

CASE STUDY:

WES Training at Wendy's Restaurants of Fredericton

AN EMPLOYEE'S STORY:

Why did you enroll in the WES program?

I enrolled in the WES program because I wanted to move up in the organization and become a Shift Supervisor. I wanted to work on my communication skills as it would help me in this new role. I always struggled in school as a youth so I was a bit intimidated at first, but after the first class I realized how much fun this program was going to be! I used to hate getting up in the morning but I always made it to the WES class at 8 a.m. and went to work after that feeling full of confidence and excitement.

What benefits did you find?

Throughout the program I found that I was better able to communicate with my peers at work. The skills I learned from training helped me to be more patient and communicate more effectively. It also helped me understand other people's challenges and I was better able to support them.

Did you enjoy that the training was held in the workplace?

Yes, I found it very convenient.

What's next for you?

The day after training ended, the store manager handed me a set of keys and offered me a promotion to Shift Supervisor. I guess he felt that my commitment to training showed my ability to be a good leader at work.

THE EMPLOYER'S PERSPECTIVE:

"We recently completed our second WES program and have seen three positives from being involved in the program:

Morale has improved.

Our staff feel like we care and that we are interested in helping them develop, improve and grow. They realize that we want them to excel because it helps us be a better operation.

Turnover has improved by at least 50%.

The year prior to WES we averaged 125-150% turnover and this has dropped to 65-80% in the last two years. This factors into retaining 10 employees over the course of a year and at approximately \$500 to train a new employee results in savings of approximately \$5,000. As well, retaining staff provides a more stable work environment and allows for better operations.

Recruitment has improved.

Our staff recommends us as a good opportunity to their friends and helps us build our teams. We offer more opportunities and are no longer seen as a temporary place until something else comes along. The staff see opportunities to grow and to follow educational opportunities and realize that they can follow their goals and still develop with us."

-Warren Robinson
General Manager
Wendy's Fredericton