IN THIS GUIDE:

This guide will show you how to spark your digital transformation by integrating continuous learning throughout day-to-day shifts of your front-line and remote workforce. We'll help your organization get started by integrating methodological change to prepare you for a successful, future-ready digital transformation.

For front-line and remote staff, an intelligent, digital workforce tools make their shifts more fulfilling and productive. They benefit from technology at every point in their day. Preparing employees for the jobs of tomorrow is key to helping staff stay motivated to learn and eager to contribute.

Let's light the spark!

01.

WHY THERE'S NO TIME LIKE THE PRESENT

TO LAUNCH A DIGITAL WORKPLACE TRANSFORMATION

Remote working, digital workplaces, and the continued integration of Internet-based workplace software is changing the face of the world of work as we know it. Deskless employees, including frontline and field workers, are also part of this modern evolution. A successful digital workplace transformation will strengthen all types of roles, and connect a dispersed workforce through smart, digital technologies.

Of course, many companies have long held flexible working conditions, hired many remote employees, and have a large deskless workforce. Recently, since the rapid rise in digital workplace solutions over the course of the COVID-19 pandemic and related stay-at-home mandates, a massive amount of traditionally office-based companies have shifted to digital. And the future of the brick-and-mortar office remains uncertain around the world.

IN ESSENCE, a digital workplace transformation is shifting from traditional, in-office work, to a more flexible, online and fully connected solution. That means harnessing the power of technology, the internet, and teleworking software to either compliment or completely change the face of brick-and-mortar style office settings.

"ACCORDING TO RESEARCH BY CITRIX, 90% OF GEN Z AND MILLENNIALS WANT TO WORK IN A HYBRID MODEL POST COVID-19."

Is your company ready for a digital transformation?

WE THINK SO. HERE'S WHY:

Modern technology supports digital workplaces like never before. The [global Internet penetration rate](#) is roughly 60%. This number is only growing with solutions like [Starlink](#) making high speed and reliable internet even more accessible for everyone, even in the most underserved regions. Smartphones, tablets, and increasingly powerful home workspace solutions empower workers to have all digital resources available to them at home, or anywhere on the go. Combining that reliable connectivity with powerful devices, and with the vast array of software solutions that link companies and employees seamlessly, the shift to digital

has never been easier.

Digital workplaces attract forward-thinking, digitally-savvy candidates. Millennials and Gen Z make up the majority of the modern workforce. They are Digital Natives, having grown up during the meteoric rise of internet-based tech, touchscreens, smartphones and tablets. Employers must adapt to ensure their business environment mirrors the wants and needs of this technologically-minded movement. In fact, according to [research by Citrix](#), 90% of Gen Z and Millennials want to work in a hybrid model post COVID-19. This will bring a fusing of digital workspaces with the traditional office setting. Even more interestingly, perhaps: over half want to shift to a fully digital workplace all or most of the time.

An employee-centered approach empowers workers to upskill, bridge gaps, and access ongoing support from anywhere in the world. The benefits of transitioning to a digital workplace extend throughout a company and beyond, to external partners and all stakeholders.

What are the benefits of implementing a digital workplace transformation for employees and external partners?

STREAMLINED TRAINING, EMPLOYEE SUPPORT, AND RE-SKILLING. We believe that adopting an end-to-end Learning Experience Platform - a reimagined LMS - is the future of workplace training. It connects employees with relevant training materials, courses, and reference documents that they can cover on their own time. Your employees will truly benefit from the flexibility, independence, and functionality of a robust digital learning platform through blending synchronous, asynchronous, and just-in-time learning support when and where it's needed.

DIGITAL WORKPLACES HIRE THE BEST PEOPLE FOR THE JOB. Companies that offer a fully connected digital workplace aren't limited to geography when it comes to onboarding. Seeking suitable and highly skilled candidates outside of your hub's city or region is made easy with a digital transformation. Along those same lines, digital workplaces offer amazing growth potential for companies based in non-traditional markets, or less populated areas.

DIGITAL WORKPLACES CAN SAVE MONEY. Office space is increasingly pricey as real estate markets around the world continue soaring. Many companies who've begun their digital workplace transformation have chosen to downsize their offices or even eliminate them. The rise of coworking spaces, where companies can book fully decked-out meeting rooms, only further minimizes the need for traditional office space.

CONNECT AND ENGAGE EXTERNAL PARTNERS. With a functional digital workplace in place, your company can offer direct lines of seamless two-way communication with external partners like clients, suppliers, and consultants. Meet and collaborate anytime, anyplace...digitally. Spend less time traveling and less money on accommodations. Partners and employees alike benefit greatly from this flexibility, strong work-life balance, and improved accessibility while offering unrivaled ongoing support.

BENEFITS OF DIGITAL WORKPLACE TRANSFORMATION

A digital workplace doesn't mean saying goodbye to physical connection. In fact, employees and external partners can grow their relationship just as well digitally. We'll always benefit from face-to-face meetings, but a digital workplace can complement those meetings, enriching conversations and supplementing results with smart digital tools.

LAUNCH YOUR COMPANY'S DIGITAL TRANSFORMATION

Your digital transformation can begin - or continue moving forward - right now.

START BY CONDUCTING A NEEDS ASSESSMENT ACROSS YOUR COMPANY: IDENTIFY PAIN POINTS IN YOUR CURRENT DIGITAL STRATEGY, BRAINSTORM SOLUTIONS, AND BEGIN AN INTELLIGENT APPROACH TO DIGITAL END-TO-END INTEGRATION.

DIGITAL TRANSFORMATION MUST-HAVES:

CONSOLIDATED EMPLOYEE SOFTWARE PLATFORM THAT IS:

- Easy to use
- Familiar for all users, just like their favorite apps (Zero train model)
- A one-stop platform that limits 3rd party extensions, minimizes distractions and bugs, and optimizes load times to maximize employee adoption

PAPERLESS OPERATIONS

- Set up digital forms, checklists, and internal communication to make your company paperless

DIGITAL LEARNING EXPERIENCES

- Integrate digital training solutions through a built-in Learning Experience Platform to offer continuous skilling for all employees

COMMUNICATION STRATEGIES

- Build your internal communications strategy by empowering a social intranet, employee messages, and open collaboration

iTacit is an end-to-end digital workplace transformation solution. Connect your employees to everything they need to do their jobs: putting email-free messages, training, a social intranet, digital forms, checklists and more into the hands of your workforce.

02.

