



The A – Z guide of how to do more with less

Make your business thrive and
engage your frontline when short
on resources.

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Introduction



Wouldn't it be great if we could do more with less?

Especially right now. People are stretched thin, every business under the sun is dealing with internal and external pressure, and there's a challenge to maximize the resources we have available to us.

At first, this can seem like a daunting task. But what if we saw it as an opportunity? An opportunity to not only survive, but to pioneer new ways of working so we can thrive both now and into the future.

That's why we're going to take you on a journey from A to Z that's jam-packed with tips, tricks, and solutions that will give you a more engaged and productive frontline workforce alongside a more profitable and successful business.

A TO Z

A – Adopt the all-in-one approach

An all-in-one solution will produce a more efficient workflow than all-in-a number of places, systems and documents. Consider the brilliance of having one app for schedules, communication and shift swapping. Sounds great right?

B – Boost your training

When training is built into your employee engagement strategy, you can use dedicated apps for both your onboarding and continuous improvement. For example, you can publish manuals, guidelines, policies, procedures, and the latest campaigns all in one place – empowering your employees to educate themselves. This means you can easily engage your frontline on an ongoing journey of development and achievement.

C – Compliant at all times

Failure to keep up with changing labor laws can quickly create a perfect storm of non-compliance and financial nightmares for your business. That's why it's up to you to stay on top of legal obligations like minimum wage changes and overtime updates so your business remains compliant. The most successful businesses are investing in AI-driven WFM solutions to avoid compliance issues and seeing phenomenal returns on their investment.



[Find out more](#)



D – Dig in to demand forecasting

Demand forecasting uses algorithms to predict future customer demand. The best WFM tools will help capture different demand drivers like transactions, footfall and revenue per location and department, making your forecasts more accurate than ever before.

AI-powered demand forecasting is the driving force behind your most accurate workforce planning. [For example, see how it helped Roadchef get 95% forecast accuracy, happier employees, and a better supply and demand fit.](#)

E – Engage employees

Reward and recognize your team – it is the small things that matter! Getting a thank you from a colleague after a workday can make any employee a happy employee.

If it isn't already, employee experience has to be a number one priority. The best employers aren't just thinking about wage and bonus bumps, they're offering tools and tech that better enable and empower their employees as people while giving them more autonomy at work. Great employee experience is doing everything you can to help your frontline workers turn up and bring their best selves to work. That's why, with employee power rising, smart businesses are switching to a labor investment rather than a labor-exploitation model.

F – Focus on what your frontline values

Quinyx research shows that 1) enjoyment at work, 2) higher pay, 3) flexible scheduling – are the top three values of frontline workers. Yet, according to our research, nearly half of all frontline workers feel they're disposable and have considered quitting their job in the past year. But businesses that seriously invest in delivering on these key areas will reap the benefits with higher retention and engagement.





G – Get ahead of gen Z

Gen Z – defined as anyone born between 1997 and 2012 – are the first ‘digital natives’ and will never know a world without having an abundance of information, choice and convenience at their fingertips.

This generation wants to be enabled and empowered. They take it for granted to have user friendly digital tools, and can ditch employers who aren’t modern enough or at the forefront of using tech in the workplace.

No fuss communication tools, open dialogue, flexible shifts and listening to feedback are all amazing starting points to give Gen Z what they want.

[Find out how here](#)

H – Highlight mental health

Workers are more stressed out than ever, over the economy, keeping their jobs, and their pay. And stressed employees are more likely to call out sick, no show, or in worse cases quit—meaning overtime hours for the workers who are left. And it’s why highlighting the importance of mental health in the workplace is a no-brainer. If you can encourage mindfulness, build respect in your teams, give your employees flexibility and have regular ‘check ins’ with your team you’ll be creating an environment where your employees can thrive and your business can avoid the financial cost of employee burnout.

I – Improve your frontline communication

Your employees want to communicate with their colleagues and their managers in a fast, seamless way. They want quick ways of giving feedback and being heard. By giving your deskless workers a single, dedicated app which has everything they need to run their work lives smoothly and effectively you'll revolutionize your communication and transform your employee experience.

[Find out more here](#)

J – Join up your approach to your vision

Often your frontline can feel disconnected from your company's wider aspirations. If you aren't proactive and you don't have a joined up approach, your staff won't feel like they understand your vision. However, when everything works in harmony and you help them understand how their role contributes to the whole, then they'll be more loyal and have a greater sense of ownership over their work.



K – Kick ass at KPIs

If you want to optimize your schedules then you need to take a dive into the data and set some kick ass KPIs to measure and keep everything on track. You can easily optimize to benefit both employees and the business – from optimal headcounts to number of scheduled employees, there's a heap of data you can use to turbocharge your schedules, control your workforce costs, and transform your business.

[Find out more here](#)



L – Listening culture

37% of frontline workers say their employer doesn't listen to them, yet listening and feedback mechanisms are at the root of employee experience.

