

Tyche Newsbytes

Find, Hire, Retain Star Performers

www.tycheconsulting.com

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Fortune and Prosperity

Tyche (pronounced Tee-chee) was a daughter of Zeus and the Greek Goddess of Fortune and Prosperity. Often she was portrayed as the rudder of destiny. At Tyche Consulting, we believe that good fortune is not a matter of chance. Doing the right things well makes the difference between great performance and disappointing results. Then prosperity follows naturally



"I am committed to helping my clients steer toward solutions to their most troubling people problems. I'm focused on your prosperity—that is my course."

- Steve Murtagh
Managing Partner

Tyche Becomes Profiles Partner

Tyche Consulting has become a Strategic Business Partner of Profiles International, the leading provider of state-of-the-art tools and systems for new hire assessment, employee development and performance management. Profiles International has been a leader in employment assessments since 1993 with over 700 offices and 40,000 clients in 100 countries around the world. Companies work with Profiles to improve sales performance, boost employee productivity and reduce turnover, absenteeism, "shrinkage" and other expensive employee-related problems. By using Profiles employee assessment systems organizations can "clone and retain" their top performers, keep more "stars" on staff and see the results on the bottom line.

For more information about unleashing the creativity and productivity of *your* employees, visit our web site at www.tycheconsulting.com or call us at 791.495.8134.

Freightliner Slashes Agent Turnover, Boosts Sales

Freightliner has one of the largest networks of truck dealers in the industry, selling quality trucks to owner operators, fleet managers and self-employed delivery drivers. Their service department is available nearly 24 hours a day 7 days a week. But turnover in the service department was stuck at 70%, a drag on both employee morale and department profitability.

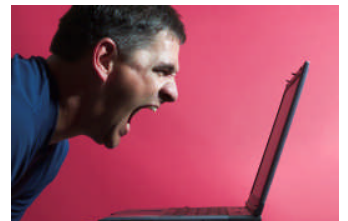
After integrating Profiles employee assessments into their hiring and training processes:

- turnover plunged to 30%.
- sales improved an additional \$10,000 per month.
- improved productivity improved raised gross profit by 5%.

12 Questions You Better Have the Answer To

The "Gallup Q12" is a set of 12 questions that measure employee "engagement". The Gallup organization defines this as working "with passion and feeling a profound connection to the organization". "Disengaged" employees are the opposite. They are so unhappy in their work that they spend a good deal of their time undermining the efforts of their peers.

Why do you care? In its study of over 1.5 million US employees, Gallup discovered that less than 30% of the workforce was "engaged". Fully 71% were "essentially checked out....



putting in time." Can you afford to have 70% of your workforce so dissatisfied that they are no longer even trying to contribute or do their best?

To learn more, Google "Gallup Q12" or visit our blog at <http://www.tycheconsulting.com/blog>.

"We not only reduced our turnover from 61% to 27%, but for the first time in our history, production lines are fully staffed. The reduction in turnover and increase in the quality of our workforce resulted in significant cost savings."

- Linda Newman, HR Manager. Caridian BCT (formerly Gambro)