HOW TO IGNITE A REMOTE WORKFORCE COMMUNITY

& BOOST TEAM ENGAGEMENT

Your company's digital transformation doesn't mean losing real connections or personal bonds between employees and external partners. **IN FACT, THE OPPOSITE IS TRUE.**

Strong digital workplaces cultivate interpersonal relationships, giving each employee an equitable and open opportunity to form real connections. Not only do employees benefit from a platform for their voice to be heard, but organizations can also can get a holistic view of how their staff are feeling, what they're thinking, and how they can be better supported.

"A BUILT-IN, FUTURE-READY EMPLOYEE HUB CREATES A SPACE FOR DISCUSSION, COMMUNITY-BASED PROBLEM SOLVING, AND BUILDING TEAM CONNECTIONS."

Organizations can create a real sense of community for their remote employees through selecting effective and appropriate digital workplace platforms. On top of this, smart communication strategies and a little bit of elbow grease towards harboring an inclusive and equitable digital environment can boost team engagement.

BUILDING DIGITAL COMMUNITIES IN THE REMOTE WORKFORCE

RESOURCES AVAILABLE ANYWHERE, ANYTIME

Working remotely may leave workers feeling disconnected from the main hub of an organization. Finding information like training materials, reference documents, and business-critical forms on a traditional workplace server can be tricky. This can leave some employees feeling left out and scrambling for solutions.

A smart digital workplace solution can ensure that access to relevant resources and vital information is easy, instant, and always available from any device.

Companies can create a real sense of community by establishing a central place where workers can find documents, training material, and forms. On top of that, a built-in, future-ready employee hub creates a space for discussion, community-based problem solving, and building team connections.

DEVELOP (REMOTE) RITUALS

Rituals form an important piece of every employee's life at work. Whether that's a morning coffee, a watercooler chat, or a silent nod at the copy machine, nearly everyone has some type of ritual in which they find a bit of comfort at work. Rituals give people a sense of routine as well as help contribute to a positive team spirit and workplace engagement.

For remote and deskless employees, these rituals can be harder to pin down. With a dispersed team, across geographical areas and time zones, taking time to develop routine rituals can be trickier than it is for in-office employees.

Sometimes rituals come naturally. Other times team leaders may have to talk openly with their staff and find out what type of rituals they'd like to participate in. Here are some ideas to help develop rituals for remote and front-line workers:

RITUALS FOR REMOTE COMMUNITIES

Schedule daily or weekly virtual meetings, with individuals and in teams, to discuss more casual aspects of work and life. Treat the start of this meeting as a relaxed catch-up, or coffee chat, and keep it light.

Make routine posts on your organization's intranet that generate engagement: highlight great work or extra effort from an employee or team, share r elevant and interesting articles or videos, or post fun surveys.

Once a week, host fun virtual activities near the end of the day. Depending on your organization and employee personas, this could be anything from group meditation, to an after-work virtual cocktail, a trivia or pub quiz, or a physical exercise like yoga.

Taking the time out of everyone's busy day to disconnect from their jobs is worthwhile to cultivate a strong digital workforce community. These routines can give workers something to look forward to that isn't directly work-related.

Communication with employees and teams is a key element to find out what people like and what they feel comfortable with. No matter what style of team and types of personalities, you can always find certain rituals that harbor positive energy and boost engagement.

TEAM TRAINING AND ONLINE ACTIVITIES

LMS and digital training is effective, inclusive, and practical. Employees benefit from learning on their own time, asynchronously. But don't some types of workers miss the traditional, in-person training experience? That feeling of joining your team and feeling part of something important?

Training and team activities can certainly be organized as a team. It doesn't matter if each employee is joining from another part of the world. Getting together in an online space can do wonders for employee engagement and to develop meaningful connections within an organization.

The beauty of an all-in-one Learning Experience Platform is the flexibility it gives both employers and employees. Learn on your own, at your own pace. Or organize team learning sessions and group activities. The possibilities are endless. Find what works best for your team, and your company culture, to activate and boost engagement across remote teams.

LEVERAGE TECHNOLOGY TO BOOST EMPLOYEE ENGAGEMENT

Workforce communication software platforms offer so much more than simply connecting employees to their work. Their power can be harnessed to boost engagement, cultivate a positive culture, and serve as a central information hub and safety net.

Creating real connections with individuals across organizations develops that feeling of community. Closer knit teams are willing to go that extra mile to make sure everyone is comfortable and supported. A strong remote workforce community helps foster employee relationships across roles and divisions, making sure everyone knows who to ask when they need help. More available resources and a communal openness to help out will drive innovation and productivity.

Integrating an intuitive, all-encompassing employee app allows organizations to offer their remote and front-line workforce a straightforward and easy-to-access digital meeting point.

03.

5 COMMON CHALLENGES YOUR FRONT-LINE EMPLOYEES FACE

(AND HOW TO ADDRESS THEM WITH SINGLE-PANE OF GLASS TECH)

Front-line employees keep our society running safely and efficiently. Whether they're in the healthcare field, sanitation, transport, or manufacturing, these essential workers are the unsung heroes who work long hours, often on their feet all day, to provide citizens with the services we rely on.

ORGANIZATIONS WITH A MIX OF FRONT-LINE AND DESK-BASED EMPLOYEES CAN STRUGGLE to find the right balance of employee communication that engages this diverse range of staff. For front-line workers, being away from a company's central hub, often on the go all day, can lead to a disconnect. That could mean a feeling of exclusion from certain activities and communications, or even missing out on a sense belonging to the team.

Front-line employees face several unique challenges in their day-to-day jobs. Let's take a look at some of the most common issues and offer concrete solutions to help your organization best meet the needs of your front-line staff.

FIVE FRONT-LINE CHALLENGES:

#1: FRONT-LINE EMPLOYEES CAN FEEL DISCONNECTED

Front-line workers don't always follow the typical 9-to-5 office hours. They can be working nights, extra-long shifts, weekends, or be on the road. The overlap with standard office working hours can be limited.

A lot of traditional office communication is based around that Monday-to-Friday, 9-to-5 routine. Because of this, front-line workers can be left out of key communications, team activities, or important meetings.

To help ensure front-line employees feel connected to their central hub, we recommend engaging in truly inclusive business activities by harnessing technology through:

- Using a centralized application with integrated communication functionality to bring everything together so that employees and partners always have a dedicated hub to return to. They can access training material, reference documents, or engage in discussions with their teams through a built-in intranet.

- Helping organizations extend their company culture to all front-line employees through boosting EX (employee experience).

