



Case Study: Compilation



MINI CASE STUDY 1



Employees need clear job descriptions. Understanding their role is essential for promoting engagement and job satisfaction. With 72% of hiring managers saying they provide clear job descriptions but only 36% of candidates saying they received clear job descriptions (LinkedIn, 2020), PuzzleHR has identified a need to help our clients enhance this aspect of performance management.

Our client, looking for help with job descriptions, provided us with a list of tasks for their current employees' roles and new roles they wanted to hire for. The PuzzleHR team assessed responsibilities trends for similar jobs in the same industry, then wrote job descriptions based on the trends and task lists. After reviewing with the client to ensure they were written clearly, formatted consistently, comprehensive, and easy to understand, they were launched to leadership, management, and employees.

MINI CASE STUDY 2



Organizations that provide strong training programs for employees have a 53% lower turnover rate (LinkedIn), but over 50% of employees believe their organization doesn't consider their professional development (Great Resignation Research Report). When a client approached us asking how they could train their new managers for growth and development while demonstrating an investment in their future, PuzzleHR knew we had the resources to help.

We provided the client with our enhanced, customizable Learning Management System. There, they could access our Coaching for Managers Training modules for their managers to take over the course of several weeks. After each session, our team met with the organization to discuss any takeaways and identify gaps to close moving forward. Our LMS, included with our HR Solved! product, allows employers to support employee growth through training programs and certifications.



Case Study: Compilation



MINI CASE STUDY 3



Having a robust employee retention program is necessary to be an employer of choice. Compensation is frequently cited as the top reason employees leave an organization, while professional advancement, work-life balance, and management are other top reasons (Workinstitute). PuzzleHR sees the challenge of retention as an opportunity to level up our clients' company culture.

A client approached us looking to hire for 13 positions and asked us to review the compensation plans they wanted to offer. They also asked for feedback on whether the salaries were comparable to market rates. After running the job descriptions through our compensation analysis software and factoring for location, company size, industry, and annual revenue, our team was able to find the best position match. Then, we delivered the minimum, median, and maximum compensation trends for the organization to review.

MINI CASE STUDY 4



Employee handbooks and policies set clear expectations for employers and employees. Our handbooks are legally reviewed for compliance and cover federal and state policies. When a client approached PuzzleHR for a complete handbook overhaul, our team reviewed their current handbook to identify missing and incomplete policies, as well as policies that needed to be elaborated on or include company training.

We decided to create a new handbook from scratch, adding the policies required based on location and employee headcount, and provided the client a draft to review. We drafted individual policies, such as an Active Shooter Procedure and a Credit Card Usage policy, as well as training to provide during the client's Town Hall. After their edits were completed, we worked with them to communicate with employees to review the final handbook and provide their signature. Any compliance and census changes will be monitored by PuzzleHR and communicated to the client as needed.



Case Study: Compliation



MINI CASE STUDY 5

Employee engagement is highly dependent on a strong company culture that promotes satisfaction, development, and work-life balance. A client with multiple locations asked us to review overall employee experiences. They were looking to use the data to determine how they could improve as a company.

The PuzzleHR index survey will be rolled out to the organization. The survey focuses on Total Rewards, Culture/Engagement, Performance Management, and Learning/Development. The results are collected and analyzed to determine areas of strength and areas for improvement. The HRPM works with the client to present and explain the results and to come up with initiatives to improve necessary areas.

