

8 WAYS TO INSTANTLY IMPROVE THE ENGAGEMENT AND RETENTION OF A FLEXIBLE WORKFORCE



90% of managers surveyed believe there's solid evidence linking **engagement to improved performance**, customer service, and productivity



But with more than **80% of employees** say they aren't engaged at work.

STEP 1. COMMUNICATION IS EVERYTHING



There's a **25% increase in productivity** when employees feel engaged with their work and connected with their co-workers.



84% of Millennials believe an open communication policy is more important than perks in choosing a job.



Only **15% of employees** believing their employer is good at communicating.

STEP 2. KNOW YOUR PURPOSE

By knowing what your purpose is, you can define the context around it and, from there, **give your employees autonomy** - which in turn will fuel business growth.



76% of Millennials would take a paycut to work for a socially responsible company and **nearly two-thirds wouldn't take a job** if the employer doesn't have strong CSR practices.

STEP 3. CREATE A CULTURE

Employees want a culture where there are:

- ✓ Strong connections and a sense of community
- ✓ Celebrations of success
- ✓ Honesty and transparency
- ✓ Commitment to their growth
- ✓ People who aren't afraid to have fun

STEP 4. PRIORITISE WELLBEING AT WORK

More than **75% of employees** believe 'workplace wellbeing' is the secret to employee happiness. Why not try encouraging the following:



Practice mindfulness by encouraging employees to try yoga and meditation



Encourage regular **physical exercise**



Make **healthy snacks** available to employees



Make sure employees know they have **someone to talk to** if times are tough

STEP 5. FOCUS ON STRENGTHS

Focussing on employees' strengths rather than highlighting their weaknesses is far more effective when it comes to improving engagement and performance.

Companies who implement **strength-based management practices** see increased:

- Sales • Profit • Customer & employee engagement



STEP 6. HAVE CLEAR OBJECTIVES & REWARDS



20% of UK workers say increased recognition from their boss for their work and the contributions they make would make them happier in the workplace.



Employees who don't feel adequately recognised are **2x as likely to leave** their job in the next year compared to those who do feel recognised.

STEP 7. UTILISE TECHNOLOGY

Millennials grew up with technology at their fingertips. **Embracing digitalisation and using technology** in the workplace can have significant impacts on both employee engagement and customer satisfaction.



STEP 8. CREATE AWESOME SCHEDULES

Giving your employees choice and control over when they work, especially when it comes to shift work, is **one of the single biggest things** you can do to improve your retention and improve their happiness.

95% of part-time workers say using an app makes it easy for them to adjust their schedules in order to fit their needs.

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