#2: LACK OF RITUALS

Front-line staff can struggle to find daily rituals at work. In certain fields, like healthcare for example, employees may have erratic, unpredictable days. Of course, the rush of the job is a motivator for many people in these types of roles, but there is certainly a lack of ritual to fall back to for comfort.

To help front-line workers develop healthy workplace rituals, consider:

- Scheduling routine (i.e., weekly or monthly) meetings with specific groups or individuals to discuss what's new, any problems, or just to have a chat. Keeping it casual and friendly takes extra pressure off the group and allows for a more inclusive and engaging conversation.

- Using your organization's intranet - or employee app - to boost engagement and team spirit for dispersed front-line staff. Your intranet can act as a digital hub where staff can meet, post questions, comments, and engage just like the social media platforms they're used to.

#3: INEFFECTIVE TEAM COMMS

Communicating with front-line staff is a widespread challenge for all employers. It's the workers themselves who ultimately suffer. Without clear team communication and a direct line to leadership, front-line staff can often feel left out in the cold.

Bolstering team communication throughout the front-line takes a combination of technology, training, and a little extra effort from the communications team.

Organizations can be more effective in their communication through:

- Considering the specific wants and needs of the front-line staff. Walk a shift in their shoes and understand their day-to-day. Use empathy when designing communication strategies to truly reach and engage front-line workers.

- Scheduling routine casual meetings - with either individuals or teams - to make sure that every employee is given the time to have their voice heard.

- Breaking down geographical barriers through harnessing the power of technology. We know how powerful digital workplace and remote meetings can be. Use a digital employee app platform to bring dispersed staff together to one central hub.

> **"DESK AND OFFICE WORK ISN'T FOR EVERYONE. SO WHY SHOULD EMPLOYEE COMMUNICATIONS BE DESIGNED AROUND THE DESK WORKER?"**

#4: THE FRONT-LINE IS ON THE GO, ALL THE TIME

Day-to-day schedules for front-line staff are all over the map. Day shifts, night shifts, weekends...you name it.

For front-line workers, this is just the reality of their positions and a motivation for many.

Front-line workers aren't always checking their email, phones, or messages. They're busy and focused on making sure their work gets done. It can be a challenge to keep these types of employees up-to-date with what's happening in the organization.

To help make it easier for front-line workers to access important communications, training, or updates, try:

- Establishing a digital messaging system that's easy to access on their own time. Within an employee app, direct messaging keeps all things "work" limited to one centralized location.

- Offering asynchronous training through an all-in-one Learning Experience Platform where employees can complete modules at their own pace.

#5: BRIDGING THE SKILLS GAP

Excelling on the front-line requires a mix of education, experience, and tacit knowledge. For many front-line positions, technology is changing the skills required to meet the demands of the job.

The future of work will see a reduction in many manual labor positions and an increase in artificial intelligence and machine-aided tools. To make sure employees aren't left behind on this shift toward automation, employers must be active in reskilling and upskilling their staff.

A continuous approach to learning will help every organization and its staff to keep on top of new trends in their fields and better position themselves for the future by harnessing:

- Curated front-line training that meets the direct wants and needs of each specific employee. Reskilling and upskilling for the future is imperative to provide employees with up-to-date proficiencies to enable their growth, professionally and personally.

- A digital learning platform that puts interactive resources at your employees' fingertips and offers asynchronous training.

From an integrated Learning Experience Platform, digital forms and checklist, in-app messaging, to an engaging social intranet, iTacit is the most intuitive single-pane of glass tech that will help the front-line feel more engaged with your organization on a daily basis.

CONNECTING FRONT-LINE EMPLOYEES THROUGH A COMPREHENSIVE DIGITAL WORKPLACE SOLUTION IS A GREAT WAY TO ADDRESS MANY OF THE CHALLENGES THEY FACE.
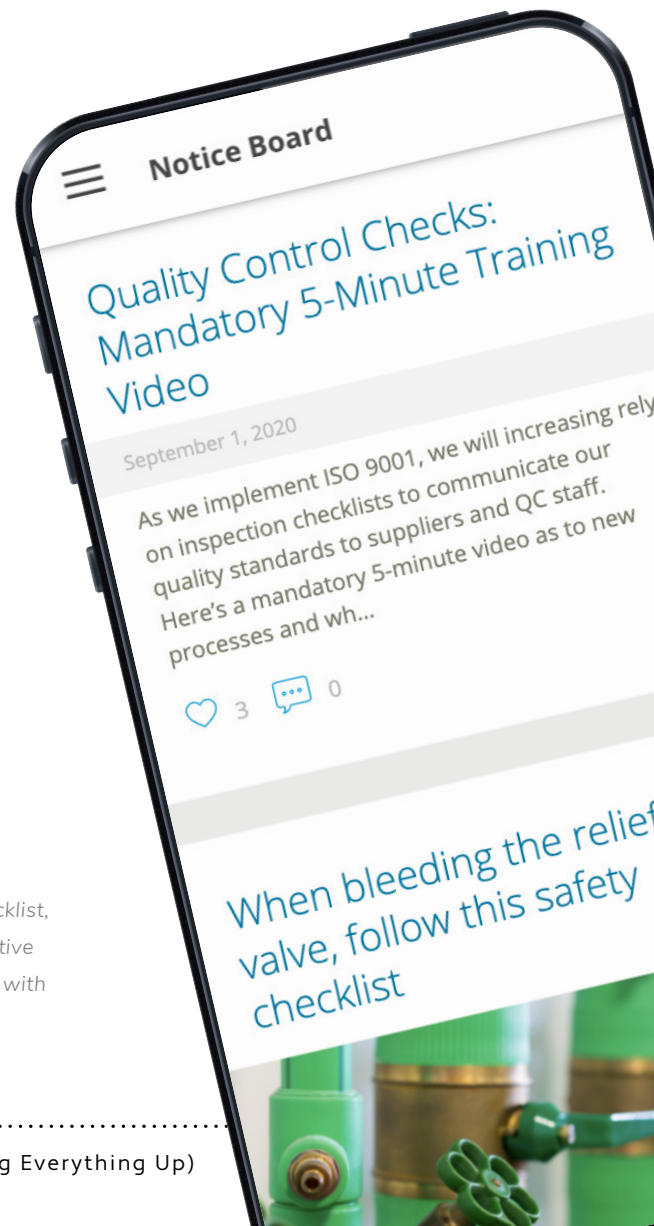
04.

TIPS TO UPSKILL, RESKILL,

AND FILL KNOWLEDGE GAPS WITH THE RIGHT TECH

Learning and Development (L&D) benefits both the employee and the employer. Not only does training boost employee engagement, organizations prosper from a future-ready staff.

