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Low Turnover at TnT Result of Open Environment

Even in times of economic stress when companies are seeking to downsize where possible in order to remain viable, it is still imperative that organizations pay close attention to the welfare of their employees.

This appears to be a key initiative for **TnT Expense Management**. This company has made great strides in the industry as of late, demonstrating its expertise in streamlining processes in telecommunications so client companies can maximize the value of their assets and eliminate redundant or wasteful technologies.

TMCnet's Tim Gray recently sat down with TnT's Human Resources Director Eileen Fetchick to learn how the company is faring in the current economy and the type of culture it creates to weather the storm.

Fetchick noted that TnT is always on the lookout for talent in the industry. Those individuals who bring to the table excellent math and accounting skills, a positive attitude and those who want to be challenged in an environment where their efforts contribute to an overall team are likely to find great opportunity within the company.

To create that positive team, TnT works towards an environment of motivation. Through career development programs that allow for employee input, these individuals can take ownership of their own performance and direction. These programs are also used as part of the quarterly performance appraisals, allowing employees to measure their performance against goals they helped to set.

Career development programs are one step in creating an overall respectful culture within TnT. Fetchick described the environment as respectful and professional; one that gives employees the opportunity to offer input on direction of the company. With open communication encouraged, everyone feels like they have a voice.

Part of this strategy includes the weekly Friday FYI Forum. During this session, all employees are invited to participate to learn about new company happenings, vendor options, learn about and discuss new benefits, and more. All employees are invited to attend and share their opinions. Different departments are also invited to present during these meetings if they have new things to share with the group.

TnT enjoys very low turnover and Fetchick contributes the open and respectful environment for that success. By taking an employee-centric approach to internal operations, the resulting culture is one where everyone is excited about the opportunity to succeed.

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