SCHEDULE EQUILIBRIUM:

How to Excel at Onboarding

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Schedule Equilibrium: How to Excel at Onboarding

Creating a schedule that works for both employers and hourly employees can be a complicated push-and-pull. But some organizations are adopting a concept called schedule equilibrium, an employee-focused way to score workforce management from an employee's perspective.

For example, some recent predictive scheduling laws include a "suggested interactive process," which encourages managers to sit down with new hourly employees and ask them about their schedule preferences. This is especially relevant to new workers who have childcare responsibilities, take classes, or work a second job.

The onboarding process provides a great opportunity for managers to engage with new hires and create more effective schedules, according to the 2019 Workforce Management Trends Survey, which captured data from 419 managers and leaders.

The Workforce.com research department then pulled data from respondents with hourly workers who view "improving the onboarding process" as a priority for the coming year. These employers were very concerned about employee fatigue and productivity. In addition, only 28 percent of these respondents use a system that automatically takes employee scheduling preferences into account and only 7 percent use a tool that allows employees to manage their schedules.

Getting Employees Off to a Good Start

Managing employee schedules raises many challenges for managers, who need to balance the needs of the business with the bandwidth of individual employees.

When asked what their top challenges are, almost half (46 percent) of all respondents in the survey said "maximizing overall labor effectiveness/productivity," and almost a quarter (25 percent) said "preventing employee fatigue." While managers want to motivate employees to do the best and most they can, if they push too hard employees may burn out.

Here is one area where schedule equilibrium can help by allowing employees to feel like

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they have some amount of control over when and how often they work from the beginning of their time at the company.

Mobile technology can allow employees to access information about their schedule anytime, anywhere, but most organizations do not utilize this option, according to the survey. Only 31 percent of respondents said employees can use a mobile device to access their schedules, while only 6 percent of organizations allow employees to swap shifts on a mobile device.

There are many ways in which organizations can better equip and train employees through more purposeful scheduling. According to the survey, most respondents (38 percent) said they structure learning courses throughout a new hire's schedule.

A close second, 37 percent said they pair new hires with more senior workers, allowing those with more institutional knowledge to pass on information and create a reliable workplace relationship with the new employee.

Nearly a fifth of respondents (19 percent) said that while they don't currently use scheduling to train and equip new hires, they're interested in doing so in the future.

A Great Tool Improves the Way You Work

Given how many organizations are not yet using scheduling to strategically improve onboarding, there is room for them to adopt solutions to help with their primary challenges.

Time and attendance software with the right capabilities and functions can aid organizations as they do this. Tools like Workforce.com and its easy-to-use scheduling app allow employees to swap shifts with co-workers and communicate with managers wherever they are from multiple devices. This empowers employees to be active participants in creating their own scheduling equilibrium, changing shifts and communicating with managers at need.

Engage and educate employees early on about their options in the onboarding process. Their schedule matters, and dissatisfaction with the hours they must work may create low morale or even drive them to quit. For employers looking to retain their hourly employees, keep them productive, and keep them from getting fatigued or dissatisfied, a mix of communication, training, and software solutions can help managers get the most out of new employees.

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To learn more about how Workforce.com's customizable software solutions can create scheduling equilibrium for your employees, please contact us at Sales@Workforce.com or 888-766-5582.

Our team would be happy to give you a customized walk you through of the product and demo some of its top features.

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