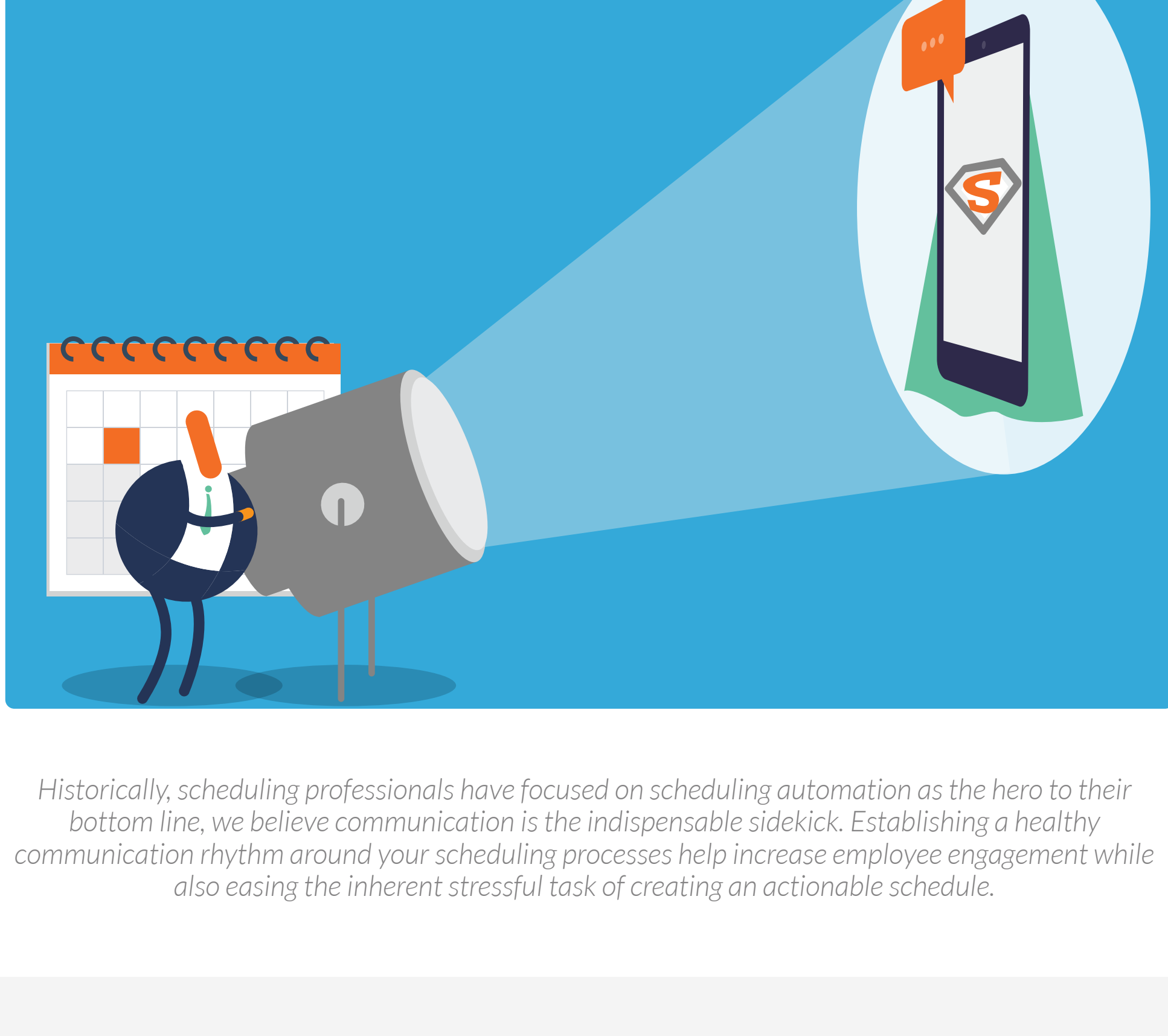


Employee Communications

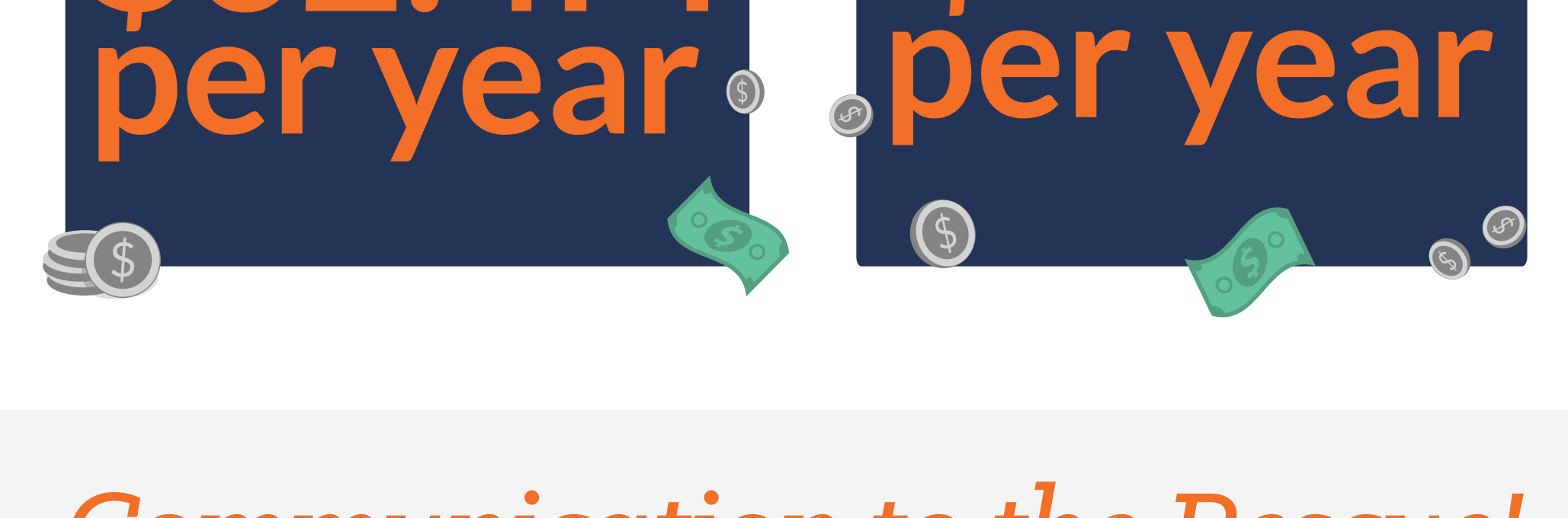
The Indispensable Sidekick to Scheduling Automation



Historically, scheduling professionals have focused on scheduling automation as the hero to their bottom line, we believe communication is the indispensable sidekick. Establishing a healthy communication rhythm around your scheduling processes help increase employee engagement while also easing the inherent stressful task of creating an actionable schedule.