Organizations can use digital learning software to design their L&D strategy to equip their employees and partners with the tools that they need to take on new responsibilities, adapt to fresh job roles, and address pre-existing knowledge gaps head-on.

UPSKILLING AND RESKILLING TO BRIDGE KNOWLEDGE GAPS

TECHNOLOGY IS CHANGING THE WORLD OF WORK

Many industries are changing rapidly with the continued adoption of technology such as artificial intelligence (AI) and machine learning. This rise in automation has meant a shift for certain manual labor positions to more knowledge-based, technologically driven roles. Instead of hand loading a package for shipment, for example, robots and machines are sorting, picking, and packing items. The operator's duties shift from physically loading to overseeing the computer, coding, and optimizing machines.

To address this tech-based skill gap, organizations need to be proactive in reskilling their employees. Equipping staff with the skills and knowledge needed to develop and future-proof their careers will set them up for long-term success, while benefiting business goals as well.

SOFT SKILLS MATTER TOO

Along with reskilling and upskilling for advancements in workplace technology, the demand for soft skills like communication, critical thinking, and creativity is also changing. People communicate differently than they did even 5-10 years ago.

Employee software platforms, instant messaging, remote and digital workplaces have all shifted organizations' day-to-day activities. Training staff on how to effectively manage people, work with (remote) teams, or problem-solve are all crucial elements that can be designed into L&D.

PERFORMING A SKILLS ASSESSMENT

For a future-ready organization, anticipating the required skills of the future is imperative for building for success. Understanding where knowledge gaps exist now, and where new gaps will form in the future, is the first step toward addressing solutions to fill them.

Once an organization's current and potential knowledge have been identified, the next step is to perform an employee skills assessment.

STEP 1

Qualitative evaluation to understand the skill levels of individuals and their teams

SURVEYS

- Voice of Employee (VoE) surveys accurately measure employee experience to help you understand how employees feel and what they're looking for.

- General surveys regarding career development for the entire staff can give L&D leaders a holistic view on general perspective towards skilling in the workplace.

SPEAKING WITH TEAM LEADERS

- Often direct managers and team leaders have great insight into the day-to-day interests, competencies, and potential of their staff. Speaking with those who work closely with someone can help gain insight into development paths the individual may have overlooked.

CAREER DEVELOPMENT DISCUSSIONS

- Having regular, direct, and transparent conversations with employees is one of the best ways to make sure both the individual and the organization are on the same page. Keeping employees involved lets them have control over their development, leading to increased engagement and general satisfaction at work.

STEP 2

Quantitative evaluation to find out base knowledge and employee aptitude.
Employees can be evaluated based on standardized metrics to gain a complete understanding of their skills and working points.

COGNITIVE

- Standardized knowledge: Tests can uncover the knowledge base of the employees of an organization. This type of evaluation can easily be assigned through an employee software platform to specific employees or groups as a whole.

PSYCHOMOTOR

- Standardized skill: Skills can be evaluated through physical performance testing for manual labor positions. Depending on the industry, this could mean speed and efficiency of tasks performed or quality output and error-rate.

AFFECTIVE

- Standardized attitude: Employee satisfaction and motivation can be evaluated through the use of strategic human resource evaluation methods.

STEP 3

Personalize training paths and/or resource recommendations. Based on the results of the employee surveys, assessments, and career development discussions, skilling paths can be recommended to meet the exact needs of each individual.

Based on the results of the employee surveys, assessments, and career development discussions, skilling paths can be recommended to meet the exact needs of each individual.

Managers can work with L&D and HR teams to design custom training avenues for each specific profile. A digital Learning Experience Platform makes it easy to assign training modules to individuals, and allows an efficient and straightforward method of evaluation. Resource material can always be on hand as well as direct lines of communication to subject matter experts if ever questions arise.

USE THE RIGHT TECH TO BRIDGE THE L&D DIVIDE

An all-in-one employee software platform can bring every component of an L&D plan to one centralized hub. Employee surveys and skill assessments can be undertaken asynchronously, at the employees' own pace. Once skilling needs have been established, in-depth training modules can be designed within an integrated learning platform that can be accessed instantly, whenever and wherever they want.

The right all-in-one learning platform is adaptable, user friendly, and reliable. Organizations are made up of a mix of personalities, experience, and digital proficiencies. A practical employee app and L&D system should elevate the employee experience for all users.

iTacit offers a comprehensive solution for assessing knowledge gaps and disseminating personalized training paths. Accessed at their own time, on smartphones, tablets, or laptops, iTacit's Learning Experience Platform and L&D capabilities enable employees to get the most out of their development journey. Not only are the employees setting themselves up for career success, organizations will benefit from a more engaged, satisfied, and future-proofed staff.

05.

FRONT-LINE SUPPORT: HOW TO CREATE A HUB THAT

COMBINES DIGITAL WORKFORCE TOOLS WITH L&D

A digital workforce doesn't mean your organization needs to lack community. **QUITE THE OPPOSITE, IN FACT.**

We all have seen how social media and online meetings have revolutionized our social lives. The same close connections and sense of community are possible in a digital workplace. An all-in-one digital employee platform can be a great place to create a hub that brings employees together, boosts engagement, and drives L&D initiatives.

COMBINE DIGITAL WORKFORCE TOOLS WITH L&D

One of the most powerful assets for L&D in a digital workforce is asynchronous training. Employees can access training materials when and where they want. Within a comprehensive LMS, an organization can assign specific training to individuals or groups. From there, a top-level view on which training has been completed helps L&D managers and team leaders see the status and results of modules, tests, and more.

CONTINUAL TRAINING OPPORTUNITIES

With a digital training solution, organizations can continuously upload new material or make instant changes to already-published training. This type of continual training allows employers to assign necessary materials, but at the same time doesn't overload employees with constant training sessions.

Allowing employees to perform the training at their own pace helps avoid information overload and gives them a sense of responsibility and trust from their team leaders. Asynchronous learning allows workers to manage their own time: an extremely important consideration for front-line staff who may be on-the-go during their workdays.

BUILT-IN ONGOING SUPPORT

Within a comprehensive LMS platform, employees can quickly ask questions with team leaders or colleagues, instantly access information resources, and flag any potential issues. This type of on-the-spot support ensures that training programs run smoothly and don't cause any individual to be stuck. With a built-in system of ongoing support, learners can rest assured that if there are any questions, or any problems with the material, that a solution will be promptly delivered.

