Get the Most From WorkForce Software Solutions: Strategies For People Managers

workforce SOFTWARE

1 **Proactively notify managers** of urgent tasks and flag compliance risks, fatigue, potential attrition risks, excess costs, and exceptions that have an operational impact using WorkForce Assistant.

2 **Enable mobile** to provide proactive WorkForce Assistant push notifications and improve self-service and mobility for employees and managers.

3 **Improve communication** with broadcasts and channels to share best practices, safety procedures, new product releases, change management, and more. Use direct messages to improve communication on and off the floor with the same tool your deskless workers already use. Tasks can track compliance with new policies or assignments of simple tasks.

4 **Eliminate manual shift planning processes** to automate complex planning processes, reduce overtime costs and compliance risks, and improve oversight. Automate shift coverage planning while managing compliance with government and union constraints.

5 **Automate shift offers** to reduce time finding and calling in replacements. Fully automate overtime equalization and seniority rules.

6 **Enable shift swaps** and other self-service features to reduce the effort of responding to requests. Shift swaps are pre-validated, so the manager approves the request.

7 **Improve data access** with tailored reports or WorkForce Analytics to reduce time digging through data or waiting on IT.

8 **Optimize your configuration** by taking a fresh look at the product and any manual processes you perform that could be automated.

"Gartner research suggests that 75% of HR leaders believe their people managers are overwhelmed."

"Organizations with top-performing managers yield multiple times the total shareholder returns (TSR) of those with average or below-average managers over a period of five years." —*McKinsey*

Top Concerns of People Managers

Communication
- Ineffective Communication
- Lack of Feedback
- Poor Team Communication

Performance Management
- Decreased Performance
- Unclear Goals
- Underperforming Employees

Employee Engagement/Retention
- Lack of Employee Engagement
- Workplace Conflict
- Difficult Employees
- Employee Burnout

Other Common Concerns
- Time Management
- Delegation
- Change Management
- Employee Wellness
- Diversity and Inclusion

Next Steps

- ⊘ Attend a Solution Overview **Demonstration**
- ⊘ Identify Automation Opportunities
- ⊘ Consult Your SI to Identify Optimization Opportunities
- ⊘ Read Entrepreneur.com's **Don't Neglect Your Middle Managers**
- ⊘ Upgrade to the Suite and Configure Assistant
- ⊘ Review Your Existing Shift Scheduling Tools
- ⊘ Review Your Employee Communication Tools
- ⊘ Read McKinsey's **Investing in middle managers pays off—literally**