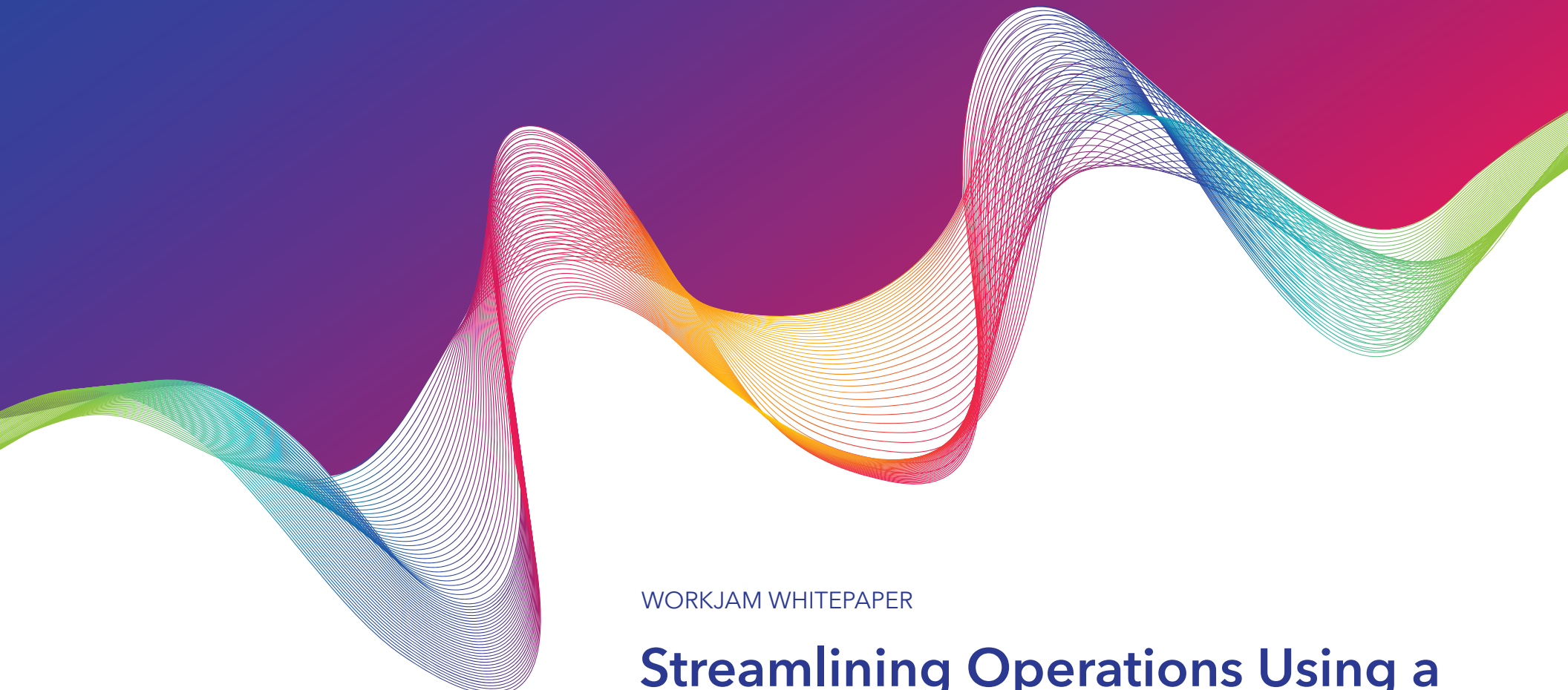




WORKJAM WHITEPAPER

# Streamlining Operations Using a Frontline Digital Workplace



## Streamlining Operations Using a Frontline Digital Workplace

Frontline workers require the right tools and information to be able to execute properly. This is why training, communication, and task management are essential.

Unfortunately, most employers don't have the systems in place to effectively orchestrate these components.

While companies recognise the value of educating and managing team members, most employers are still using outdated tools and processes that no longer resonate with today's workforce.

It's important to remember that modern employees are digitally-savvy individuals who value ease of use and convenience. Their preferences around content consumption have changed, with many opting to access what they need on-demand.

According to Lorman Education Services<sup>i</sup>, 98% of workers would like training to be available "anywhere and anytime they need to do their job." Additionally, 91% want training to be personalised and relevant, while 93% of employees prefer easy-to-complete training.

All this to say that old fashioned methods of training, communications, and management won't win you any points with current and prospective employees.

A traditional training program like a day-long seminar is no longer the best method to educate staff (particularly existing or returning team members) because their content consumption habits have evolved.

Meanwhile, analog staff management tools, manual processes, and paperwork are keeping your team members tied up in administrative tasks and lowering their productivity.

