WHAT DOES AN ENGAGED ASSOCIATE LOOK LIKE?

- **Proactive**: Completes assignments without reminders and pitches in to help teammates.
- **Prompt**: Shows up on time and ready to go every shift.
- **Invested**: Wants to do a good job, keep learning, and grow in their role.
- **Personable**: Ready and able to greet, help, and engage customers.
- **Knowledgeable**: Is confident in their work and can execute tasks with minimal supervision.
- **Reliable**: Is a valued teammate to managers and peers.

HOW DO YOU CULTIVATE AN ENGAGED WORKFORCE?

- **Communicate + Collaborate**: 74% of employees think a good relationship with their supervisor is key for engagement.
- **Schedule for Success**: 78% of employees who report that flexible work arrangements encourage productivity are engaged at work.
- **Offer Continuous Learning**: 92% of retail employees feel that formal training improves their job engagement.

WHAT SOLUTIONS MAKE EXCELLENCE EASY FOR ASSOCIATES?

- **Employee Self-Service**: Give associates control over their schedules with easy access and the ability to maximize their availability for an 8% reduction in turnover.
- **Single Platform for All Work**: Make it easy for associates to complete work—proactively and correctly—with a modern work interface and intelligent prioritization.
- **Gamification**: Reward high performance in real-time and make work fun for associates.
- **2-Way Communications**: Empower associates to connect with peers, coordinate with managers, and get real-time updates on key projects and initiatives.

WHAT SOLUTIONS EMPOWER MANAGERS TO BUILD ENGAGEMENT?

- **Smart Scheduling**: Accurately aligns associates, shifts, and contracts with demand for a 7% increase in sales and a 5% increase in labor productivity.
- **Upskilling + Knowledge Sharing**: Identify opportunities for upskilling with AI-powered staff planning and offer easy access to documentation and training resources.
- **Performance Management**: Recognize high performers in real-time or learn in real-time with do-guided reasoning and feedback.
- **Real-Time Validation**: Understand whether associates meet expectations and provide immediate feedback.

**Bottom Line**

Experienced, engaged employees help lower costs, drive sales, and create better customer experiences. Invest in the right solutions today to empower engagement!