On top of targeted training regimes, we all know that workplace learning doesn't only happen within structured programs.

"ASYNCHRONOUS LEARNING ALLOWS WORKERS TO MANAGE THEIR OWN TIME: AN EXTREMELY IMPORTANT CONSIDERATION FOR FRONT-LINE STAFF WHO MAY BE ON-THE-GO DURING THEIR WORKDAYS."

Skills are continuously gained in the ebb and flow of day-to-day work. Integrating a comprehensive and up-to-date intranet of job-aides and digital resources can help enable employees by simplifying the just-in-time learning capabilities of all staff.

ENGAGE THE EMOTIONAL FACTORS

A day in the life of a front-line employee varies dramatically depending on their role, industry, and location. Some front-line workers may have a strong sense of community at work, while others may feel more isolated.

Nurses, working in a hospital, might have a strong personal connection with their colleagues. Field workers, on the other hand, are rarely around a central hub - often working alone or far from their colleagues. They might even work with different people every day.

For organizations looking to introduce L&D programs that meet the needs of all employees, understanding a day in the life of their workers is vital to know what type of learning tools most effectively engage their staff.

There are many digital workplace tools that help reach front-line workers where they are and deliver functional and practical L&D:

COMMUNITY PROBLEM SOLVING

- A company intranet can allow employees of an organization to communicate openly and collaboratively. If one person is having a problem, chances are they're not alone. Using an intranet to establish a central hub to brainstorm solutions, or come up with new initiatives, can be a positive way to bring staff together.

GAMIFY LEARNING

- Gamification is a growing trend in L&D that makes training fun, engaging, and inclusive. As Millennials and Gen Z make up an increasingly large percentage of the workforce, using incentives, competitiveness, and games into learning is an effective way to keep them engaged.

  Introducing gamified learning can keep training fun and develop some healthy competitiveness among the team - even if they're geographically dispersed, remote workers, or on the front-line.

- Employees' health, wellness, and quality of life is the most important factor for the organization and - of course - the workers themselves. L&D solutions should intertwine human factors when designing any training initiative to focus on employee mental health and improve the employee experience (EX). The goal is to have employees approach learning with a positive mindset

## HX and EX Factors at Work

- Compensation
- 'Cost' of working

- Commute
- Health & Safety
- Environment(s)

- Work-life balance
- Ergonomics
- 'Noise'

- Safety
- Fairness
- Respect
- Trust

- Peer Group
- Inclusion

- Leadership
- Values/Culture
- Purpose
- Decision-making

- Learning & Development
- Autonomy
- Clarity
- 'Role mastery'

BOOST YOUR ORGANIZATION'S DIGITAL WORKFORCE HUB

Combining digital workforce tools, like an all-encompassing employee software solution, into your organization's L&D strategy is a win-win for both the employees and the employer. Skilling employees for their future not only helps their professional and personal lives, it makes any organization stronger.
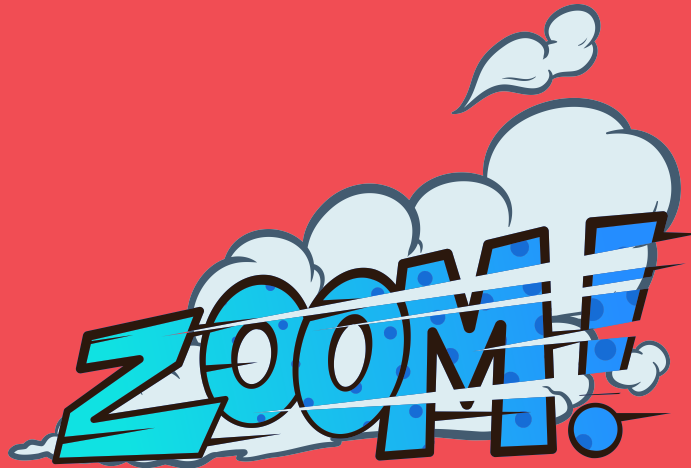
06.

FROM PRE-BOARDING TO OFF-BOARDING: A PEOPLE-FIRST

## APPROACH FOR EVERY STAGE OF THE EMPLOYEE JOURNEY

Every employee has a unique and complex journey within an organization. From the hiring process and their first day, their growth to finally the last shift, a person's day-to-day on the job has a significant impact on their wellbeing, quality of life, and satisfaction at work.

WITH THE RIGHT EMPLOYEE EXPERIENCE PLATFORM, HITTING THE HIGHS OF THE JOURNEY AND AVOIDING THE LOWS IS MORE POSSIBLE THAN EVER.

Taking a people-first approach for every single stage of the employee journey makes sure that employees feel comfortable within an organization. The employee journey depends on the company just as much as the employee. Communication, flexibility, and equal opportunities form the crux of a successful employee journey.

PRESS PLAY

TRAINING & CONNECTING THE FRONT-LINE: BEN'S STORY

⏱ 1:52
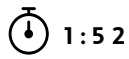
DESCRIPTION:

As an EMS training professional, Ben worked much of his professional life on the front-line to deliver learning and development for his fellow paramedics. Now as a part of the team at iTacit, Ben supports those same front-line workers. And—Ben's still a paramedic, working alongside emergency medical professionals.

iTacit on the front-line

Training and Connecting the Front-line: Ben's Story

[PLAY NOW]

THE EMPLOYEE JOURNEY HAS 4 MAIN STAGES:

STAGE 0

HIRING: USE A COMPREHENSIVE DIGITAL PLATFORM TO RANK, RATE, AND SAVE CANDIDATES

Finding the perfect candidate for any given role is always a challenging, yet deeply rewarding, experience for hiring managers. Analyzing candidates, ranking their skills, interviewing, testing, and ultimately making an offer - it can be a lot to keep track of.

Employee software can help manage applicants' profiles, competencies, and keep track of each profile on a central database. For those candidates who may not have been offered a position, their details are kept securely on file. Recruitment management software can match these candidates with future positions that open up.

STAGE 1

EMPLOYEE PRE-BOARDING: MAKE HR DOCUMENTATION EASY

Once the candidate has accepted the offer, and a start date has been finalized, the pre-boarding process can begin.

In digital workplaces, getting new hires up to speed quickly is important to ensure they feel part of the team as soon as they log-in for the first time. In their first days, training should involve forms and tutorials on how to make the most of their new-to-them digital platform.

Make it easy for them. Instead of having them fill out traditional paper-based documents like their personal information, insurances, etc., use digital forms inside of the employee software. The more they use the platform on which they'll be working, the more comfortable they'll be when they dig into their real work.

