

Making room in the warehouse for English language training

Take a global business powerhouse with hundreds of thousands of employees. Look at its expanding business that reaches millions of customers every month in a highly competitive industry. Add in dozens of locations in more than 30 countries.

Now, help make its operations run at a world-class level with employees who communicate and collaborate—and become much more likely to stay with the company.

For that, you'll need to call Rosetta Stone.

Stakes are high.

Rapid company growth requires large-scale hiring, onboarding, and training efforts. When warehouses are worldwide that includes adding new staff with limited English skills.

Naturally, this can have a measurable impact on employee retention, production rates, and assimilation into the company culture. In this company's case, warehouse turnover was high, with over 80 percent of the target workforce staying for less than one year.

Change is good.

To help turn this around, Rosetta Stone developed a customized Limited English Proficiency (LEP) program to develop critical English skills for the company's associates. Training focused on content that was specific to daily activities and job tasks at the company.

Twice weekly onsite training in instructor-led, 90-minute classes addressed industry-specific English, including shift and conversational basics. English Baseline Skills and Proficiency testing occurred throughout the length of the program.

Learners also had 12 months of unlimited online access to supplemental, self-paced Conversational English training via desktop and mobile devices.

Results are in.

The company saw vast improvements in key operating metrics at the conclusion of the LEP group program. Group productivity and quality ratings increased, with both outperforming site production standards.

Best of all, improved English language skills helped employees become more reliable in two critical areas:

- Averaged Attendance Rate **increased over 35%** vs. other training programs
- Averaged Retention Rate **increased over 65%** vs. average new hire retention

Even with these impressive results, the company had one more key related achievement: its return on investment in Rosetta Stone language training was **more than 225 percent**.

Those are outcomes that can turn around any operation faced with language barriers that stifle individual and business performance.

Learn how Rosetta Stone can help your company achieve several critical goals. Schedule a consultation with one of our language training experts today.

Learn more at
RosettaStone.com/Business

