

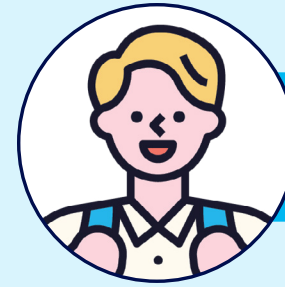
Strategic Workforce Planning in Action

The Key to Giving Your Associates the Flexibility They Desire

When it comes to attracting and retaining a quality workforce, details matter. Employees are quitting or retiring at a record pace, often to find better work/life balance, and this is impacting businesses around the globe. Employees today value flexibility in how they work, but this can mean different things to different people. Flexibility could mean working different shifts, working at different locations, or working different jobs throughout the week. Or, it could mean having a schedule that allows the flexibility to drive kids to school in the morning or attend night classes.

It's important for businesses to have the insights to understand each employee as an individual and the tools to strategically design schedules not simply based on availability, but on employee preferences. When you can do this, employees feel more valued and ultimately more satisfied. This helps reduce turnover, which helps solve one of the major labor challenges today.

This eBook introduces you to a typical cross-section of today's workforce and illustrates how strategic workforce planning can be used to engage these employees while meeting organizational needs.



Flynn

In-store Order Picker



Dorothy

Grocery Cashier



Jasmine

Sales Assistant



Matteo

Hotel Front Desk Clerk



Jake

Warehouse Stocker,
Loader, Forklift Operator

Flynn

In-store Order Picker

Flynn is a typical high school student who cares more about gaming and girls than he does about working. He's a good student and works hard when at work. His mom lets him borrow the car, but he has to pay for his own gas. Flynn is happy to work directly after schools after school, which means he can't start until 4:00 PM. He also prefers to not work Fridays so he can go to the football games. If his friends are planning something fun, he'd rather give up a shift than work, especially after a year of not being able to hang out. While this probably isn't a long-term job for Flynn, he's enthusiastic and trustworthy, and even recruited some of his buddies to work at the store.

