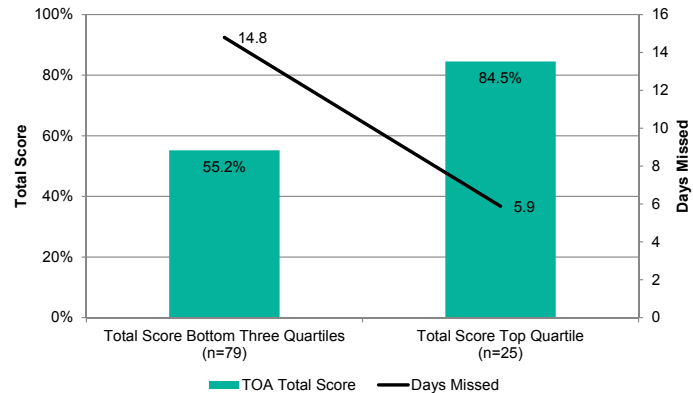


When this health care foundation began a partnership with Talent Plus, one of their goals was to decrease the absenteeism in their call center. To better understand this area of concern, call center employees' talents, as measured by the Non-Clinical Health Care Professional (HCP) Talent Online® Assessment (TOA), were studied in comparison to the number of leaves (consecutive absences within a period) and their days missed (absences) over the course of one year. The study showed that call center employees whose total score on the Non-Clinical HCP TOA was in the top 25 percent were absent, on average, nine fewer days than those with lower scores on the TOA.

Additionally, it was discovered that scores in the Work Intensity theme showed a statistically significant difference between employees who had at least one leave during the year compared to those who had no leaves. Scores in the Command and Resourceful themes also showed a meaningful difference.

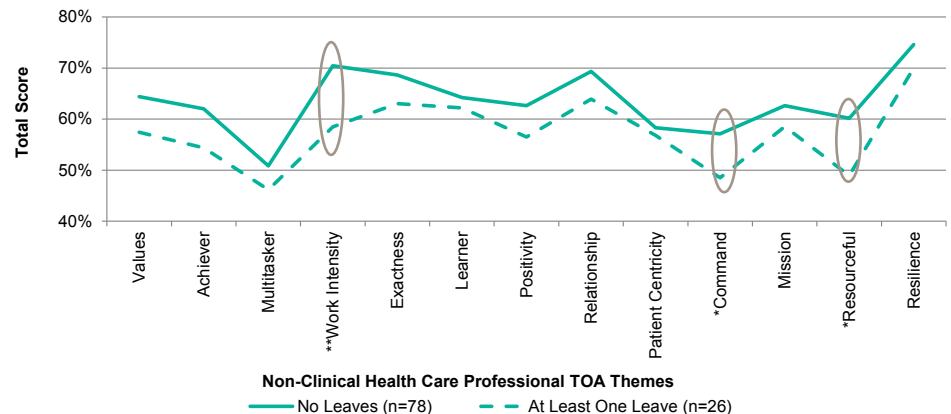
### Absenteeism and Talent: Higher Talent Equates to Fewer Days Missed

Call center employees whose total score on the Non-Clinical Health Care Professional Talent Online Assessment (TOA) was in the top 25 percent were absent, on average, nine fewer days than those with lower scores on the TOA.



### Work Intensity Theme Linked to Lower Absenteeism

People who are productive, committed and do what is necessary to get work done are less likely to miss work. Call center employees with no leaves through the year had higher scores in Work Intensity than those with at least one leave.



\*\*Work Intensity's top and contrast scores note statistical difference.

\*Command and Resourceful are approaching statistical difference.

When an individual is absent, both the absent employee and replacement employee are paid. Estimating similar results, if this health care client had selected only people with higher scores into their organization, this could have meant a difference of 1,078 days missed per year or a total savings of **\$196,032 per year.**

\*Call center employees average \$12/hour for eight hour work days.