

Genesee County employers have a  
**95% retention rate**  
with the help of their success coaches!



### WHAT IS “THE CONNECTION?”

The Connection is a Business Resource Network (BRN) located in east Michigan, that brings like-minded organizations together with the goal of developing and implementing strategic ways to increase productivity and employee retention with the involvement of a dedicated Success Coach.



From March 2019 to December 2019, Success Coaches provided a total of **3,861** employee services for their BRN member companies

### WHY JOIN THE CONNECTION?

As an employer, you will have the opportunity to break down the barriers that employees face and in return see an increase in productivity and employee retention. While demonstrating your commitment and investment to your employees.

### WHAT IS A SUCCESS COACH?

A Success Coach is an experienced individual assigned to a member organization to support the needs of the employees by way of helping them to alleviate barriers, that would otherwise keep them from work.

### HOW DOES THE SUCCESS COACH HELP?

The Success Coach connects the employees with resources to resolve or improve their circumstances. The Success Coach is on-site at least 4 hours and meets with employees who are dealing with individual challenges. (The Success Coach is available a full 40 hours per week by text, talk, and email.)

### WHAT TYPE OF ISSUES DOES THE SUCCESS COACH ASSIST WITH?

- **Work attendance issues** – Solving issues and overcoming barriers- Conflict resolution – family or co-worker conflicts
- **Childcare or child custody issues** – navigating issues while remaining on the job
- **Substance abuse** – support and referral
- **Counseling** – Personal, marital, family-support and referrals
- **Workplace training** – Skills leading to better pay
- **Life skills** – Conflict resolution, communication barriers and more
- **Financial stability** – Budgeting, credit counseling, 401K, college, savings plans and navigating public assistance
- **Housing** – Referral and support to community agencies and information regarding affordable rentals or home purchase
- **Transportation** – Assistance with navigating public transportation, mileage and vehicle repairs

**\$4,500** per employee is the wage cost of turnover according to a recent study





## WHAT ARE SOME BENEFITS OF THE CONNECTION?

### Employer Benefits:

- Increased retention and productivity among your employees
- Improved company culture
- Membership in a regional think-tank with other local employers
- Increase in employee self-esteem, job performance, and attendance
- A mentor and advocate for employees to succeed
- Removing everyday struggles that prevent employees from reporting to work
- Increase in HR productivity by removing issues beyond the scope of the HR Department
- Connect employees to community agencies
- Assist employees with budgeting and finances to break the cycle of payday lending, requests for pay advances, and loans against 401k

## FOR MORE INFORMATION

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# THE CONNECTION

## A BUSINESS RESOURCE NETWORK



## IS THERE A FEE?

Yes, there is an annual membership fee. The annual membership fee is based on how many shares are purchased. The membership fee gives the member access to a share (or multiple shares) of an on-site Success Coach. Each share represents 4 hours with the Success Coach. Members are required to purchase at least one share.

## WHAT DOES THE MEMBERSHIP FEES COVER?

The wages of the Success Coach including mileage, and professional development are covered by the annual membership fees.

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