Even relatively modern LMS – Learning Management Systems – often hit a wall when it comes to adoption. This is generally due to 2 reasons, 1) quite often the LMS coursework is only available in the back office where hourly workers seldom get to be, or 2) if the LMS offers a mobile app, that too suffers from low adoption as employees often have little incentive to take such training during downtimes.

As an employer, you can address these issues by adopting a digital workplace platform such as WorkJam, which streamlines the various components of employee learning, management and operations – including training, communications, shift scheduling, and task work. WorkJam customers typically see **an average 89% adoption rate** as employees respond positively to **all** the value being delivered into their hands.

Let's take a close look at how WorkJam can help keep your teams happy and operations humming smoothly.



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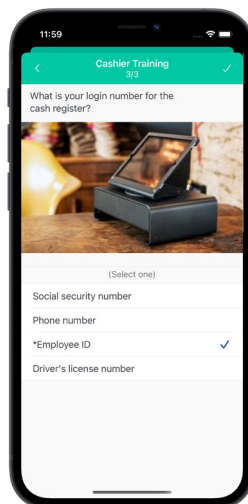
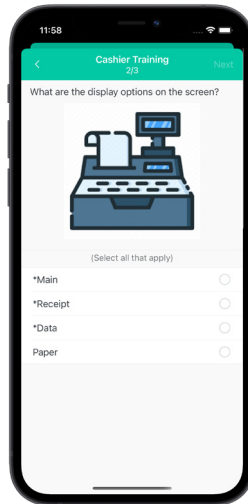
### Offer training - conveniently

Most frontline employees don't have the time to participate in day-long seminars or watch hours of training videos.

What's more, these outdated training methods don't give employers insights into their effectiveness and results. Did the employees go through all the videos? Did the content resonate with them? There's no easy way to answer these questions when you're educating team members through old fashioned programs.

WorkJam's Training and Assessments module takes employee training to the next level by enabling you to implement on-demand sessions that team members can consume on their own time, using their mobile devices. These trainings can come in the form of videos, images, PDFs, or PowerPoint presentations so you can relay information in the most effective way.

Micro-training is particularly effective when educating existing or returning employees. Since these team members are already



familiar with your company, they don't have to go through a lengthy training program to get up to speed. Instead, they would benefit more by "topping up" their knowledge through micro-training sessions.

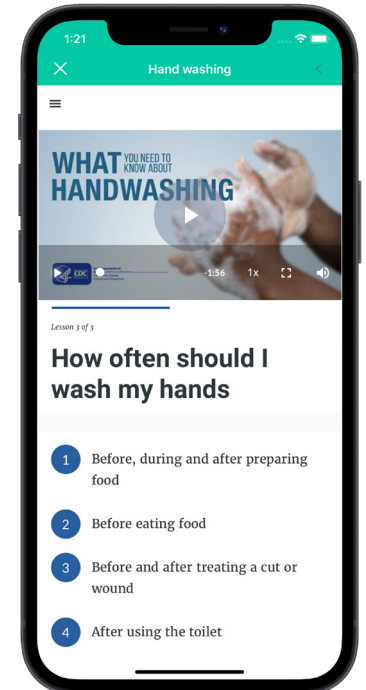
WorkJam also enables you to conduct assessments and quizzes to measure results, and our Training Reports can shed light on completion rates and other training metrics. WorkJam's micro-training platform supports images, videos, SCORM, xAPI and other formats.

### Encourage employees to learn from each other

Employer-led training programs will always be necessary, but there's also a lot of value in peer-to-peer learning.

Research shows that employees value insights from their superiors and colleagues. A study by Degreed<sup>ii</sup> found that when employees need to learn something, 69% are most likely to ask their boss, while 55% are most likely to ask their colleagues.

With WorkJam, you can easily promote this with the use of chat





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groups so workers can connect with each other and share best practices, tips, and experiences.

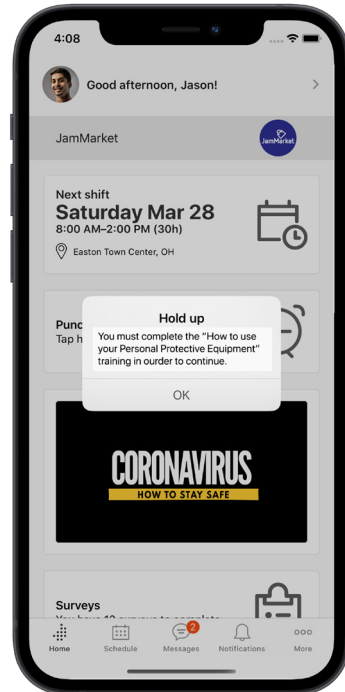
WorkJam targeted peer communications supports text, images, videos allowing users to provide input in rich detail. For example, if an employee discovers a way to stock shelves more effectively, they can quickly share that with their peers through the relevant chat rooms.

