

Reducing Turnover: From Exit Interview to Employee Experience

Company: BBVA Mexico
Industry: Banking
Revenue: Approx. \$20 Billion
Employees: 2,000 +



Mission-critical priority

Enrique Medina, Director of Strategy and Organizational Development at BBVA Mexico, needed to contribute to the organization's accelerated growth by reducing its high turnover rate and increasing employee engagement.



How Gartner helped

The client used:

- **The Gartner Departure tool** to develop dynamic and measurable exit interviews to collect insights from departing employees on what employee experience initiatives to prioritize to boost retention
- **Gartner advisory services** to access the right resources at the right time and bolster confident decision-making



Outcome

With support from Gartner for HR, the client:

- **Increased understanding** of the average turnover rates throughout BBVA's industry and in other industries
- **Improved decision-making** by collecting valuable insights from departing employees
- **Reduced the risk and costs** associated with high employee turnover

"Gartner's analysis around global trends in HR have helped us and will continue to help us understand upcoming changes so we can anticipate them. There is no other organization doing this kind of analysis." - Enrique Medina, Director of Strategy and Organizational Development, BBVA Mexico