

BUSINESS OUTCOMES - CASE STUDY

Using The Predictive Index® to eliminate time and costs spent on recruitment for long-term efficiency with Responsive Group Inc.

The Company

Shannon Clark, VP of Talent Management at Responsive Group Inc., oversees the HR strategy for this privately owned business that consists of four business units. Together, these four units operate 20 long-term care homes and 18 retirement communities, which in turn provide services for more than 2,800 long-term care beds and over 1,200 retirement suites across Ontario. With the experience of over 20 years and over 5 years in healthcare, we sat down with Shannon to discuss how her experience has been implementing our tool and solutions in a healthcare environment.

INDUSTRY

Health Care

EMPLOYEES

1000-5000

GLASSDOOR RATING

5.0

OPPORTUNITY

Based on her experience using PI® at a former company, Shannon was an advocate for the success and results that can be seen from using the solution, explaining it as **"A great tool to ensure leadership and succession plans are implemented at the front-line level and not only the management level."** Shannon also uses The Predictive Index Behavioural Assessment® delivered by Predictive Success across all levels of the organization. After demonstrating to the team what The Predictive Index® delivered by Predictive Success can offer, everyone was interested.

SOLUTIONS

After implementing the assessment and additional resources throughout the homes, Shannon and her team facilitated team sessions in some of the long-term care homes which left staff in tears of gratitude for appreciation of **"having a thorough understanding of themselves and their teams"** said Shannon. The team appreciated the transparency and honest conversations that were ignited by introducing The Predictive Index® delivered by Predictive Success to the organization. Currently, Shannon's focus is on stressing awareness to her teams and managers on how to use the tool for a long-term impact. With a visible impact made from the time of implementation, Shannon and her team are planning to incorporate The Predictive Index® delivered by Predictive Success into the new model of care for change management to bring everyone together before starting the project. After implementing The Predictive Index® delivered by Predictive Success, Responsive Group Inc. hired some support roles for recruitment, **eliminated the costs spent on staffing agencies**, and put in a process that allowed them to hire through our internal team to **eliminate the time and money spent on recruitment for management roles**.



Eliminated cost spent on staffing agencies



When COVID first hit, we needed fast-paced learners for specific roles because our industry was hit very hard, and The Predictive Index® helped us do that.



Shannon Clark

VP of Talent Management
Responsive Group Inc.