Create a listening culture where these mechanisms are as simple as possible and built into your WFM solution. Ask your frontline what they need from your company to stay engaged and productive – and then take action. Tools like Pulse surveys are a great way of listening to your employees and acting on the issues that are important to them. Implementing ideas from your employees leads to higher engagement and makes them feel like their voices are being heard.

M – Manage under and over staffing

An AI-powered WFM tool can virtually eliminate the risk of over or understaffing. This both saves you money because you won't be paying staff you don't need or forking out to pay huge amounts of overtime and increase sales because you have the right staffing levels to meet demand. Understaffing is a huge problem. According to our research, 50% of frontline workers said they'd experienced understaffing. Out of these, 83% said it makes work more stressful, and 40% said customer service suffers because of it.



50%

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40%

40% said customer service suffers because of it.

N – Never miss a birthday


Employers who make room for life by letting employees have control over when they work will see their satisfaction scores take-off. As Aviation Security Officer at London City Airport, Belynda Maquis-Mondesir, says: "Since we started using a WFM tool I haven't missed a birthday, an anniversary or family time. It's impossible to put a price on how valuable that is."

O – Optimize your digital environment

When you find the right software (with great adoption rates) for your business it can truly be a game-changer. Far too often we get sucked into the trap of looking for software packed with features and functionality but these don't matter one bit if the software fails to serve people. By taking ownership over this, you avoid the risk of 'shadow tech' where employees take matters into their own hands to find their own solutions where there isn't an existing one.

P – Plan for sickness absence and no-shows

Managing sickness and absence can be a productivity thief and cost you millions each year that's why it's so important to get it right. It can easily get out of control. Nearly 60% of Americans between 18-30 years old have at least five sick days a year, which translates to an estimated financial loss of more than \$40 billion a year. Luckily, with the right absence management solution, you can easily check absence balances, forecast future balances for regulations and planned leave usage (and calculate the accrual of earned time off), and reduce the risk of noncompliance with automatic checks against working time directives and employee contracts.



[Find out how here](#)