The Cost of Poor Communication

Poor communication causes employees to disengage with the company. Disengagement can lead to lower productivity, increased error rates, lower employee satisfaction, more workplace injuries and even theft. Once employee engagement is at risk, companies face huge expenses trying to overcome absenteeism and turnover.



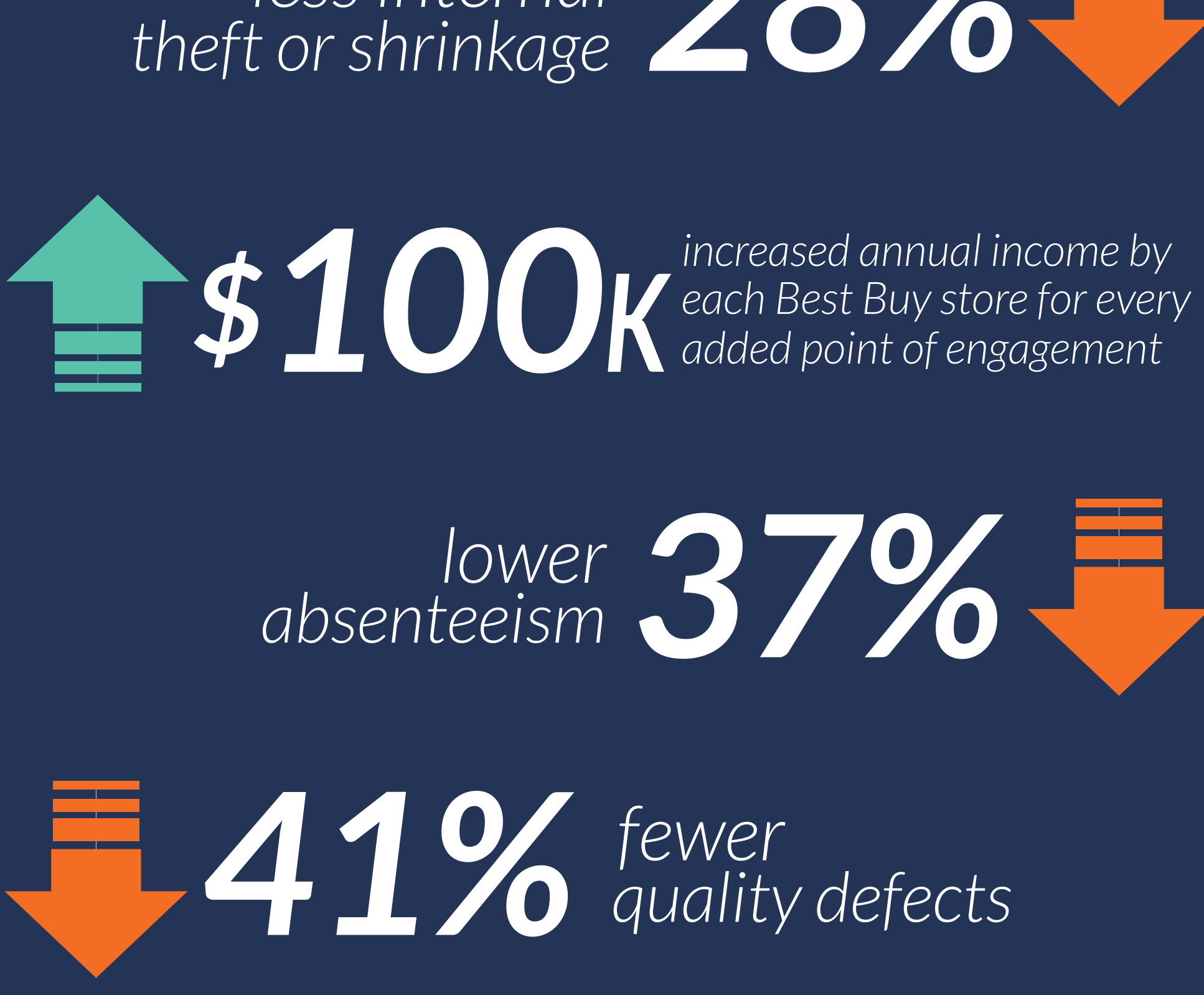
Communication to the Rescue!



