

A WORKFORCE MANAGEMENT GUIDE TO SUPPORTING YOUR PEOPLE MANAGERS

People managers play a vital role in keeping operations running smoothly. With your ADP® WorkForce Suite solution, your managers' positive effect on their teams and business operations is limitless. Automated processes and a complete picture of workforce data can lead to improved employee engagement. This can result in lower turnover and increased productivity and profitability.

Top concerns of people managers

Communication

- Ineffective communication
- Lack of feedback
- Poor team communication

Engagement and retention

- Morale and wellness
- Workplace conflict
- Burnout

Performance management

- Decreased performance
- Unclear goals
- Disengaged people

Other common concerns

- Time management
- Change management
- Diversity and inclusion

Top reasons managers quit

Not supported

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

Lack of training

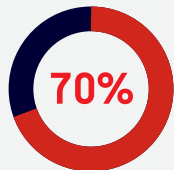
36% felt they were not sufficiently prepared for the people-manager parts of their role ([Deloitte](#)).

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](#)).



70% of people said managers and bosses affect their motivation and morale

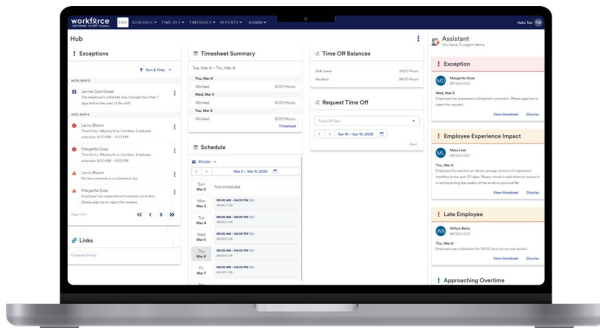
([Gallup](#))

Many of these concerns can be addressed by ADP WorkForce Suite solutions you already have. Your solutions can automate tasks and enable your managers to focus on what matters the most: supporting their teams and driving business success.

The benefits of your ADP WorkForce Suite solutions for your people managers

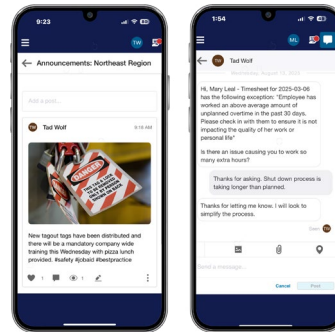
Your investment equips managers to lead with greater efficiency and confidence. As you continue optimising your solution, you'll minimise manual interventions by streamlining communication and providing real-time insights.

1 Proactive notifications



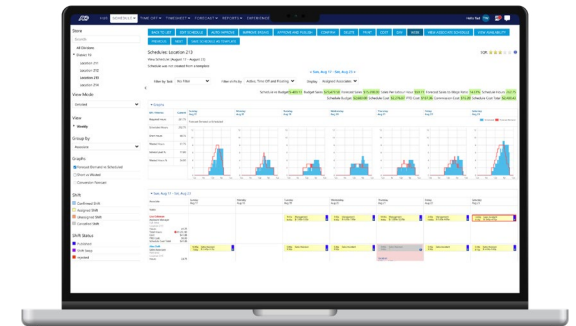
- Minimise workplace accidents by monitoring hours and rest time
- Eliminate manual tracking of attendance points or safety violations
- Keep production running with early notifications for "no shows" or excess hours

2 Mobile access



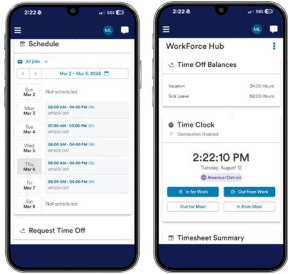
- Minimise desk time with mobile access to key information
- Reduce forgotten and missed actions
- Leverage down time to complete approvals

3 Streamlined shift planning processes



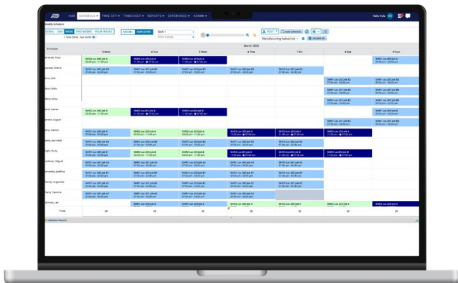
- Lower labour costs and manual effort with automated rosters
- Optimise operations and reduce compliance issues with staffing and skill requirements monitoring
- Improve management oversight by eliminating the need for Excel rosters

4 Automated shift offers after call outs



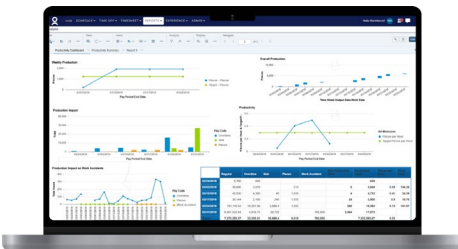
- Spend less time finding and calling in replacements
- Automate overtime equalisation and seniority rules
- Avoid accidental compliance violations and automatically document processes for grievance handling

5 Self-service scheduling



- Give people flexibility to manage their shift changes
- Reduce manager time spent updating rosters
- Support mobile shift-swaps with rules-based automated approvals

6 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



*“Companies with strong management report up to **15% higher financial performance** than those with weaker management.”*

Deloitte | Future of the Middle Manager

Contact our team of experts and we'll build your workforce management optimisation roadmap, together.

Be future-ready

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