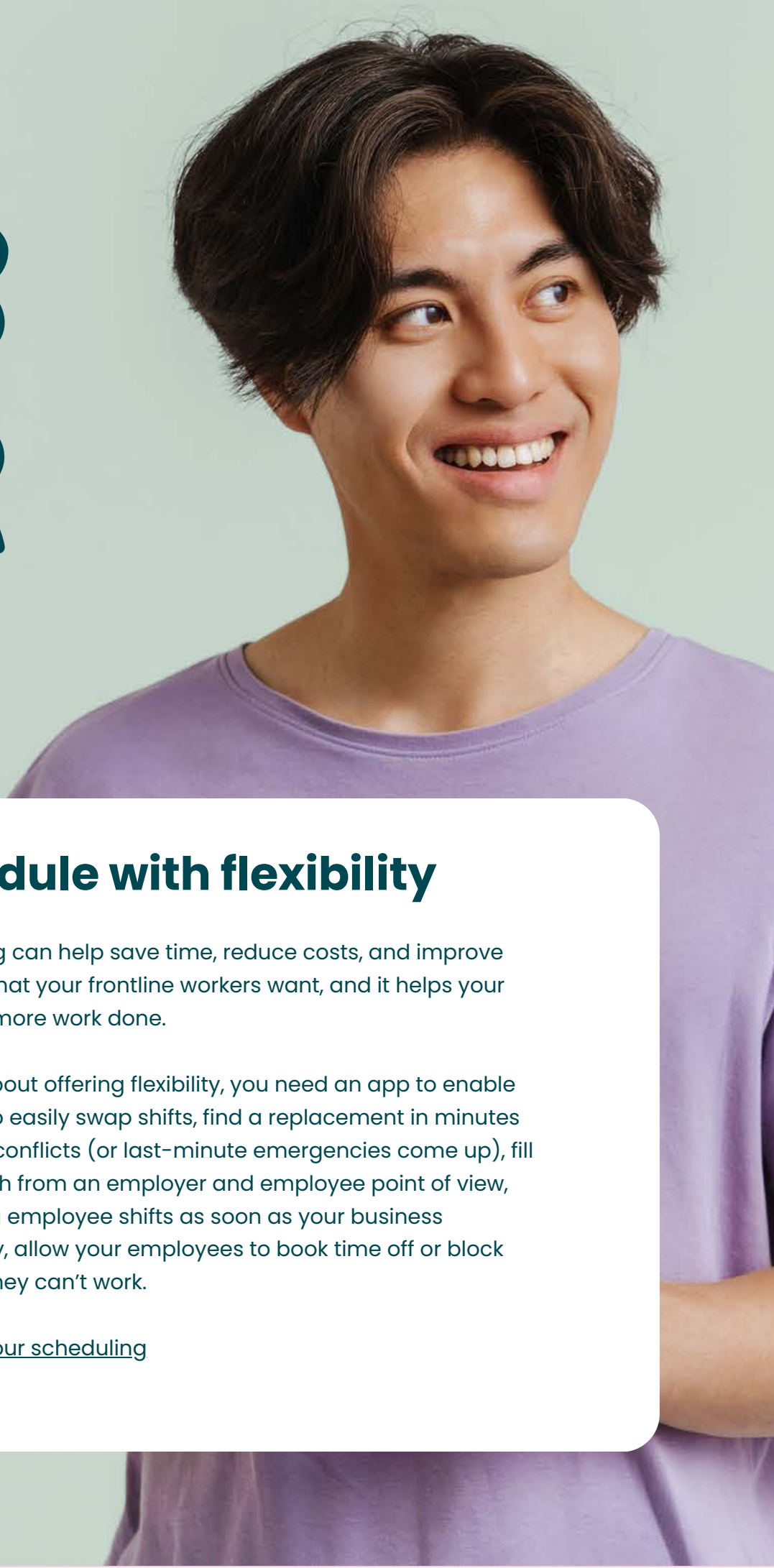
Q – Quality in all you do

We live in an experience-driven world. And the experiences you give your customers and your employees help set you apart from all the other businesses out there. Quality is the queen of positive experiences. The mantra of ‘measure twice, cut once’ rings true here; underpin everything you do with quality (from your demand-forecasts through to your customer experience) and every area of your business will benefit from it.

R – Retain employees

Career growth consistently ranks among one of the highest factors in frontline employee retention success drivers. Provide your employees with the opportunities to increase their skill levels and move upwards within the organization and you’ll see they’ll become more engaged and committed to their work. Organizations who neglect to acknowledge their workers’ aspirations and desire to learn more will find their employees feel undervalued and disconnected from their work, meaning they’re much more likely to leave.

[Get started with a best-in-class retention strategy here](#)



S – Schedule with flexibility

Flexible scheduling can help save time, reduce costs, and improve productivity. It's what your frontline workers want, and it helps your managers to get more work done.

If you're serious about offering flexibility, you need an app to enable your employees to easily swap shifts, find a replacement in minutes when scheduling conflicts (or last-minute emergencies come up), fill empty shifts – both from an employer and employee point of view, and open up extra employee shifts as soon as your business demands it. Finally, allow your employees to book time off or block out times where they can't work.

[Get flexible with your scheduling](#)

T – Tackle those tasks

Task management can too often be an afterthought but when you tackle tasks head-on you can easily maximize your resources. Tasks are often carried out when the employee finds time to do them or under instruction from managers with little or no regard as to when might be the best time to carry them out.

You can revolutionize your task management by planning tasks in advance and allowing your frontline to focus on tasks at times where they will not be completing against focus on customer service related activities.

U – Understand your frontline's needs

Quickly and regularly survey your workforce on any topic you choose, such as how they're feeling, what they think about a new policy, they're biggest concerns – the list goes on. This allows you to get live feedback from your workforce and take action so you're not making decisions while wearing a blindfold.

V – Value add

Who wants to settle for ordinary? Go beyond what you think is possible and give more, even when resources are stretched. Invest in your employees' professional development, focus on wellness and mental health, and constantly do small, positive things your employees don't expect. By adding this kind of value, you create an environment where your employees – and your business – can thrive.



A TO Z

W – Workforce management is where it's at!

The best workforce management solutions can be a true game changer when you want to make the most out of limited resources and do more with less.

Employees use WFM tools to do everything from checking their schedule to messaging a manager. They help managers and teams improve the scheduling process, forecast demand far more accurately, save time on admin, and much more!

X – X-ray your organization

The best WFM tools will give you a deep insight into your organization and advanced analytics on areas where you can improve and do more with less. With a 360° view, you can instantly make data-driven decisions to empower, attract and retain your frontline workforce.



Y – You can show employees you care

Jim Donald, [the former CEO of Starbucks](#), has a simple motto: Care more than people think is possible or necessary.

“Don’t ever be bigger than the front line,” he says. “If you’re bigger than the front line, not only will you personally fail as a leader, your legacy will be crushed and your business will be bad. Why not show 98% of the workforce – those on the frontline – that you care by respecting what they do?”

By creating a culture of caring, you speak to the heart rather than the head. This creates a bond and an emotional connection which keeps employees engaged.



Z – Zoom into the future

Doing more with less isn't just about the here and now; it's about laying the groundwork to thrive long into the future. This means being aware of what the future holds. In this case, here's what we know:

- AI will only get better and more advanced. It will increasingly take care of the complex 'heavy lifting' for you, giving you the freedom you need to bring the human touch to your business.
- Investment in the frontline experience is only going to take on more and more importance.
- The next generation of consumers and employees are the first true digital natives and, as such, will expect the digital experience to be embedded throughout the workplace.

Summary

It may sound too good to be true but by finding a solution that will **optimize** your business, **manage** your workforce and **engage** your employees, you'll be laying the groundwork for doing more with less and protecting your profitability.

With the smart use of sophisticated software like an AI-powered WFM tool, in no time at all, you'll have more engaged employees, satisfied customers, and a greater control over your labor costs.

In short, you'll have everything you need for a thriving organization now and for years to come.



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