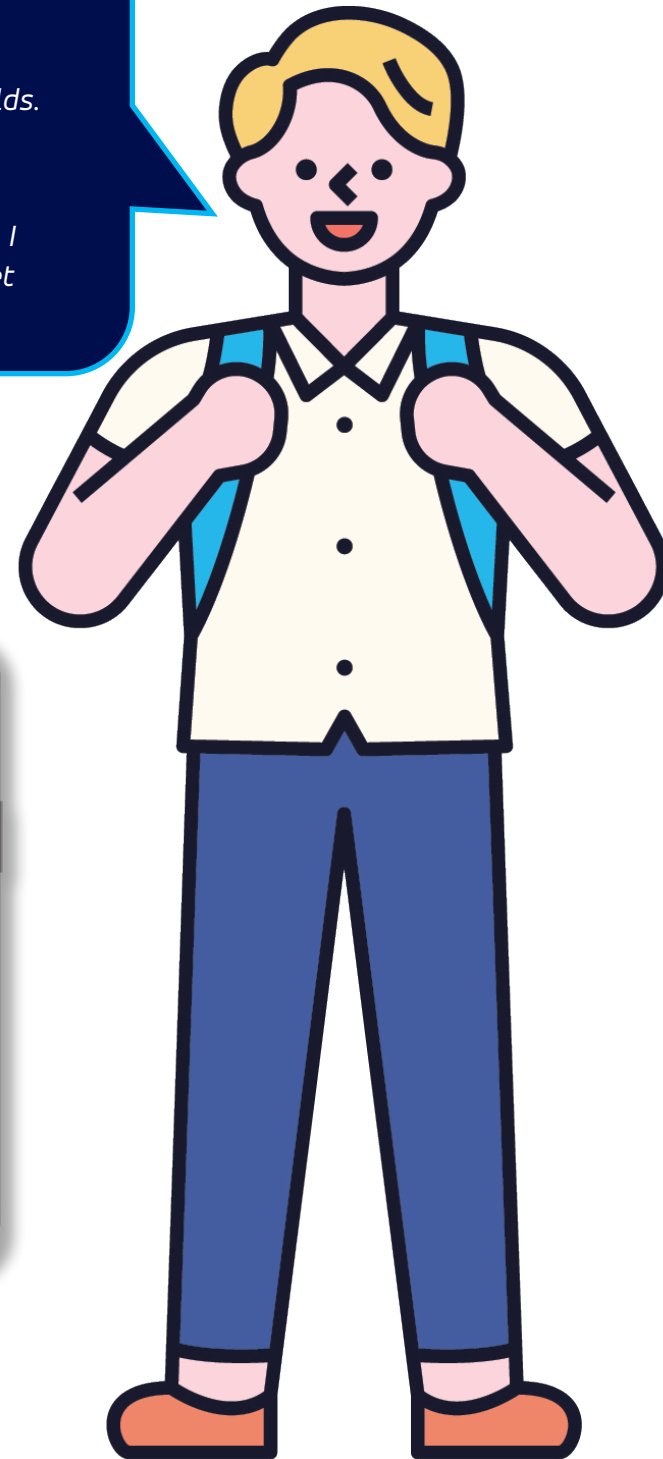
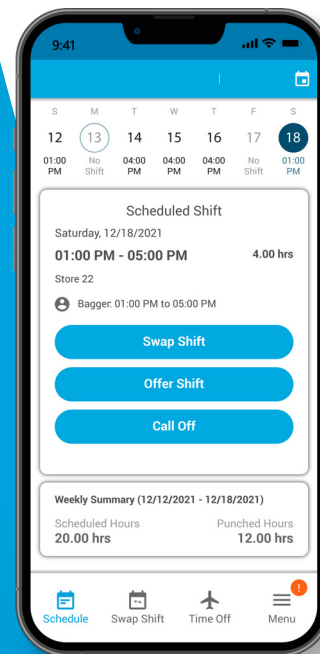
Why I work

I work just enough to pay for gas and to buy enhancements for my favorite Xbox game worlds.

What flexibility means to me

"Flexibility means easily swapping shifts when I don't feel like working, without risking being let go by calling out too many times."

How I offer up shifts



Dorothy

Grocery Cashier

Dorothy is happy to work a few weekday mornings, as long as she's not on her feet too long. Her husband passed away recently, and she uses work as an excuse to get out of the house and be around people. She likes having a set schedule. That way, she knows she's always available to pick up the grandkids from school and watch them until their mom gets home from work. Fifteen hours a week is plenty to have extra spending money for spoiling the grandbabies. Dorothy is a real asset to the company, her smile and her caring spirit brings a lot of joy to all the customers she meets.

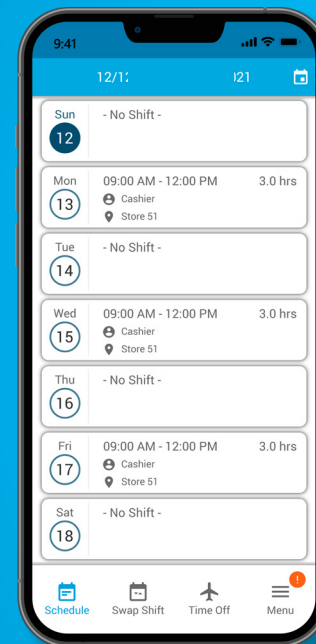
Why I work

I went back to work to earn a little extra spending money and to be around nice people.