### Streamline shift management

Shift management is a major component of your operations. Part of keeping your locations running smoothly lies in ensuring that they're staffed with the right people at the right time.

Unfortunately, manually assigning and managing shifts can be a cumbersome process. It involves coordinating with team members, checking their availability, and communicating with everyone – all while making sure that you're not violating overtime policies.

WorkJam makes shift management effortless for employers. The system



automatically filters shifts based on employee availability, as well as factors like overtime rules and staff qualifications, so managers won't have to worry about assigning shifts to the wrong people.

WorkJam also has the Open Shift Marketplace (OSM), a feature that lets you crowdsource your staffing needs. You can use OSM to broadcast shifts to your internal workforce, and the system will ensure that shifts will only be seen by those who are qualified and available to work.

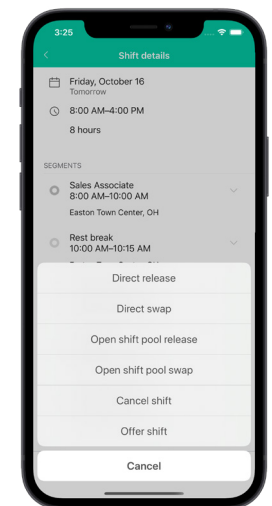
Employees can use the marketplace to pick up and even trade shifts without manual intervention from managers.

WorkJam integrates with all modern workforce management and scheduling systems to become the single pane of glass for all employee WFM needs.

### Bring all employee tools into one platform and one app.

WorkJam brings training, task management, and shift management into one platform, eliminating the need for multiple apps and reducing the IT burden on your employees.

Because everything is accessible using





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one application, team members are more likely to use these tools – and get the most out of them. Data flows easily across the platform, and employees can access the data, documents, and messages they need from a single app.

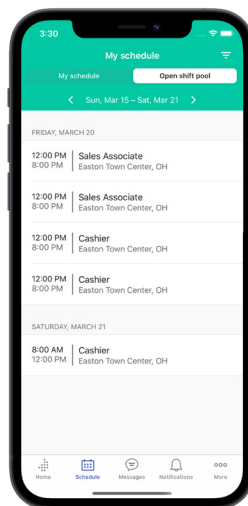
WorkJam customers typically realise adoption rates of 89% on average.

This adoption rate also makes it easier to introduce new capabilities. Let's say you're already using WorkJam to manage shifts and want to add internal communication tools. You can just add that module through the WorkJam backend and enable the feature.

On the employee side, frontline workers would simply see an additional feature in the app that they're already using, so they'll be much more inclined to adopt the new tools.

### Data privacy and security

WorkJam promotes open communication while ensuring that employees aren't violating privacy rules. The platform has data loss prevention (DLP) capabilities which automatically prevent team members from sharing information like credit card and social security numbers.



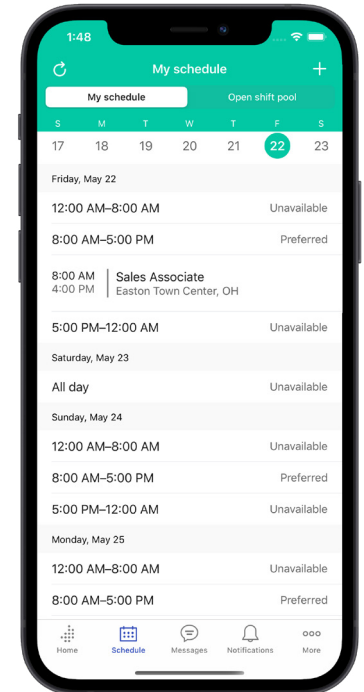
WorkJam also lets you specify words or phrases that you want the system to filter out (e.g., confidential or proprietary company information) to ensure that they never get shared on the platform.

Additionally, WorkJam helps protect you from shadow IT – i.e., technology that's used to share business data or perform business functions without the consent of the company's IT department.

When you don't have an official communication platform, your staff members may resort to shadow IT in the form of SMS and consumer platforms like WhatsApp and Facebook.

This practice poses a number of issues for employers. You have no control over what's being shared through these platforms, so your data may end up in places where it doesn't belong.

Shadow IT also blurs the line between work and home life. When your employees use non-employer sanctioned tools to do work-related





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tasks, you run the risk of non-compliance with the Fair Labor Standards Act (FLSA)<sup>iii</sup>, which establishes minimum wage, hours worked, overtime pay, record-keeping, and more.

