

LABOR STRATEGY WORKSHOP

We believe employees are every organization's most valuable asset.



The Ankura Labor Strategy Workshop is a half-day interactive meeting that uncovers hidden costs relating to operations and labor strategy. It is an abbreviated master class in labor management. Our strategic consulting group can review your current practices and share real options to rapidly capture cost savings. Your management team will leave with new insights and real examples of solutions like flexible scheduling, low-cost labor practices, and inventory and customer service optimization.

BEST PRACTICES

With over 20 years of experience in a wide variety of industries, the Ankura team caters the workshop to your specific challenges. By looking at proven success stories from market leaders, your management team learns both new ways to improve operations and how to avoid expensive mistakes. This section of the workshop reviews your specific labor cost structure and strategies to minimize adverse costs. Example schedules are created to help clarify your challenges and the management team will be encouraged to debate all the points.

UNCOVERING HIDDEN COSTS

Ankura constantly updates its database of the top hidden costs, segmented by industry. Whether the management team is concerned about overtime, idle time, missed revenue opportunities, employee morale, productivity, customer service, flexibility, or support scheduling (to name a few), this section of the workshop provides focus. Often, management teams are concerned about such a wide range of issues that major opportunities get lost in the shuffle. This exercise prioritizes key initiatives and attaches dollars to them, and the group will work on the next steps.

CAPTURING THE VALUE

Opportunities do not hold any value if they cannot be implemented. At the end of the workshop, Ankura shares implementation secrets, change management strategies, and a proven methodology. Employee benchmarks provide context around the difficulties of change management in shift work operations and highlight several areas of sensitivity.

HOW WE HELP

Ankura can help you differentiate yourself from your competition and improve your ability to hire and retain great employees in competitive job markets.

Absenteeism is a plague afflicting companies all around the globe. With labor strategies that make sense for the business and employees, we can dramatically reduce this culture and profit killer.

We engage the workforce in a real and meaningful way to drive discretionary effort—something that differentiates companies with the highest performance.

We improve flexibility with labor strategies that correlate to your demand curve.

Culture counts. We pinpoint opportunities where culture needs attention and act.

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REPRESENTATIVE ENGAGEMENTS

- A Fortune 100 food processor with high absenteeism needed new ways to engage the workforce. With Ankura's help, and in less than four hours, company leadership were able to accurately quantify the cost of the issue, learn five ways to improve, and focus on the strategies with the highest value and shortest speed to realization.
- A contact center with 13,000 agents with massive turnover and in need of labor stabilization learned that shift schedules was not "one size fits all." The workshop helped them with real, concrete solutions to better match a very dynamic call pattern. Flexibility was a key to cost savings, but turnover was their primary concern. By providing a variety of options to the agents, turnover was cut by more than 50 percent in the first four months after implementation.
- A highly seasonal manufacturer with the need for flexible labor strategies learned how the three most popular shift schedules could provide much-needed flexibility without damaging morale. The result was a focused plan of action with realistic options for a path to success.
- Healthcare operations struggling to hire and retain great nursing staff are common. The workshop has shown large health systems how to differentiate without increasing pay. They learn the other "currencies" healthcare professionals value and how to pay them without damaging financial results.
- A warehouse/distribution operation looking to match customer demand and drive cost savings found out how to tap into discretionary effort, driving productivity up 17 percent at no additional cost to the company. They learned that employee engagement could be a financial strategy.

ABOUT US

Ankura is an expert services firm defined by *HOW* we solve challenges. Whether a client is facing an immediate business challenge, trying to increase the value of their company or protect against future risks, Ankura designs, develops, and executes tailored solutions by assembling the right combination of expertise. We build on this experience with every case, client, and situation, collaborating to create innovative, customized solutions, and strategies designed for today's ever-changing business environment. This gives our clients unparalleled insight and experience across a wide range of economic, governance, and regulatory challenges. At Ankura, we know that **collaboration drives results.**

THE ANKURA DIFFERENCE

The Ankura human capital team designs and implements operations and labor strategies for companies requiring rapid and sustainable improvements. We work closely with the management team, as well as hourly employees and unions (if applicable), using a hands-on approach to capture savings most firms miss. Using our proprietary and proven process, our team of experts consistently delivers our clients opportunities to reduce annual direct costs by 11 to 17 percent, starting eight to 16 weeks from the beginning of the engagement. We work with manufacturing, healthcare, distribution, mining, utility, retail, and call-center facilities, as well as other service organizations.

GET IN TOUCH

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