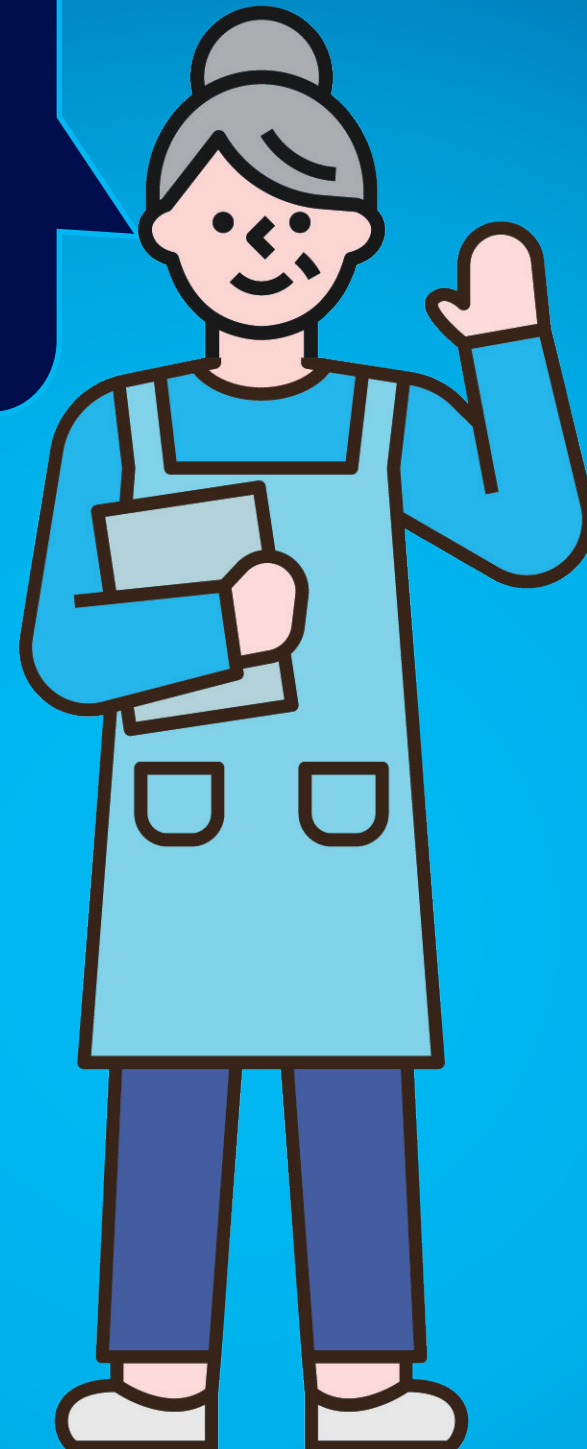
What flexibility means to me

"Flexibility means working just a few mornings a week - always the same days please- and being able to work shorter shifts than I used to."

My schedule this week



Sun 12	- No Shift -
Mon 13	09:00 AM - 12:00 PM 3.0 hrs Cashier Store 51
Tue 14	- No Shift -
Wed 15	09:00 AM - 12:00 PM 3.0 hrs Cashier Store 51
Thu 16	- No Shift -
Fri 17	09:00 AM - 12:00 PM 3.0 hrs Cashier Store 51
Sat 18	- No Shift -



Jasmine

Sales Assistant

Jasmine is a grad school student, working to pay her way through college without debt. She's motivated to work as often as she can, and she does this by balancing a number of different gigs. Basically, if she's not in class, she's at work. Jasmine loves fashion and enjoys assisting customers but can make more money on weekends as a rideshare driver or delivering food. From week to week, she doesn't know what her school workload will be, so she'd rather pick shifts from a blank schedule versus being assigned specific hours. Jasmine is one of the many gig workers who are a growing, and important, part of today's workforce.

