

CASE STUDY

ENGLISH SECOND LANGUAGE PROGRAMS HELP CLIENTS ACHIEVE POSITIVE RESULTS

CLIENT

Two different clients have piloted this program in their operations. One is a multinational manufacturer of confectionery and other food products. The other is a large national clothing and beauty retailer.

CHALLENGE

Both clients had large populations of non-English speakers in their area, and our team wanted to explore different way to connect people with work. One client was struggling with low headcount and high turnover. They hoped that by tapping into a different population of workers, they could improve their outcomes. The other felt they were missing out on employing a large population of people in their area and wanted to explore options to expand their reach. Our team saw an opportunity to roll out an English Second Language (ESL) program on these sites to help connect the local community with work.

STRATEGY

Our onsite teams first worked at identifying how many non-English speakers were in their area and how they could best accommodate them in our operation. Our teams worked with the client to get their buy-in on an English Second Language Program. Our team then piloted the program on a single line with a bilingual team lead and a team of non-English speakers to ensure everyone felt comfortable and production levels remained the same. The ESL program was so successful for both the associates and the client that it's been expanded from first shift to both second and third shifts. The client has achieved such good results from the program that they are asking to expand the program even further into the facility. The other site experienced similar positive results with their ESL program. Attendance rates increased by 7% after the introduction of the program. The turnover also went from 10% in 2020 to 4% in 2021 and its currently trending at 3.8% for 2022.

RESULTS



TURNOVER
went from
10% in 2020
to 4% in 2021

**ATTENDANCE
RATES**
**increased
by 7%**



FILL RATES
**increased
by 11%**
from 2020
to 2021