

Achieving 98% retention and 86% overall employee engagement with The Predictive Index® as delivered by Founding Partner, Predictive Success

The Company

Founded over 30 years ago, Nautical Lands Group is an award-winning designer, developer, builder and operator of luxury retirement communities across Ontario, Canada. Founder Kirk Hoppner started NLG with a goal to provide affordable seniors housing in smaller Ontario towns. In particular, their Wellings brand has brought new levels of innovation to the market with between 4000 and 5000 doors in various stages of development in 2023. Currently led by Kevin Pigeon, President, Nautical Lands Group has received over 10 awards globally recognizing their revolutionary approach to 55+ living and care. The organization is driven by its core values, which include innovation, inclusivity, responsiveness and a resident-centric focus.

INDUSTRY

Healthcare / Retirement

EMPLOYEES

150

GLASSDOOR RATING

4.0

OPPORTUNITY

One of Kevin Pigeon's core beliefs is that perception is reality. "That applies in business and personal relationships," he shares. **"When an employee comes to us with an issue, we always step back and recognize that their perception is the reality in their world."** Kevin saw an opportunity to empower his management team with more data to understand the employees world with The Predictive Index® as delivered by Founding Partner Predictive Success. "It was pretty reassuring to me, because the only way to manage is to empower and coach your people to be their best. If you don't, then you may as well get used to being overwhelmed and frustrated, because every decision is going to land on your desk," Kevin says. Kevin also saw the potential in The Predictive Index® as delivered by Founding Partner Predictive success as a self-awareness tool. "I'll bet 99% of North Americans look in a mirror before they leave their house to go to work. But do they really look? **I think PI is truly a lens to the inside—it gives you insight into yourself,**" he says.

SOLUTIONS

When asked about the value he has seen in the Predictive Index tool since implementing it one year ago, Kevin tells us that its all about the relationships and how people communicate. **"It's made everybody within our organization better communicators, because they're all speaking the same language. And if anyone is not speaking the same language, they have an instant translator with PI," he says.** On the heels of the communication and improvements, in 2022, Nautical Lands Group ran the Predictive Index Diagnose Employee Engagement Survey® as delivered by Founding Partner Predictive Success to get a pulse on the experience of their people. Kevin describes this process as a "real eye opener". **They saw a 99% completion rate with engagement scores above 80% across the board, well above industry benchmarks.** Kevin tells us that the result of the survey will inform their internal communications strategy going forward and will act as a "critically important" reference point for managers. Coming out of their first year with The Predictive Index® as delivered by Founding Partner Predictive Success integrated into their talent strategy, **Kevin is proud to share that they saw 98% retention in 2022.** "Your number one resource is your people—and if you're not cultivating and nurturing those human resources, then you are doing yourself a great disservice because they are certainly not going to do the same for your business."

 **98%**
retention in 2022

 **86%**
employee engagement

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"The Predictive Index® as delivered by Founding Partner Predictive Success goes above and beyond for us in so many ways."



Kevin Pigeon
President & CEO
Nautical Lands Group