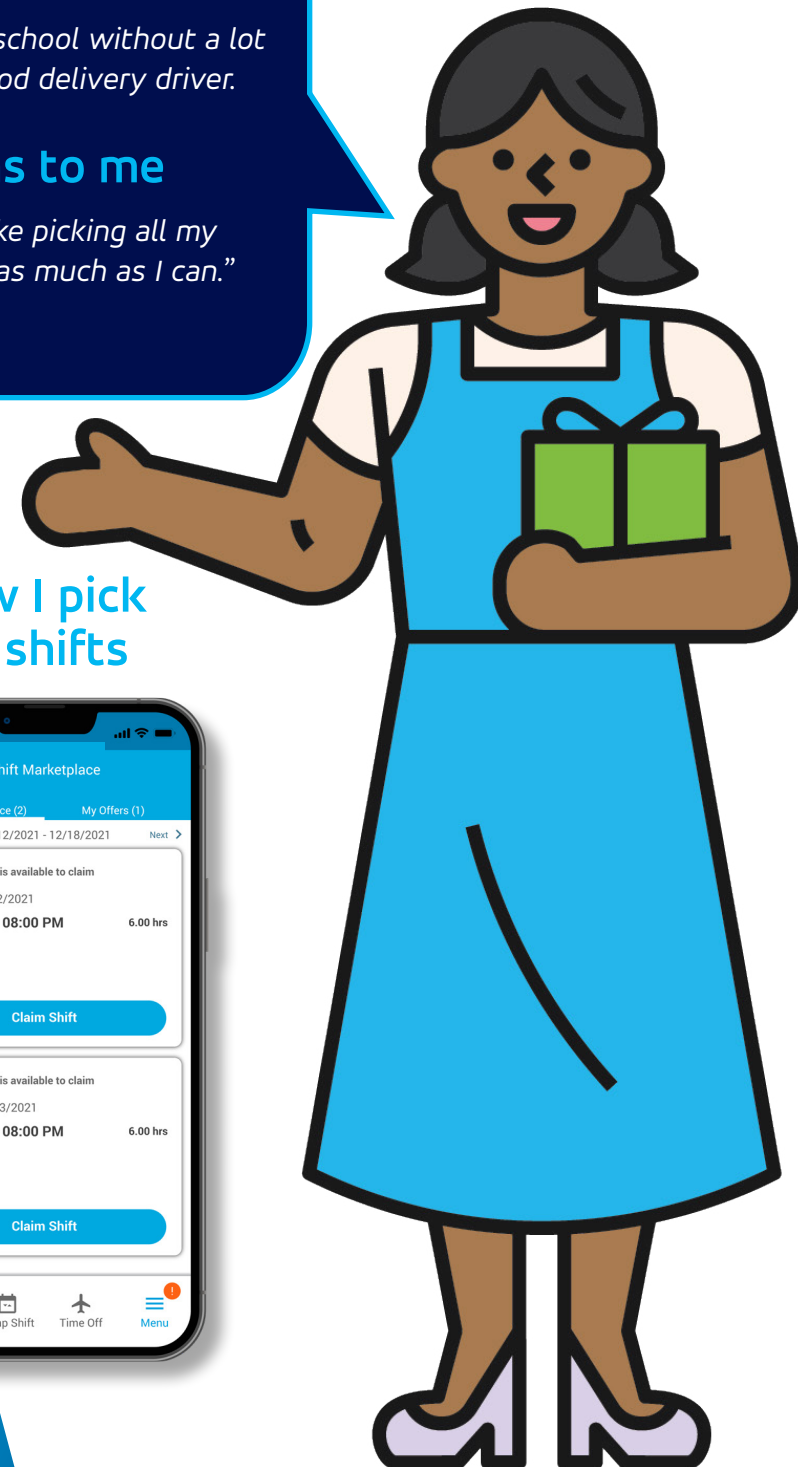
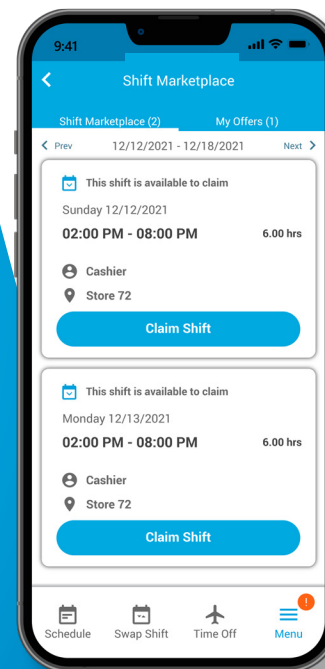
Why I work

I'm trying to pay my way through school without a lot of debt. I'm also a rideshare and food delivery driver.