Integrating intuitive design principles will also help getting new employees up to speed efficiently and instinctively. Using intuitive design throughout on-boarding - and beyond - elevates the learning experience by taking their next steps into account.

For example, if a new employee starts a task or process, relevant training prompts are instantly triggered. These can be completed on the spot, or saved to be finished later. When working with forms, for instance, specific training material, refreshers, or a quiz can be automatically pushed within an employee app. Whatever process the employee does, the next step is intuitive and contributes to a natural learning progression.

The idea behind intuitive training design is that the training material and reference documentation is intuitively there for an employee: the right information, at the right time and the right place.

STAGE 2

EMPLOYEE ONBOARDING: TEST THEIR SKILL SETS AND KNOWLEDGE BASE

In a digital workplace, training materials can be completed asynchronously, at their own time. Priority can be assigned to the materials with highest importance. Throughout the onboarding process, the new hire can ask questions, make comments, or flag potential problems directly within the L&D software.

When onboarding, useful training materials include preparatory activities to test their skill sets and knowledge base. These can be integrated into the intuitive design principle and triggered just-in-time. Follow-up of targeted resources to complement these evaluations can give them a virtual head start.

Virtual review meetings - ideally with the video turned on at first - will help the team quickly get familiar with new employees, making their transition even easier.

STAGE 3

CAREER DEVELOPMENT: HARNESS LEARNING EXPERIENCE SOFTWARE TO BUILD SKILLS

Throughout an employee's time at an organization, skilling, reskilling, and upskilling should always be part of their development plan. A comprehensive Learning Experience Platform makes continuous learning easy and provides a very flexible solution to manage both training and workload.

Allowing the employee the flexibility to choose where they see their career develop gives them autonomy and a sense of responsibility. Training can be tailored to match the wants and needs of each persona, allowing for a truly engaging approach to continuous learning and skills development.
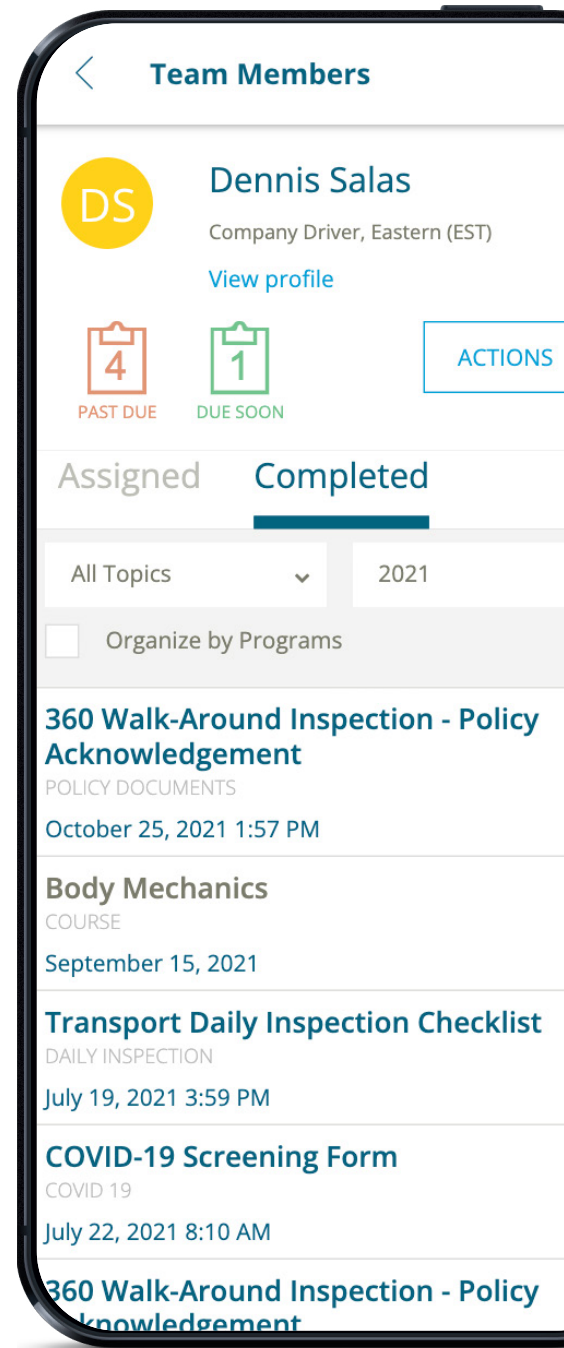
STAGE 4

EMPLOYEE OFFBOARDING: EASING THE TRANSITION

When the time comes to move along, digital workplaces can make use of comprehensive employee software to tie up any loose ends.

Create digital checklists with what needs to be finished for final handovers. Use any remaining time to fine-tune digital tutorials to best prepare the new hires.

For the exit interview, along with an in-person chat or video call, have the employee complete a digital survey. This way, their feedback and experiences will be automatically saved and can be used by HR teams in the future.

ALONG THE EMPLOYEE JOURNEY, TECHNOLOGY SHOULD BE LEVERAGED TO MAKE THE ONBOARDING PROCESS AS SMOOTH AS POSSIBLE. FROM INITIAL PAPERWORK, TO TRAINING, TO TEAM-BUILDING AND COMMUNICATION, DIGITAL EMPLOYEE SOFTWARE SOLUTIONS MAKE EVERY STEP OF THE JOURNEY FUNCTIONAL, PRACTICAL, AND EFFICIENT.

07.

