Truvelop^m

A Retention Platform For Today's Hourly Workforce

INSPIRE. COACH. RETAIN.

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BOILDING A BETTER WORKPLACE FOR FRONT-LINE WORKERS

WHAT'S HAPPENING WITH THE FRONT-LINE WORKFORCE?

(Truvelop[™]

> Hourly workers make up 60% of the workforce, yet there are few technology solutions to help managers foster engagement and manage performance of this critical employee base.

> > Employers across all industries are experiencing **high-turnover**,

especially in manufacturing and operations settings as an aging workforce retires, leaving talent gaps that younger generations aren't filling at the same rate.

The retention of existing employees is critical, but many managers lack the **coaching skills** needed to lead effectively and focus on the overall employee experience.

Employees don't leave companies; they leave their managers. Managers are rarely trained on how to be effective leaders, resulting in decreased engagement and increased turnover - especially among hourly workers.



Managers are responsible for at least 70% of the variance in their employees' engagement. <u>Gallup</u>

76% of employees are looking for career growth opportunities. <u>ClearCompany</u>

76%



93% of employees surveyed have stated that they would stay at a company longer if it invested in their career. <u>CNBC</u>



87% of millennials have expressed that growth and development opportunities were among their top priorities. <u>Gallup</u>



So, what are the best ways to motivate and retain your front-line workers?

Every employee deserves to work in an environment where their work **matters**, they feel **valued**, and they **belong**.



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HERE ARE **FIVE** RECOMMENDATIONS:

DEVELOP MANAGERS INTO LEADERS

...research indicates that both HR professionals and executives view leadership development as a major human capital challenge now and in the foreseeable future. ??

According to SHRM

Managers are often left to figure out how to support their Team Members on their own with little training or resources. Provide managers with **leadership training**, and encourage employees through consistent realtime feedback to keep them **motivated** and **engaged**.

Managers who simply hire employees, assign them tasks or goals, and maintain minimal communication will struggle to build a team of high performing employees. Employees, no matter how experienced and committed they are to their job, can struggle to perform to expectations without an actively **engaged manager who communicates consistently**.

Proactively opening up conversation with questions and offering to help work through solutions fosters a **stronger level of trust** between the Manager and Team Member.

INCREASE EMPLOYEE ENGAGEMENT

Next-gen employees crave real-time feedback and continuous coaching from their managers to realize their value to the organization and reach their full potential. Gone are the days when employees come to work, put their heads down, complete their tasks and go home. Employees today want to be part of the conversation, have their ideas heard, and feel valued.

It's commonly cited that **60-85%** of employees report they aren't engaged in their work. A Conference Board survey found that disengaged employees cost organizations **\$450-550 billion** each year!

Schedule regular **1:1 meetings** with your Team Members. More frequent, shorter conversations is a far more effective strategy than longer, less frequent interactions.

With frequent communication, managers foster **trust** and **strengthen** relationships among Team Members. Employee performance can't improve if they don't know what they are doing well or where they are falling short – ongoing, in-themoment recognition not only helps employees feel **appreciated** but also **respected** and **supported** in their professional growth.





DEVELOP POSITIVE MANAGER-EMPLOYEE INTERACTION

Plan for regular conversations with employees to build rapport – don't just wait for a scheduled team/project meeting. Before starting a conversation with a Team Member, reflect on what you know about them and start to identify their motivators and even demotivators.

After the conversation, if there were any goals established or new changes agreed upon, ready the Team Member with a **collaborative plan** forward. Don't let the conversation fade – be sure to continue to review and revisit to ensure the Team Member feels **heard** and **supported**. When Managers and Employees are aligned in expectations and actionable steps, they can more **effectively**

collaborate on a path forward.

Celebrate the wins - big and small! Harvard University's Faculty of Arts and Sciences shares, "Recognition serves as a tool for reinforcing the behaviors that drive an organization to excellence and gives a vital boost to employees' engagement that has a 'ripple effect' that reaches beyond the recipient."

Ongoing, real-time feedback and evaluations help front line workers feel recognized and supported, fostering strong **manager-employee relationships** and increasing engagement with a distributed workforce.