What flexibility means to me

"Flexibility is everything to me. I like picking all my own hours, but I'm happy to work as much as I can."

How I pick up shifts



Matteo

Hotel Front Desk Clerk

Matteo is tired. He's a first-time parent of a newborn and has been picking up shifts while his wife takes a few extra months off from work. It's really helping his family cover expenses. He works nights at the hotel before going to his full-time job at the office. Jake and his wife live in the city, and he's happy to work at any of the hotel locations nearby. He needs set hours, so he has time everyday to fix dinner for his wife, spend time with the baby, and sneak in a few hours of sleep between jobs. He also needs the flexibility to swap shifts on short notice if the baby's sick or he needs a break.

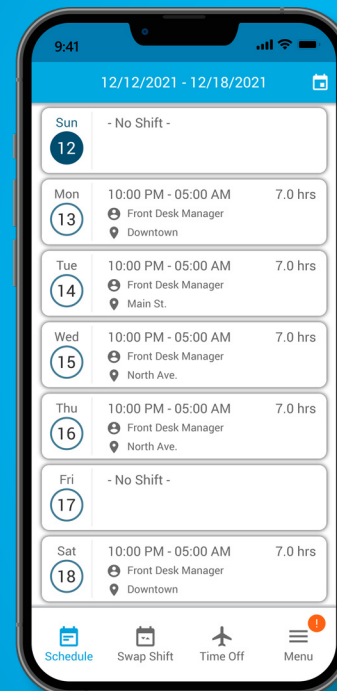
Why I work

My wife is staying home for 6 months with the baby, so I'm picking up a second job.