### Workforce Orchestration: employee training, communication, and management belong on one app.

Managing and looking after your frontline employees shouldn't be a cumbersome experience – for you or your staff. To maximise employee output, you must give them the tools and info they need in the best and most convenient way possible.

WorkJam helps you do all that and more, so you can train and manage your frontline workers with ease.

Take a demo of our software today and see how our digital workplace can take your employee experience to the next level.

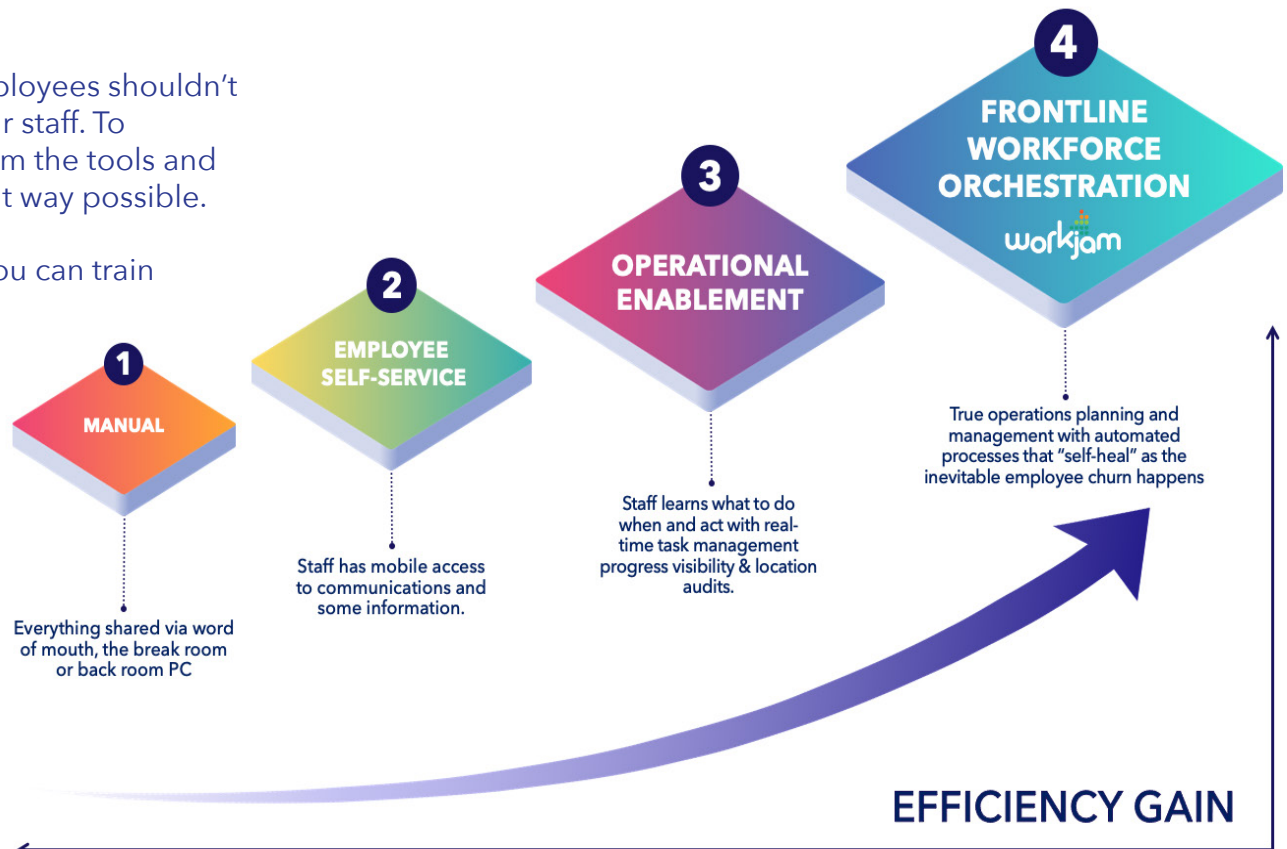
<sup>i</sup><https://www.lorman.com/blog/post/39-statistics-that-prove-the-value-of-employee-training>

<sup>ii</sup>[https://get.degreed.com/hubfs/Degreed\\_How\\_the\\_Workforce\\_Learns\\_in\\_2016.pdf](https://get.degreed.com/hubfs/Degreed_How_the_Workforce_Learns_in_2016.pdf)

<sup>iii</sup><https://www.dol.gov/agencies/whd/flsa>

### THE FRONTLINE DIGITAL WORKPLACE JOURNEY

WHERE ARE YOU  
ON THIS JOURNEY?





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For more information on WorkJam and how we can help  
you unleash the potential of your workforce,  
contact us today at [sales@workjam.com](mailto:sales@workjam.com)

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**REQUEST A DEMO**

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