“Consistent communication, whether it occurs in person, over the phone or electronically, is connected to higher engagement.”

- Gallup

According to a top communication ROI study, companies with highly effective internal communication strategies are 3.5 times more likely to outperform their peers.



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The Indispensable Sidekick to Scheduling Automation

Communication & Scheduling Automation

Coupling a robust scheduling solution with state-of-the-art communication tools can lead to bottom-line cost savings, as well as improved employee engagement. Communication tools help schedulers connect with their workforce to:

- ✓ Set and confirm availability
- 💡 Acknowledge shift assignments
- 🔗 Share access to published schedules
- 🏛️ Meet legal obligations for predictive schedules
- 💬 Respond to shift questions
- ⚙️ Fill open shifts and facilitate shift trades
- 🕒 Make last-minute shift adjustments
- 💡 Respond to unexpected day-of changes

6 Rules For Communicating With Your Workforce

Communication around scheduling improves the efficiency of the scheduler while increasing worker satisfaction. We believe communication is the unsung hero of scheduling automation. Using our years of cross-industry experience, we suggest following these six rules when communicating with your workforce.

1 CONNECT COMMUNICATION TO YOUR PROCESS
Communication from the scheduler to the employee should be specific, purposeful and in alignment with your scheduling processes. Outreach that reinforces your scheduling processes helps employees understand what is expected of them and how to communicate back to the scheduler.

2 ENABLE EMPLOYEES TO SELF-SERVE
Many times, the biggest barrier to communication is poor timing. Create an access point for important shift information. This type of communication frees up reliance on the scheduler, lowers error rates and empowers the employee to seek needed information on their own.

3 TIMELY AND TARGETED COMMUNICATION
The most useful messages deliver information as close to the time of need as possible. Instead of painting with a broad brush, timely communication that targets only those affected is the best way to ensure workers hear your message and take action on any necessary instructions.

4 ESTABLISH CADENCE AND STANDARDS
Establishing predictable communication helps employees find the information they need when they need it. Establish communication templates and standardize on a regular cadence to help employees develop a routine around consuming important information.

5 COMMUNICATION SHOULD BE TWO WAYS
The most effective communication acknowledges when the message has been heard. Schedulers and workers need to know they're on the same page. Communication is greatly improved when feedback for both schedulers and workers are integral to the scheduling process.

6 DON'T LIMIT COMMUNICATION TO ONE APPROACH
Worker surveys show that 82% of employees use more than one device to communicate at work, with 32% of those using three or more devices. It is clear, for communication to be successful, schedulers must adapt to the tools and devices of their employees.



View our webinar to better understand Shiftboard's approach to communication.

[WATCH HERE](#)