7 FRONT-LINE ACTIVITIES TO

INCLUDE IN YOUR DIGITAL WORKFORCE DEVELOPMENT PROGRAM

For a digital workforce spread over geographic regions, organizing digital training activities is a great way to get the team together, have some fun, and learn some new skills and insight.
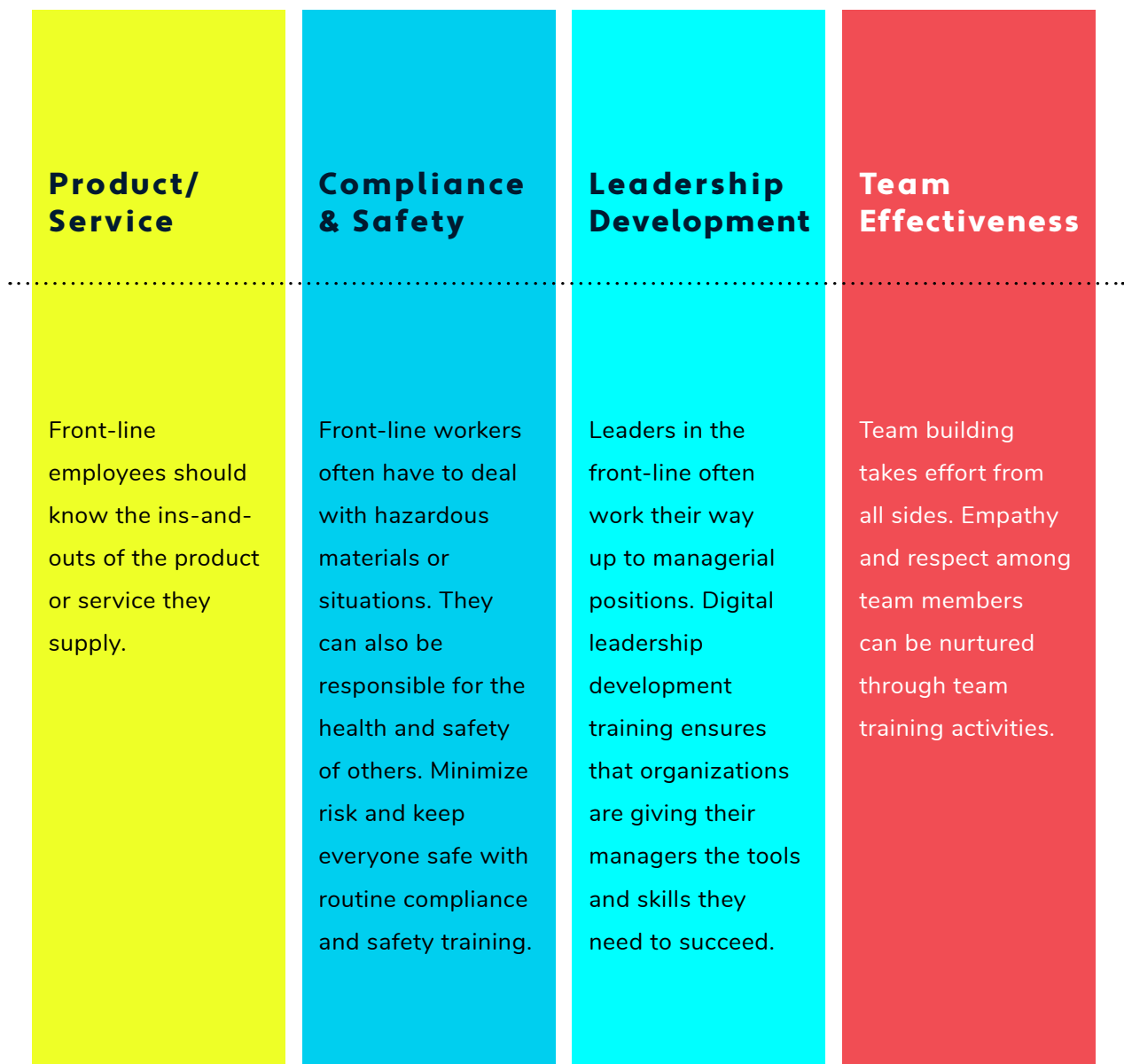
Using people-first, strategic workforce development programs that connect with employees will keep them engaged and motivated to develop their skills.

EMPLOYEE TRAINING ACTIVITIES

Every organization has different needs when it comes to training. We can't paint all types of front-line workers, companies, or personas with the same brush.

Finding the specific training activities that work best for your front-line staff takes brainstorming with management, leaders, and front-line employees. Find out what people want to learn!

THERE ARE FOUR FUNDAMENTAL CATEGORIES FROM WHICH ALL ORGANIZATIONS CAN START BUILDING EMPLOYEE TRAINING:

Product/ Service	Compliance & Safety	Leadership Development	Team Effectiveness
Front-line employees should know the ins-and-outs of the product or service they supply.	Front-line workers often have to deal with hazardous materials or situations. They can also be responsible for the health and safety of others. Minimize risk and keep everyone safe with routine compliance and safety training.	Leaders in the front-line often work their way up to managerial positions. Digital leadership development training ensures that organizations are giving their managers the tools and skills they need to succeed.	Team building takes effort from all sides. Empathy and respect among team members can be nurtured through team training activities.

Product or Service Training

CONTINUOUS TRAINING KEEPS EVERYONE UP TO DATE

Front-line employees work directly with people. This can be clients, patients, partners, or anyone they come across while on the job. They are the face of the organization on the front-line and need to be up to speed on the latest products or services.

Digital workforce training solutions offers companies a direct and immediate way to keep their employees trained on the latest updates. Launching a new product? Schedule a training session for front-line salespeople. New protocols in the hospital? Make sure healthcare professionals get the information as soon as possible.

Employee software solutions with integrated Learning Experience technology allows organizations to quickly get training material into the hands of front-line staff.

Compliance and Safety Training

LICENSE COMPLIANCE AND MANDATORY TRAINING

Keeping front-line workers' licenses up to date is imperative to protect them, the organization, and - of course - the end-user. Managers can keep track of compliance training in a training software to have a holistic view of all licenses and mandatory training. Flags can be set to remind the employee and employer of upcoming license expirations.

FIRE AND HEALTH AND SAFETY TRAINING

In a digital workplace, we don't have to worry about office fire drills. That said, fire and emergency training is still very important for many front-line workers. Digital training on what to do during emergencies, and also specific rules depending on where the employee works, can save lives.

In the same vein, general safety training - from CPR refreshers to COVID protocol - is a necessary activity for all front-line staff.

Leadership Development

MOCK DIGITAL PERFORMANCE EVALUATION

Everyone's favorite time of year: the annual performance evaluation!

[Digital performance reviews](#) can be a very effective method to give feedback to front-line workers. Instead of going to where the worker is, or having them come to the central hub (if there is one), a digital performance evaluation makes the process more efficient.

In order for front-line managers to have meaningful performance review meetings, they need to be trained on how to lead the meetings. Managers on the front-line often work their way up to leadership positions, and may not be naturally comfortable with the evaluation process.

Scheduling mock digital performance evaluations with managers can be a great way to get these leaders up to speed on how to effectively perform a worthwhile employee review.

LEADERSHIP TRAINING

Continuous training of front-line workers in leadership roles is imperative to make sure their development is heading in the right direction. Digital training on topics such as organizational behaviour, emotional intelligence, and communication skills will all have an instant positive impact on their teams.

Team Effectiveness

WALK A SHIFT IN THEIR SHOES

Front-line employees are often very busy, on their feet all day, and away from their laptops or smartphones. This is in contrast to their desk-based colleagues whose days look rather different.

