



**This program works with your business to develop customized training and resources as needed focusing on employee retention.**

- Centered on empowering employees.
- Success coach can work at either an on or off-site location. You determine what hours of service work best.
- Provides employees connections to community resources.
- Financial budget/planning services.

**Working towards resolving job performance challenges.**

- Providing confidential employee coaching.
- Overcome personal barriers.
- Reduce unplanned absences.

**Leverage Best Practices, Strengthen Your Team...**

- Success coaching can provide clear solutions to help reduce employee turnover for entry level to upper management employees.

**... Build a Winning Culture!**



New service is being offered by the  
CLARE AREA CHAMBER OF COMMERCE



**SUCCESS TRAINING EMPLOYEE POTENTIAL**



**EMPLOYEE SUCCESS COACHING**

**LEVERAGE BEST PRACTICES**

**STRENGTHEN YOUR TEAM**

**BUILD A WINNING CULTURE**

- *Confidential Success Coaching for your employees!*
- *The STEP program provides employee access to social services that support your business!*
- *Give your employees the tools they need to succeed and tap into their potential!*



[www.claremichigan.com](http://www.claremichigan.com)



## SUCCESS

## TRAINING

## EMPLOYEE

## POTENTIAL

### WHAT WE DO

The STEP Program helps employees navigate human services, community resources and other agency programs that support employment.

STEP partners with local government, non-profits and private employers to offer the best resources available.

STEP networks with other Employer Resource Networks (ERNs) across the state who share best practices and ideas.

Your STEP Success Coach can confidentially help your employees:

- Improve employment skills.
- Overcome personal barriers.
- Prepare for advancement opportunities.

While working towards increases employee commitment, improving workplace culture, reducing unplanned absences and boosting workplace satisfaction.

### STRATEGIC PARTNERS



Clare Chamber of Commerce



USDA

### CONTACT YOUR STEP SUCCESS COACH

To learn more about the STEP Program and set up an appointment, contact Kelli Nicholas, Success Coach  
Clare Area Chamber of Commerce  
phone: (989) 386-2442  
email: coach@claremichigan.com

**SUCCESS COACHING** provides **clear solutions to help reduce employee turnover** for entry level to upper management employees.

If you have a hiring problem - you generally have a retention problem.

### CALCULATING EMPLOYEE TURNOVER RATES

#### Calculate Your Turnover Rate

For the last 12 month period, add up the number of voluntary resignations. Next divide by the total number of employees at the end of the same 12 month period.

**Resignations** = \_\_\_\_\_

**Number of Employees** = \_\_\_\_\_

**Your Turnover Rate** = \_\_\_\_\_

(Divide resignations by number of employees.)

#### EXAMPLE

**Resignations** = 55

**Number of employees** = 500

**55/500** = **11 or 11%**

Estimated cost of **ONE** new hire generally runs \$3,000 to \$5,000.



*Build a winning culture that leads to long term job happiness, commitment and maximum productivity!*



Give your employees the tools they need to succeed by offering a confidential

**SUCCESS COACH!**

### FAQ'S

**What are the processes in developing an action plan with a STEP Success Coach?**

1. First contact us. We will need to ask for some details about your situation and how we can best serve you.
2. Schedule an appointment to explore/develop an action plan unique to your situation/business.
3. We will then coordinate services that address your concerns, and support your employees.

**STRENGTHEN  
YOUR TEAM AND BUILD  
A WINNING CULTURE!**



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The Clare Area Chamber of Commerce is an equal opportunity provider.

