Ineffective Shift Scheduling Hurts Employee Retention

The hidden costs of inconsistent employee scheduling

The scheduling process as we know it is broken. Shift-based workers, particularly those in public safety, have grown dissatisfied with the lack of flexibility, consideration, and transparency regarding the way their work schedules are planned and managed. When preparing schedules, **supervisors usually don't have access to all necessary information**—availability schedules, time off requests—and are often forced to schedule staff on the fly and without strategic thinking.

As a result, staff members cannot plan their work and personal responsibilities, which leads to **stress, absenteeism and ultimately increased turnover**. In fact, HR managers say extended job vacancies **cost them an average of $800,000 per year**[1].

Unstable schedules have become one of the top concerns of the modern workplace, so much so that an increasing number of states have **adopted laws enforcing predictive scheduling**. Despite the fast-paced environment and sometimes unpredictable needs of the public, **managers will be required to post schedules in advance** and pay penalty charges for any subsequent changes. Therefore, robust scheduling solutions that provide both the flexibility and customization are becoming a must-have in an agency's compliance strategy.

Manual scheduling practices and tools can make labor law compliance messy and ineffective. They are **ineffective at accommodating the dynamics of the scheduling process** and the real-time needs of fast-paced public safety agencies.
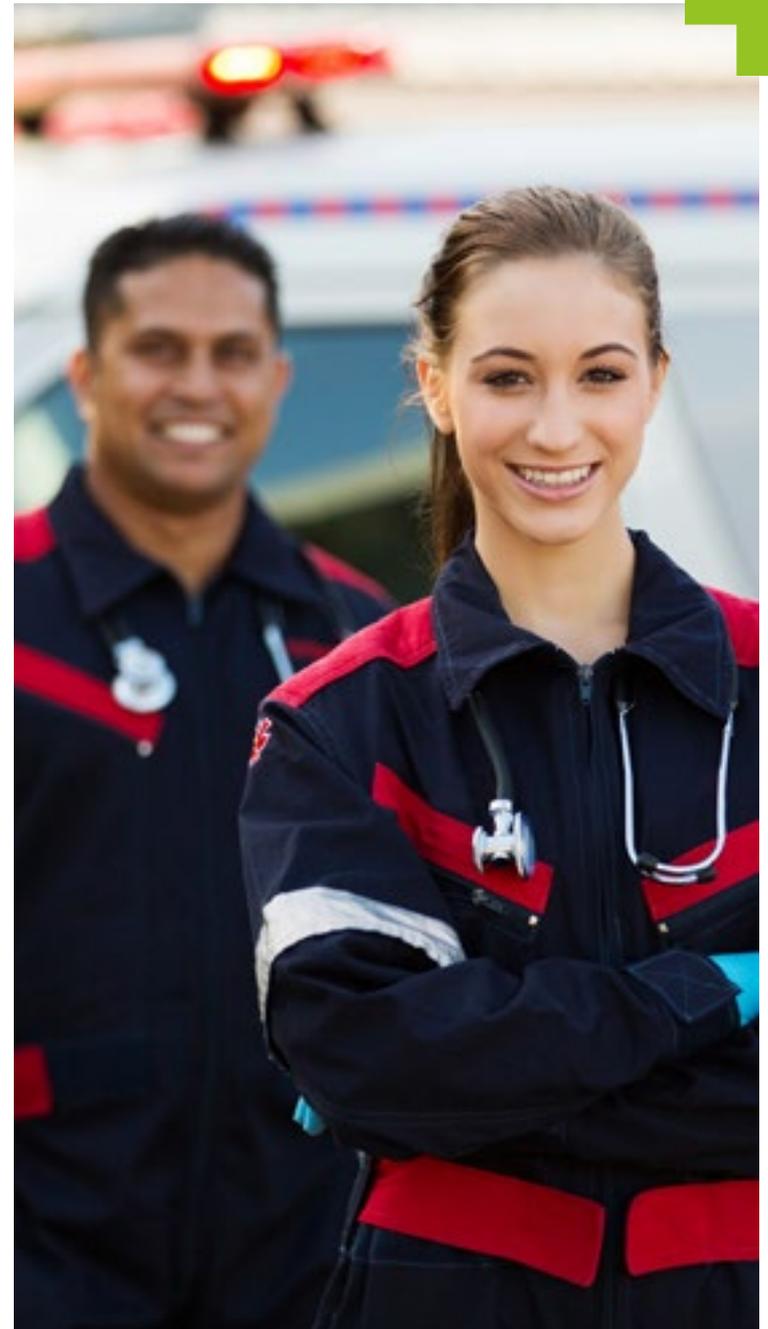
Example

With many scheduling solutions, the initial shift assignment can be done fairly easily, but making edits, monitoring conflicts, and updating the staff is not built into the system. Moreover, **employees rarely have an active role in schedule planning** and creation, so their needs are often neglected. For employee shift scheduling to address the needs of an agency, they must embrace more powerful, innovative technologies.

Moving away from outdated scheduling processes

With scheduling evolving into a critical process—concerning not only operations but also employee satisfaction and labor law compliance—**agencies must make a concerted effort to upgrade how schedules are planned, created, distributed and managed**. This dramatic shift might be perceived as challenging. But with the right tools in place, productivity and organization not only improve, real-time control of labor costs, overtime and compliance accuracy become a reality.

Such is the case with cloud-based scheduling systems like TCP's Aladtec Employee Scheduling. As a leading employee shift scheduling platform created specifically for public safety agencies, workers and managers across the entire department will have all the information they need right at their fingertips. **Employees can set their availability, submit for open shifts, and even swap shifts with their colleagues without supervisor intervention**. This adds much-needed flexibility for employees covering multiple roles and part-time engagements.

TCP's Aladtec Employee Scheduling allows managers to quickly add rotational shifts with simple to complex repetition types or add shifts and make changes on a day-to-day basis when needed. Members can submit availability and designate days as Preferred, Available or Unavailable, making things much clearer for the manager. Aladtec also offers a Time-Off feature that allows departments to track basic time off or enable the accruals feature where time-off hours are automatically accrued throughout the year. The system also provides customizations related to overtime, minimum staffing requirements, notifications and permission levels for supervisors and administrators. Additionally, integrations are available to bridge the Aladtec scheduling solutions with outside applications, such as reporting, dashboard and employee performance, allowing you to centralize and consolidate your information and save time.

Streamlined cloud-based scheduling has a direct positive impact on an organization's bottom line. Using a powerful scheduling platform provides a clear overview of time and attendance, empowering managers with an actionable view of labor and overtime costs, and the ability to prevent over- and understaffing in real-time. This, in turn, contributes to employees feeling their time is being valued, which can improve the level of service and reduce turnover in the long-term.

Is it time to level up your scheduling solutions?

Schedule a demo today to learn more about TCP's Aladtec Scheduling for Public Safety.

> **Check it Out**