Elevate Employee Experience: Checklist for Operational Leaders

Here are practical steps and technology functionalities to significantly enhance the areas your employees find most impactful for their experience in your organization.

Scheduling
Wants Employer Who Offers Scheduling Flexibility

Scheduling control is one of the most important aspects of employee experience. When employees have control of their schedules, they're less likely to experience burnout and unplanned absences— and more likely to be invested in their work and their employer.

Checklist:

- ⊘ Implement tools for employees to control their schedules and swap shifts to manage personal plans and sudden conflict.

- ⊘ Use analytics and forecasting to schedule employees with the right skills at the right time, improving scheduling accuracy and satisfaction.

- ⊘ Refine scheduling practices and labor standards as operations mature and new processes and technology are adopted.

Functional Capabilities
- Employee Self-Service Scheduling
- Predictive Scheduling Analytics
- Dynamic Optimization of Workforce Scheduling

Communications
Prefers Easy Communication and Collaboration

Effective communication is the cornerstone of employee engagement, operational efficiency, and agility. Providing employees with secure, consumer-grade digital communication tools is an investment in the heart of your operations, promoting information flow and fostering collaboration and innovation.

Checklist:

- ⊘ Evaluate and implement mobile communication solutions that offer end-to-end encryption and are compliant with industry standards.

- ⊘ Integrate communication tools with existing workforce management systems to centralize information access.

- ⊘ Develop protocols for emergency communications, including regular drills and updates to contact information.

Functional Capabilities
- Mobile-First Communication Tools
- Integrated Communication Channels
- Emergency Alert Systems

Job Training
Wants Quick Access to Training and Information

Investing in the development of your frontline staff not only grows their skillset but also nurtures their intrinsic desire to contribute, innovate, and excel. They become more adaptable to changing operational demands, sparking inventive problem-solving and efficiency improvements.

Checklist:

- ⊘ Identify key skill gaps across departments and allocate resources for targeted training programs.

- ⊘ Invest in mobile-friendly learning management systems (LMS) that support micro-learning and gamification.

- ⊘ Train workers in new skills, re-train team members needing extra details, and up-skill workers in new talents at the time work happens.

Functional Capabilities
- Automated Skill Matching
- On-Demand Micro-Learning
- Adaptive Learning for On-the-Job Skill Enhancement

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Employee Feedback
Wants to Provide Feedback to Employer

A proactive approach to employee feedback is the lifeblood of transformational improvement within any organization. It encourages a sense of ownership among employees, where they see themselves as integral contributors to the company's success.

Checklist:
- ⊘ Select feedback tools that are intuitive and easily accessible for employees, encouraging regular use.

- ⊘ Set up and automate personalized pulse surveys to regularly gather insights, allowing employees to share how they're doing.

- ⊘ Create cross-functional teams responsible for analyzing feedback and implementing changes based on employee input.

Functional Capabilities
- Real-Time Feedback Mechanisms
- Pulse Surveys
- Feedback-Driven Decision Making

Employee Recognition
Feels Employer Recognizes Contributions

Employee recognition directly influences morale, engagement, and retention. When employees feel appreciated for their efforts and contributions, it reinforces their sense of value within the company. This not only boosts individual performance, but also elevates team dynamics and operational productivity.

Checklist:
- ⊘ Partner with HR to select and customize a digital recognition platform that aligns with your company culture.

- ⊘ Define clear performance metrics that trigger automatic awards for achieving specific goals within the recognition system.

- ⊘ Ensure milestones and achievements are automatically tracked and celebrated across the organization.

Functional Capabilities
- Digital Recognition Platforms
- Performance-Based Rewards
- Celebration of Milestones

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▶ Third Annual Global Employee Experience Guide

80%

of large enterprises with hourly paid workers will have invested in workforce management solutions by 2025

2023 Gartner® Market Guide for
Workforce Management Applications

Connecting workers' experiences to their digital technologies is the biggest revolution in employee experience, improving communication, satisfaction, and retention. The trust you build with employees will be positively reflected in your organization's productivity, efficiency, and financial position.

Access to company-approved, consumer-grade apps makes employees' working lives easier. Whether it's booking time off in a few clicks, accessing shift scheduling on a live dashboard, asking peers for how-to help, or alerting managers to issues with the touch of a button on their mobile device, employees not only appreciate digitalization, they expect it.

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