

A WORKFORCE MANAGEMENT GUIDE TO SUPPORTING YOUR PEOPLE MANAGERS

People managers play a vital role in making operations run smoothly. Leaving them without the resources and tools they need to succeed puts both team and business outcomes at risk. When managers are forced to rely on manual processes or insufficient data, the results are often miscommunication and disengaged people. Over time, these challenges can contribute to turnover, reduce productivity and ultimately impact profitability.

Top concerns of people managers

Communication

- Ineffective communication
- Lack of feedback
- Poor team communication

Performance management

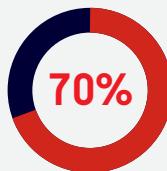
- Decreased performance
- Unclear goals
- Disengaged people

Engagement and retention

- Morale and wellness
- Workplace conflict
- Burnout

Other common concerns

- Time management
- Change management
- Diversity and inclusion



of people said managers and bosses affect their motivation and morale
([Gallup](#))

Top reasons managers quit

Not supported

75% of HR leaders believe their people managers are overwhelmed ([Gartner](#)).

Lack of training

36% felt they were not sufficiently prepared for the people-manager parts of their role ([Deloitte](#)).

Overwhelmed by busy work

74% say managers are not adequately equipped to lead change and guide their teams through transitions ([Gartner](#)).

Disengagement

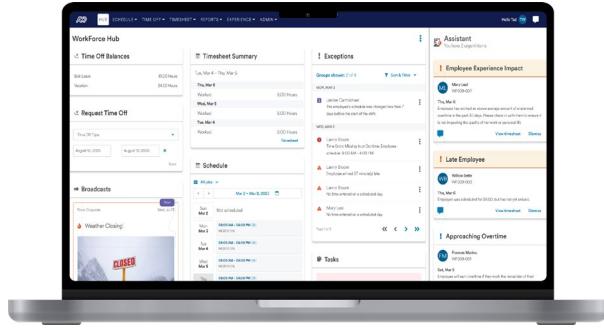
Managers are also likely to experience burn out when balancing executive demands and operational hurdles. Manager engagement fell to 27% in the last year ([Gallup](#)).

Many of these concerns can be addressed with workforce management capabilities that simplify time consuming manual tasks and enable people managers to focus on what matters most: supporting their teams and driving business success.

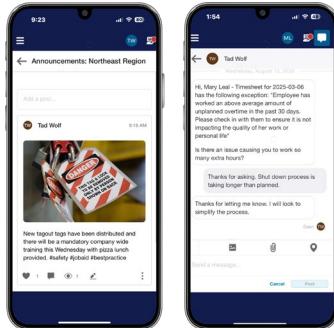
The benefits of workforce management solutions for people managers

Investing in workforce management technology equips managers to lead with greater efficiency and confidence. These solutions minimise manual interventions by streamlining communication and providing real-time insights.

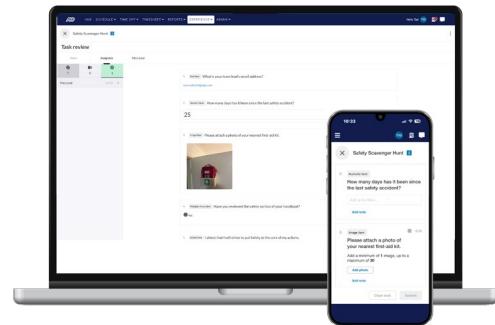
1 Proactive notifications



2 Mobile access



3 Better communication and collaboration tools



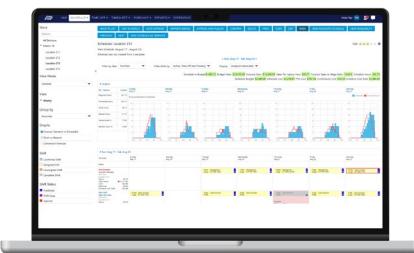
- Minimise workplace accidents by monitoring hours and rest time
- Eliminate manual tracking of attendance points or safety violations
- Keep production running with early notifications for "no shows" or excess hours

- Minimise desk time with mobile access to key information
- Reduce forgotten and missed actions
- Leverage down time to complete approvals

- Share best practices, safety procedures and change management via broadcasts and channels
- Use direct messages to improve communication on and off the floor
- Assign and review simple tasks and enable easy access to important documents

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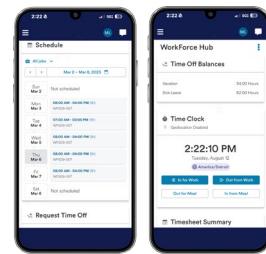
Streamlined shift planning processes



- Lower labour costs and manual effort with automated rosters
- Optimise operations and reduce compliance issues with staffing and skill requirements monitoring
- Improve management oversight by eliminating the need for Excel rosters

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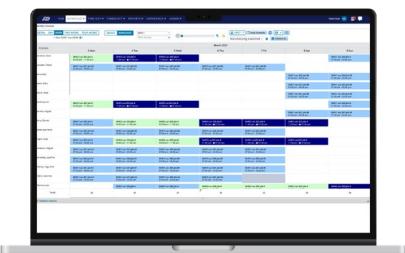
Automated shift offers after call outs



- Spend less time finding and calling in replacements
- Automate overtime equalisation and seniority rules
- Avoid accidental compliance violations and automatically document processes for grievance handling

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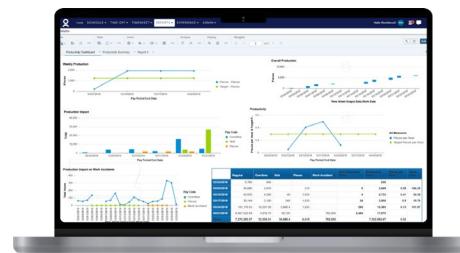
Self-service rostering



- Lower labour costs and manual effort with automated schedule
- Optimize operations and reduce compliance issues with staffing and skill requirements monitoring
- Improve management oversight by eliminating the need for Excel rosters

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Data access



- Improve reporting process, cutting time to export to Excel and manipulate data
- Deploy analytics for ad hoc reporting
- Connect into data warehouse/BI tool with data feeds

Learn more about how ADP® WorkForce Suite can directly improve your people managers' experience.

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