

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 organisation.

Rostering

Wants Employer Who Offers Rostering Flexibility

Rostering control is one of the most important aspects of employee experience. When employees have control of their rosters, 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 rosters and swap shifts to manage personal plans and sudden conflict.
- ☑ Accurate labour cost and forecasting to roster employees with the right skills at the right time, improving rostering accuracy and satisfaction.
- ☑ Refine Rosters that meet award compliance as operations mature and new processes and technology are adopted.

Functional Capabilities

- Fully interpreted, real-time costed rosters
- Configurable roster rules
- Skilled-based rostering
- Shift-bidding

Communications

Prefers Easy Communication and Collaboration

Effective communication is the cornerstone of employee engagement, operational efficiency and agility. Providing employees the flexibility to manage their work in a single app is an investment in the heart of your operations, promoting information flow and fostering collaboration and innovation.

Checklist:

- ☑ Evaluate and implement mobile communications solutions.
- ☑ Integrated communication tools to simplify employee engagement.

Functional Capabilities

- Clocking in and out in real-time
- Geo-location services for clocking
- Accept or decline shift offers
- View leave balances, apply for leave and update unavailability

“Organisations leverage WFM applications to improve employee experience (EX) through features such as flexible rostering.”

Gartner, 2024 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 organisation'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 rostering on a live dashboard, asking peers for how-to-help, or alerting managers to issue with the touch of a button on their mobile device, employees not only appreciate digitalisation, they expect it.

Looking for More Ways to Build Better Employee Experiences?

Learn essential strategies for engaging your employees and building organisational resilience.

➔ [Third Annual Global Employee Experience Guide](#)

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