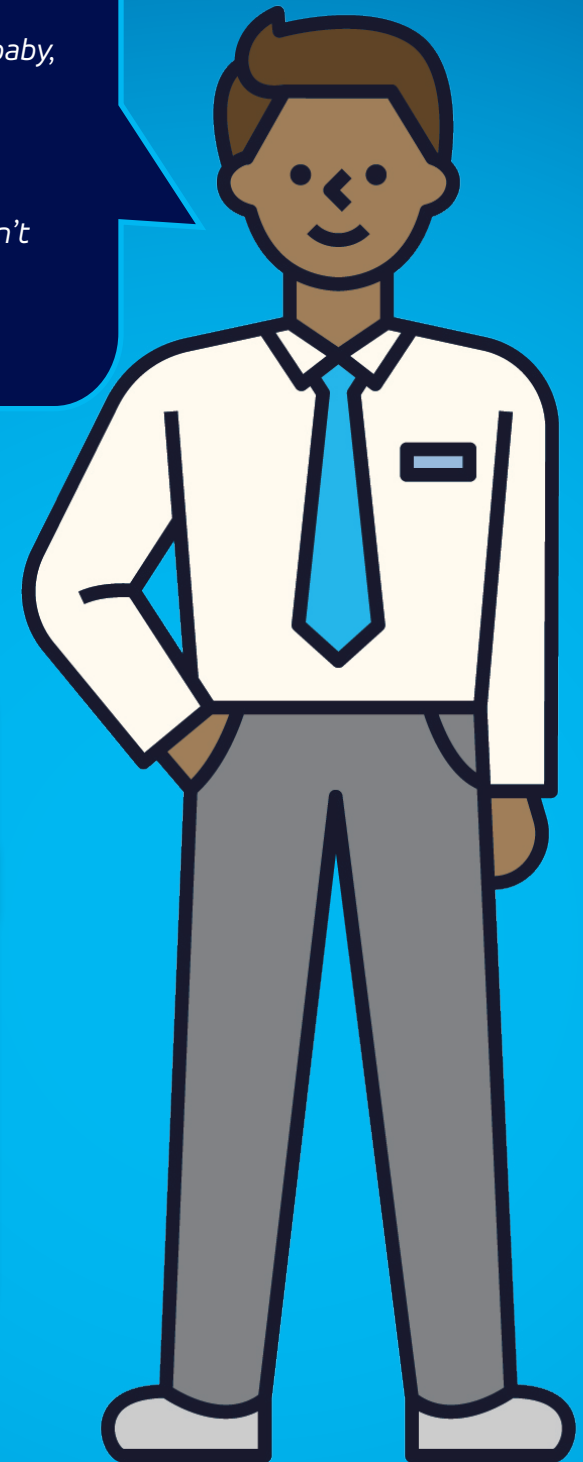
What flexibility means to me

"Flexibility means finding a night shift that doesn't interfere with my full-time job and working all around town."

My schedule this week



12/12/2021 - 12/18/2021		
Sun 12	- No Shift -	
Mon 13	10:00 PM - 05:00 AM Front Desk Manager Downtown	7.0 hrs
Tue 14	10:00 PM - 05:00 AM Front Desk Manager Main St.	7.0 hrs
Wed 15	10:00 PM - 05:00 AM Front Desk Manager North Ave.	7.0 hrs
Thu 16	10:00 PM - 05:00 AM Front Desk Manager North Ave.	7.0 hrs
Fri 17	- No Shift -	
Sat 18	10:00 PM - 05:00 AM Front Desk Manager Downtown	7.0 hrs



Jake

Warehouse Stocker, Loader, Forklift Operator

Jake is a single parent to two school-age daughters. He's worked a few years with the company and is able to work in different positions. Although Jake can't work a straight 8:00 AM – 5:00 PM because he drives his girls to school every morning, he can work while school's in session and every other weekend. Jake always needs to work 37+ hours a week so he gets benefits. Jake is a high-energy guy who can get bored easily, but with the opportunity to work in different positions, not only is he happier but he's getting cross-trained for the future.

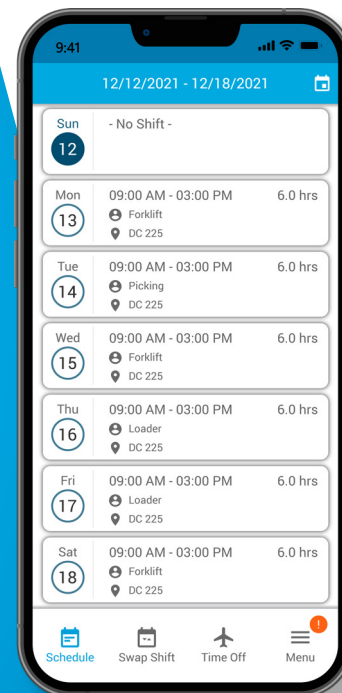
Why I work

I love my job. I make enough to provide for my family and the benefits are great.

