workplace behavior.** The report allowed managers to provide personalized orientation with coaching and management tips curated to the new hire's risk-areas.

Continuous Training

Using TalentClick's **Safety Self-Awareness Training**, the company hosted multiple workshops to train Workers, Foremen and Safety Mentors in **practical methods for reducing preventable incidents.** The workshop also helped leaders understand how to manage personalities that contribute to preventable incidents.

Post-Incidents

When a workplace incident occurred, the worker would take or retake the **SQ™** and complete their **SafeSELF Action Plan** workbook. They were then provided **personalized coaching** from management based on the results.

Safety Culture Assessment

The company leveraged TalentClick's employee feedback surveys to **develop an understanding of the Front-Line Workers, Supervisors, Foremen and Management's perception of safety.** It allowed for an objective analysis of safety practices, procedures, incident data and feedback, all of which were then compared to industry averages to tailor its future safety efforts.

Data Tracking

Regular updating and analysis of the company's master results spreadsheet allowed it to identify correlations between incident data and internal **SQ™** data. This allowed the company to have **a full 360 degree view of its Safety Risk Profile and develop more relevant training regimes.** The data was leveraged to improve corporate safety programs at all levels of the company.

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