

Get a 20% boost in employee retention!

5 Strategies to implement now!



of your frontline workers are ready to jump ship



of them are confident they'll find a better place to work

But why are so many frontline workers ready to walk out your door?

We've done some digging and found 5 key strategies to help you increase retention by 20%—which could mean millions in savings—and no, we're not joking.

WHY PEOPLE QUIT:

We've surveyed thousands of workers, and a few reasons stand out.

34%

Don't feel valued by their employers

48%

Feel their personal life suffers because of scheduling inflexibility

56%

Feel they can't tell managers how scheduling issues affect their personal lives

59%

Struggle with stressful working conditions because of the labor shortage

But wait, does retention differ based on age groups? You bet!

Who lists flexibility as a top priority?

33%

Gen Z

31%

Millennials

22%

Gen X

18%

Boomers



60% of millennials and Gen Z considered quitting their jobs compared to 44% of boomers



With the leading reason (1 in 4) for millennials being a lack of work-life balance

Confidence to find another job based on their skills is high across all generations.



Gen X



Millennials



Gen Z and Boomers

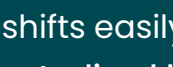
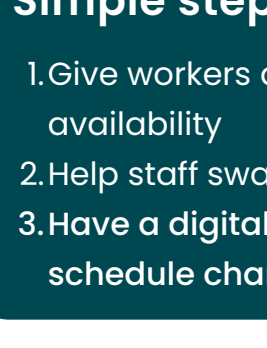
[Click here to read the full US State of the Deskless Workforce Report](#)



So, what can you do to increase retention?



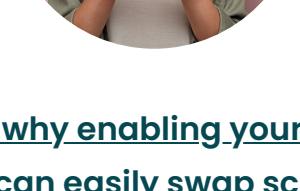
1 Give your frontline flexible schedules



Of employers say they offer remote working BUT this does not apply to frontline employees

Simple steps to implement

1. Give workers a say in when they work based on their availability
2. Help staff swap shifts easily when challenges arise
3. Have a digital centralized hub where employees can make schedule changes and requests using their mobile device



Did you know?

The average American checks their phone 96 times a day!

[Find out why enabling your frontline with a WFM app where they can easily swap schedules is a game-changer!](#)



2 Create paths for career progression



Of executives reported higher productivity after empowering their frontline employees

69%

While others reported an increase in customer and employee engagement

67%

And more stated the quality of their products/services has increased

Providing hourly employees with an opportunity to grow within your organization is one of the ways to empower them.

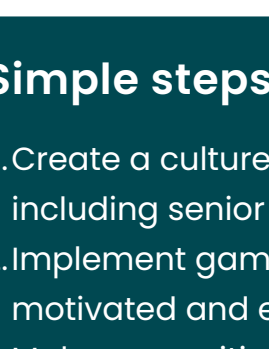


Simple steps to implement

1. Understand employees' work goals and define clear guidelines on how to earn a promotion
2. Invest in training and education for staff to improve their individual skill sets
3. Make it easier for workers to access training content by linking it to your WFM app

Tip: Quinyx can help with that!

3 Reward and recognize achievements



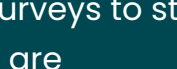
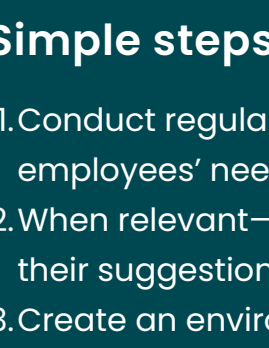
Of employee programs have historically only focused on tenure...

But recognition should go beyond someone staying with a company for a long period of time

Simple steps to implement

1. Create a culture of recognition by getting everyone involved; including senior management
2. Implement gamification tactics to keep employees motivated and engaged
3. Make recognition a habit. Continuously remind employees of their value and contributions to the organization

4 Strengthen communication & give feedback



Of frontline workers feel that their employers don't listen to their feedback

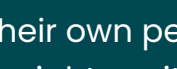
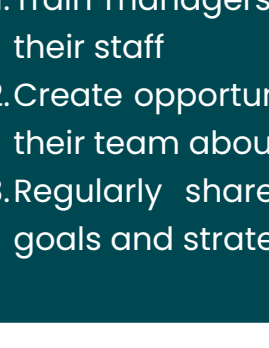
Simple steps to implement

1. Conduct regular surveys to stay up to date on what employees' needs are
2. When relevant—implement worker feedback to show that their suggestions are truly valued
3. Create an environment where employees feel safe speaking to managers about work issues that affect their lives



"Acknowledge that managers are a massive piece of the employee retention puzzle and need to be given the ability to have a real impact. Or turnover will only continue to increase."

5 Empower frontline managers



Of executives acknowledge that managers and supervisors are essential to empowering frontline workers

Simple steps to implement

1. Train managers to act as mentors and cultivate the skills of their staff
2. Create opportunities for managers to receive feedback from their team about their own performance
3. Regularly share insights with managers about company goals and strategy so they can better guide their team

REFERENCES

1. Quinyx: [US State of the Deskless Workforce](#)
2. Mercer: [The Truth About What Employees Want](#)
3. Harvard Business Review: [The New Decision Makers—Equipping Frontline Workers for Success](#)
4. Bamboo HR: [Five Straightforward Ways to Make Recognition More Meaningful](#)