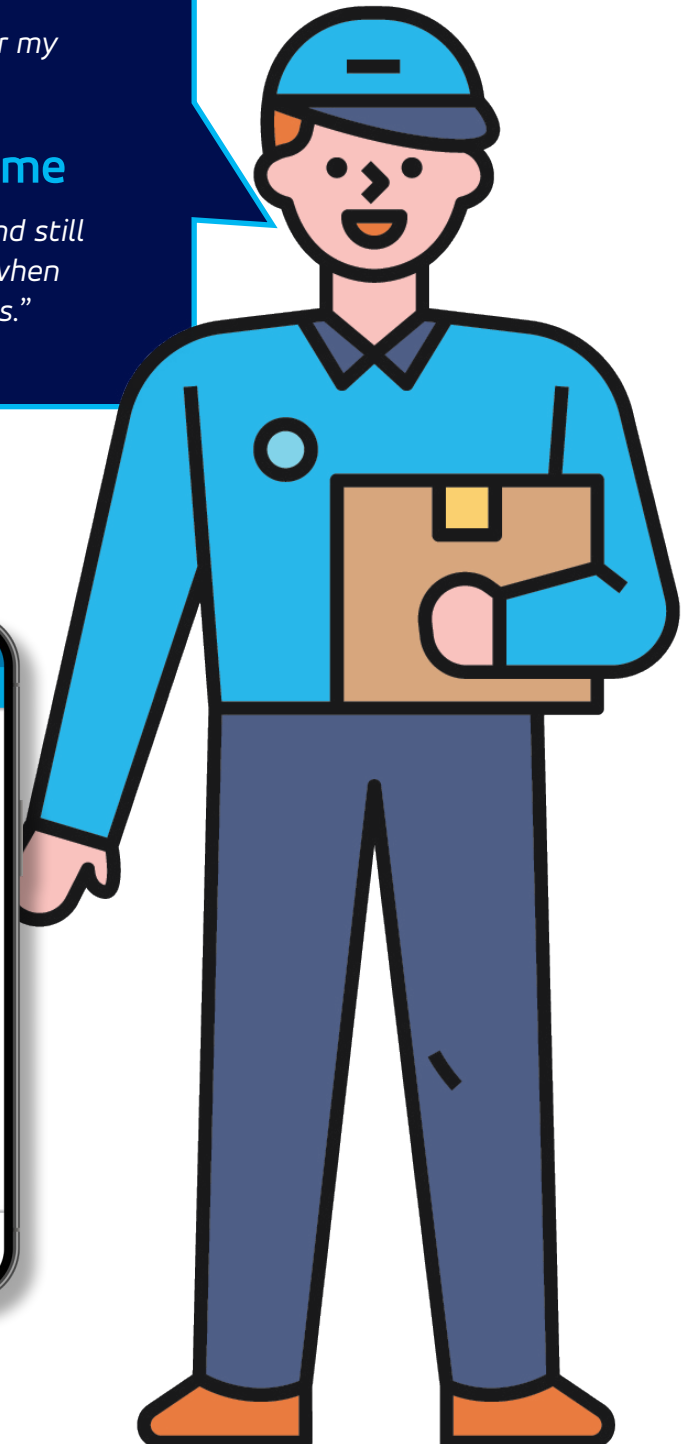
What flexibility means to me

"Flexibility means finding a full time job and still have extra time with my girls. And, I like when my week is a mix of different job functions."

My schedule this week



12/12/2021 - 12/18/2021		
Sun 12	- No Shift -	
Mon 13	09:00 AM - 03:00 PM 6.0 hrs Forklift DC 225	
Tue 14	09:00 AM - 03:00 PM 6.0 hrs Picking DC 225	
Wed 15	09:00 AM - 03:00 PM 6.0 hrs Forklift DC 225	
Thu 16	09:00 AM - 03:00 PM 6.0 hrs Loader DC 225	
Fri 17	09:00 AM - 03:00 PM 6.0 hrs Loader DC 225	
Sat 18	09:00 AM - 03:00 PM 6.0 hrs Forklift DC 225	



Blue Yonder's Workforce Management



Scheduling flexibility means more than offering shift swaps. Every employee has different needs and priorities, and accommodating these differences is key to engaging employees and reducing turnover. With Blue Yonder, every associate can select their preferences and priorities in addition to availability. Advanced algorithms generate best-fit schedules that align with everyone's needs, including your own.

What about business needs? The entire schedule begins with an accurate view of labor demand. Schedules are always built from there, in line with labor regulations, corporate policy and union contracts. After the total labor demand by location, role and time is identified, shifts get assigned. These assignments are based upon each employee's ranking of preferences, so schedules are optimized to align business and employee needs alike.

Blue Yonder's strategic workforce management helps businesses give their employees the schedules that match their lifestyle. This means happier and more productive associates and a lower turnover rate. And in today's tight labor market, this can make all the difference.

To learn more about Blue Yonder WFM and its workforce planning capabilities, visit:

<https://blueyonder.com/solutions/workforce-management>





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