

Case Study

International Air Carrier's Travel and Holiday Division Seeks to Hire the Right Candidates the First Time

The Situation

Firms in the business of international travel are experiencing dramatic changes in both revenue streams and staffing models. Margins have become ever leaner as passenger volumes grow in conjunction with modern tourism's more basic approach to the experience of travel. In this new environment, employees who embrace change will flourish. Pre-screening potential personnel for the right fit in key jobs was necessary to save time and money in the hiring, placement and training of potential team members.

The Challenge

To reduce the cost of bad fit hires, a major air carrier's holiday travel arm was seeking a solution to obtain better transparency when bringing on new hires at every level in the organization.

To achieve this could save the firm bottom line robbing costs in unnecessary turnover.

How We Helped

Newport stepped in to orientate personnel with recruitment and staffing accountability. Our approach is to gain greater visibility pre-hire to potential recruits' behaviours, motivators and working capacities. This added insight gave company managers renewed confidence in checking their own gut instincts with the science of a validated assessment process. Less guess work in the pre-hire stage allowed departmental managers the opportunity to help new personnel hit the ground running once they were on the payroll.

It was discovered that separate departments could better integrate new personnel and that reducing the "get to know you" period meant more critical, early leadership opportunities for management and more productivity from new recruits and the teams that were trying to absorb them.

Lessons Learned

Pre-hire assessments provided three key benefits:

1. Margin-losing turnover can be reduced dramatically if a comprehensive validated assessment tool is used.
2. Managers and Team Leaders can lead with confidence when they have a better understanding of the behaviours, motivators and working capacities of new team members.
3. New personnel could be job shadowed more effectively by an assigned peer to help shoulder the load as early challenges were overcome and confidence was gained. The result being new talent was not just acquired, but also retained.