ADOPT A DATA DRIVEN APPROACH

Ditch annual reviews for smarter data.

A high-performing Team Member should see a clear path for advancement. They need something to work towards – something in return for all their hard work and success.

Talk to employees about areas for improvement and ask what they need to support them in this effort. Create an **actionable development plan** that connects the employee's motivational preferences with the **performance**, **attitude**, and **maintenance** targets you discuss and agree upon.



After you have established targeted growth goals with the employee, **develop a plan** to help them see the path there. Are there training or skills development opportunities? **Mentorship** – is there someone in the organization from whom they might learn? Opportunities to demonstrate leadership in a new way?

KEEP EMPLOYEES INFORMED OF THEIR PROGRESS WITH CONTINUOUS FEEDBACK

High performing Team Members need mentorship, encouragement and praise to feel valued and to realize opportunity for growth. Without it, they may be tempted to seek greater opportunity elsewhere.

According to Gallup, employees whose managers regularly communicate with them are nearly <u>three times more engaged</u> than those with managers who don't regularly communicate.





organization more often than just review time.

Take time to **ask** the Team Member if they have any frustrations, challenges or obstacles affecting their work or ability to succeed.

Make an effort to understand
your A player's long-term goals do those goals align with future or current - opportunities within
the company?

RETAIN YOUR TEAM WITH REAL-TIME ADAPTIVE COACHING

Truvelop solves for retention by combining signal data with targeted management coaching to drive hourly employee engagement. By equipping Managers and Employees with modern tools to communicate meaningfully and effectively, we can create a better workplace that builds relationships and

fosters growth and development.





out of your Truvelop experience in our **Optimizing Truvelop** page. You will also find links to e-mail templates we have written for you to help pudge your

> Truvelop turns Managers into Leaders through real-time, adaptive coaching. With Truvelop, managers quickly adopt proactive behaviors that have a direct impact on employee performance, engagement and retention.

Jour people into using Truvelop and into getting the most out of it. What Now, What Next? Optimizing Truvelop How to Have More Effective Manager -Team Member Conversations Proactive Management Cue Cards Truvelop Tips

Our **proprietary coaching engine** uses data collected within the platform to deliver targeted recommendations and pushes **actionable insights** to managers enabling them to take the next step and be better leaders.



TRUVELOP **SOLUTIONS** IN ACTION

Truvelop's proprietary coaching engine delivers specific recommendations and continuously pushes insights to managers and employees that identify strengths, challenges, opportunities for improvement, and overall performance trends.

The Truvelop platform provides tremendous insight into performance and engagement of the frontline team, while also helping our managers become more skillful at providing focused feedback to drive achievement of our health system goals.
Colin Ward, Chief Operating Officer at Upper Chesapeake Health



Due to Truvelop's ease of use, managers quickly adopt proactive behaviors that improve effectiveness.

With Truvelop, our field supervisors finally have a user-friendly tool that ensures that all employee evaluations will be standardized, on time and will include 'coaching insights' that help our supervisors and managers better understand our workforce. Greg Buchner, President and CEO of CleanOffice, Inc.



Truvelop™

Truvelop generates recommended action plans with suggestions on how to best engage with Team Members to achieve the **desired outcome**. Even managers with little to no management training are equipped to take the **next step**.

In Montgomery County, Maryland Government, we are looking for a quick and easy access to resources, templates, videos, and articles for our managers and supervisors. The Manager into Leaders platform provides a one-stop tool kit to help our busy supervisors and managers excel whether they are new or experienced in their roles.



Anita Brady, Division Director and Manager, Office of Human Resources at Montgomery County, MD

With Truvelop, managers know who to celebrate, who to elevate, who needs motivation or inspiration, or who needs a little extra support or coaching, allowing them to step in early and often and ultimately be a better manager.



Our customers are using Truvelop to develop managers into leaders, build stronger relationships with front-line workers and increase retention.

Using our proprietary assessment and research-backed algorithm, Truvelop equips managers to lead with realtime insight into the talent landscape of their organization, performance trends, and development needs of their teams and individual Team Members.

These action-oriented insights help leaders make informed decisions. tailor their feedback and customize support for Team Members.

<u>Contact us</u> today

to learn more!

