



Employee Relationship Management Begins with Scheduling

When you do not have good relationships with your employees, turnover increases, production lags, mistakes occur more frequently and revenue falls. Unhappy employees are also quick to vent their frustrations on social media platforms, destroying the community goodwill you have worked so hard to build.

The bottom line is, your organization's relationship with its employees has a massive effect on the bottom line. If Employee Relationship Management (ERM) is something your organization struggles with, you are not alone.

[A 2017 Gallup World Poll](#) found that 15% of the world's one billion full-time workers are engaged at work. That percentage doubles in the U.S., but that still leaves 70% of American workers not engaged. Chairman Jim Clifton declared "It would change the world if we did better."

Unfortunately, the problem cannot be solved by giving employees free lattes and installing a foosball table. You're going to have to make the fundamental changes, and of course, you will need commitment from the CEO down.

Every organization strives to create a well-balanced atmosphere, but few can succeed. We have some ideas that might help you, but first, let's look at how fixing this almost universal problem will improve your bottom line.

Benefits of Employee Relationship Management

Low Turnover

Employee Relationship Management is essential for improving job satisfaction. When employees are engaged, productivity rises, quality improves and revenue often increases. When your organization has a good relationship with its employees, you see less turnover due to increased loyalty. But that loyalty affects more than just turnover. Loyal employees are also vested in improving processes and building community goodwill.

Employee Benefit News (EBN) [reports that it costs employers 33% of a worker's annual salary](#) to hire a replacement if that worker leaves. But each turnover has its indirect costs, or "productivity costs," says EBN. "Indirect costs stem from knowledge lost when employees leave, the time spent finding a replacement, and the time new hires need to become fully functional."

Indirect costs can include lower productivity while a new employee is in training. Not only is the productivity for the trainee lower due to inexperience, but the work of those having to take the time to conduct the training also suffers. Then, there is the knowledge of company policies and traditions that long-term employees have absorbed. Long-term workers experience less conflict and fewer policy violations due to merely being familiar with the policies and customs of their organization.

Companies with high turnover also have a hard time attracting the best talent. There are few secrets anymore. One of the first places potential employees check when searching for a new job are sites like Glassdoor, where current and former employees rate employers. Maintaining a healthy relationship with your employees makes it more likely you end up on a list like "10 Best Companies to Work For" instead of receiving the dreaded one-star reviews.



\$15,000

33% of the median employee's salary of \$45,000, the average cost of turnover per employee comes out to \$15,000



Higher Employee Engagement

Employees happy in their work are engaged and productive when they are at work and are absent far less than their disgruntled colleagues. When employees are engaged, they take pride in their work. Engaged employees' production is high, and their work has fewer flaws.

But it's not just your engaged production workers who are better at their jobs. Happy employees close more sales and make better customer service representatives. Essentially, happy and engaged employees create satisfied customers.

Loyalty

Engaged employees become champions for your company and are your most lucrative investment in recruiting and marketing. Consider that an engaged employee will find a qualified candidate that will be a good fit for your organization by spreading the word throughout their network. Now compare that to the cost of hiring recruiters, paying agency fees, advertising costs to post on job boards and recruiting services, and attending recruiting events.

A problem many companies have, especially during a time when highly skilled workers are in demand, your best employees are often the ones your competitors will try to poach. A happy employee is far more likely to stay in their current job, despite being actively recruited, than an employee that does not feel valued.

But employee loyalty goes far deeper than merely staying at their job. These are the employees who are willing to invest in themselves and the success of the company. They are deeply engaged in improving processes, developing the client base and delivering high-quality products and services.



Why Employee Scheduling Software Is Important

Now that we know how ERM affects your bottom line, the question remains, how do we do better? At TCP, we would not presume that we can help with every aspect of ERM, but we do know that better employee scheduling through software plays a significant role in creating a more engaged workforce.

Transparency & Collaboration

Employee scheduling has become such an issue that many states and cities have [adopted predictive scheduling laws](#) to protect workers. That idea has caught on across the country, and in November of 2019, [H.R.5004 Bill titled Schedules That Work Act](#) was introduced in Congress. The purpose of the bill is to permit employees to request changes to their schedule without fear of retaliation, and for employers to provide predictable and stable schedules.

When employees do not know their schedules in advance, it is difficult for them to arrange childcare and transportation and access and receive care for chronic health conditions for themselves or those they care for. Unpredictable schedules also make it impossible for employees to take on a second job or apply for government assistance to make ends meet.

Our scheduling tools support predictive scheduling by allowing employees to view their schedules on any device connected to the internet. You can also give employees more control over when they work by allowing them to drop or swap shifts with their colleagues without negatively impacting production.



Reduce Turnover

Proper scheduling ensures no employee is over- or under-scheduled, which eliminates employee burnout while also ensuring everyone has enough hours to keep them happy. However, burnout is not the only thing workers suffer from when over-scheduled. When workers are NOT overworked or overstressed, organizations see a significant reduction in accidents.

More efficient employee scheduling software tools also reduce friction between HR, management, and workers. By making HR's job easier and reducing errors, you have less stress and fewer corrective actions that need to be taken. If you have employees working in multiple departments, a scheduling system will provide more visibility to department managers, ensuring there is no overlap in scheduling.

When employees, be they on the plant floor or in offices, feel valued, safe, looked after, and not overworked, they are far more likely to make a career with their employer.

Engage Employees

Proper scheduling ensures managers have the talent they need on each shift. Team leaders can focus on keeping their team members on top of their game in their primary role instead of scrambling around trying to cover for the shortage to do the day's tasks. An automated employee scheduling system can even send notifications to employees, reminding them of scheduled shifts, so they don't need to track down the information when the office is "closed" for the day.

Giving employees more control over their time requests and providing more accessible ways to clock their time and enter leave requests builds trust and creates the flexibility younger employees expect. A sound scheduling system will give employees access to their hours worked, time off, and late check-ins and overtime worked. That transparency will help avoid problems and bad feelings when perceived discrepancies bubble up.



Foster Loyalty

We have talked about time theft when evaluating the [ROI of time tracking systems](#), but what about the ROI of providing a work-life balance? While an effective scheduling system can prevent time theft, it can also prevent workers from working too much by preventing employees from clocking in and out too early or late. By eliminating that possibility, you are showing your employees you value the time they enjoy with their family, friends, and hobbies almost as much as they do.

When you can efficiently set schedules far in advance and put an end to difficult last-minute changes, you build trust with your employees. You can eliminate those late-night phone calls to employees ready to enjoy their time off, telling them they must come in to cover for someone. No one enjoys those calls, no matter what end of the line you are on.

Accurate scheduling also leads to accurate payroll. When employees know they can count on being treated fairly and are taking home the pay they expect, you are building loyalty. By minimizing this stress and fostering a culture that values accuracy in scheduling and reporting, you are creating a company that employees across all departments want to work for.



Do you want more information on how employee scheduling software can benefit your company? [Schedule a consultation now](#) with a Consultant to explore a personalized solution to meet your complex needs.



Want to know more about employee scheduling? Let's talk.

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