



A PuzzleHR Case Study: Unlocking Employee Potential

THE PUZZLE

The organization's leadership team was ready to upskill and engage their employees. Their mission and values needed a refresher, their leaders were primed to maximize their potential, and they wanted to bring a new life to their company culture.

Leadership wanted to further invest in their employees' futures and engage them in their work at a higher level. Ready for a more human-centric approach, the organization partnered with PuzzleHR to work on tactical and strategic planning.

THE SOLUTION

The first step in putting together this HR puzzle was establishing learning and development as core focuses. With the assistance of the PuzzleHR Learning and Development team, our Human Resources Program Manager and Human Resources Generalist began rolling out an initiative of trainings and culture adjustments. These were designed to clarify the company mission and professional expectations and promote a respectful and inclusive work environment. Moving forward, the program has also involved updating handbook policies to make them more employee centric.

The emphasis on learning continued with hiring a part-time trainer to ensure new hires completed their mandatory state trainings on time, a program that began in the spring of 2022 and will continue into 2023. The organization's president and directors, their Puzzle specialists, and the Learning and Development team have been working together to develop a custom leadership program focusing on developing leadership skills and trust between employees and leaders.



Executive Summary:

Investing in employees is essential for organizations to thrive. Our clients know this firsthand and come to PuzzleHR for assistance with budget-friendly ways to upskill their team and increase engagement. With the help of our HR professionals, our client implemented a strategy that has allowed them to increase engagement and bring learning and development opportunities to their team.

Meet the Teams:

Our Client: Our client is a medium-sized healthcare nonprofit with a goal of empowering and teaching their service demographic. Located in New York, they have multiple facilities and strive to provide empathetic care and opportunities for development.

PuzzleHR: PuzzleHR has been working with the client for over a year, partnering them with a Human Resources Program Manager, a Human Resource Generalist, and our Employee Direct Connect and Learning and Development teams. Together, they had the resources and experience to develop an HR strategy to support the client's needs.



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After taking the Puzzle Index survey, which identified engagement as an important consideration, reinstating the organization's Employee of the Month program was essential. This idea developed into a full-scale employee recognition program involving monthly birthday recognitions, work anniversary celebrations, and a pin collection program.

Bringing in the Employee Direct Connect team and hiring an on-site Human Resource Coordinator were beneficial in providing employees with a direct line to HR. Meeting with employees once a month has also opened opportunities for them to make suggestions and provide feedback.

The Current Picture

- The organization has noticed a positive shift in employee engagement.
- Leaders are excited to learn, and essential employee trainings are being completed on time.
- President and leadership team are receiving increased feedback from employees.
- Turnover has decreased overall.
- Leaders have noticed an increase in teamwork, professionalism, and respect.

FUTURE PUZZLES

Mission and Values

The organization is looking to continue refining its mission statement and core values. Puzzle will be working with the leadership team to create a more specific and realistic set of values and launch a learning initiative to teach employees about the company's mission.

Employee Engagement

Employee learning and feedback opportunities will continue into 2023. Puzzle will continue working with leadership on budget-friendly additions to the employee recognition program and adding more fun to the day-to-day.



**Successful
leaders embrace
learning for
continuous
growth.**