To help desk-workers understand a day in the life of their organization's front-line staff - and vice versa - consider organizing a digital walk in the other person's shoes.

Training doesn't always have to be about changes to the business, protocol, or new products. Organizations can also think about training as a way to convey their core values, elevate team spirit, and boost employee morale.

Digital hangouts where employees can discuss non-work related themes or play games can help strengthen inter-team bonds

For the front-line, where shifts might not align time-wise, consider breaking out into smaller groups on different days. Just make sure that meetings outside of work-hours are not imposed on anyone. Flexibility, autonomy, and respect are key for these types of virtual gatherings.

Striking the fine balance between an essential meeting and fun is a challenge. Start slowly, see what works, and ask the front-line workers what they'd enjoy doing moving forward.

DIGITAL WORKFORCE DEVELOPMENT, SIMPLIFIED

An all-in-one employee platform can give your organization the tools to efficiently reach and engage front-line staff. Offering a blend of asynchronous training and virtual group-based meetings may be the perfect mix that fits your organization.

With Learning Experience Platform software like iTacit, combined with your favorite video tools, conducting engaging group meetings can be fun, personal, and engaging for all types of front-line roles.

BOING!

08.

WORK SMARTER & SAFER:

7 STEPS TO DIGITAL WORKFORCE TRANSFORMATION

HOW TO CREATE A FUTURE-READY REMOTE AND FRONT-LINE WORKFORCE

Making skill development fun, approachable, and convenient enhances the learner experience. Using the right L&D tools and designing tailor-made training paths will give your employees, and the organization, the best chance for success in skills development.

Your company's successful digital transformation relies on investing in skilling, embracing digital learning technologies, and engaging learners to enhance their skills and development. **CREATING A FUTURE-READY ORGANIZATION CAN BE ACHIEVED USING THE 7-STEP PLAN.**

7-STEPS TO DIGITAL WORKFORCE TRANSFORMATION

STEP 1

Perform a Needs Assessment and Identify the Challenges Your Front-Line Employees Face in Your Organization

NEEDS ASSESSMENT FROM AN ORGANIZATIONAL STANDPOINT

Start by asking the very broad, but essential question: What does your organization need?

The best way to start to answer that question is by performing a detailed needs assessment across every component of your company. Highlight the areas that need the most attention and prioritize items on which to focus and assign resources.

IDENTIFY THE MAJOR CHALLENGES THAT FRONT-LINE STAFF FACE

Once the needs of the organization are understood, it's time to examine the major challenges faced by essential workers and front-line staff.

Do front-line workers have access to the right technology to keep them engaged in learning? Are there resources available for them to quickly consult? Are the right people available for any potential questions?

Walking a shift in the shoes of front-line staff can help L&D managers truly understand day-to-day challenges and gain insight into how to make life better at work for all employees.

STEP 2

Find Potential Knowledge Gaps and Skill, Reskill, and Upskill Employees to Bridge Them

Identifying the knowledge gaps within your organization is imperative to ensure the current employees are contributing and feeling engaged. It's also essential for the future sustainability of the company. Future-ready organizations skill their employees to face not only the jobs of today, but also the challenges of tomorrow.

Performing a skills assessment gives managers and L&D teams the right information from which to base their skilling and development plans by using:

- Qualitative assessments of staff through surveys, discussions with team leaders, and review meetings with individual staff members

- Quantitative analysis through testing and evaluating each employee's relevant skills, interests, and motivations

- Personalized training paths and/ or resource recommendations for specific employee profiles, interests, and ambitions.
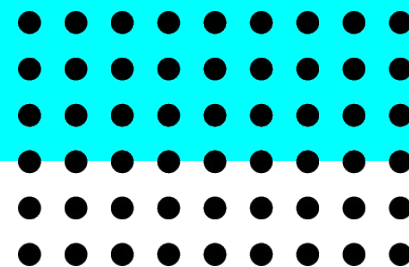
STEP 3

Make an Implementation Timeline

SET TRAINING GOALS, TIMING, AND DEADLINES

Whether on-boarding new hires, or reskilling and upskilling current employees, a detailed and realistic training plan is necessary to ensure success. Be transparent with employees, and work with them to decide on the right path that meets their development needs, as well as the vision of the company.

Harnessing the power of an end-to-end Learning Experience Platform will enable L&D managers and team leaders to easily assign training materials, set timelines, and track progress. Routine review meetings with individuals or teams helps keep everyone up to speed and gives managers an overview of their staff's progress and development.

STEP 4

Map the Employee Journey

The employee journey starts from pre-boarding and continues all the way until their last day. Mapping this journey helps team leaders and L&D managers understand the unique personas of each employee.

Working with new hires and existing staff to understand their career ambitions helps organizations to design tailor-made development plans. Not only is this good for the company to address skill gaps, **IT GIVES THE EMPLOYEE AUTONOMY AND RESPONSIBILITY OVER THEIR DEVELOPMENT PATH.**

Along the employee journey, technology should be leveraged to make the onboarding process as smooth as possible. From initial paperwork, to training, to team-building and communication, digital employee software solutions make every step of the journey functional, practical, and efficient.

Candidate Journey	Start Job Hunt	Learn of Role	Job Application	Phone Screen	Panel Interview	Final Interview	Reference Check	Offer & Negotiation	Sign Offer	Walking in Day 1
Emotional Experience										
Feeling										
Expecting										
Thinking										
Doing										

STEP 5

Design Relevant Training Activities That Meet The Needs of Your Staff

Every member of an organization has a preferred development plan. Maybe they need help finding that exact path or maybe their ambitions are crystal clear. Whatever the case, L&D managers can work with employees to design training activities that are relevant to their progression and growth.

Finding current and potential future skills gaps can best prepare an organization to be ready for the jobs of the future. Managers can have open dialogue with employees and work with training professionals and subject matter experts to design high-impact training materials that benefits both the organization and the individual.

STEP 6

Use Technology for Continuous Training to Increase Employee Motivation

The learner experience is crucial for a successful training initiative.

Continuous training will keep employees engaged and motivated to continue their development path within an organization - and beyond. Preparing staff for the jobs of tomorrow is an important responsibility for L&D teams. But keeping staff involved and engaged in their training can be difficult.

To keep employees motivated at work, and excited to keep learning, it's important to add a fun factor to inspire them to achieve their full potential. Along with keeping training exciting, practical, and rewarding, it should be convenient and accessible from anywhere on a smartphone, tablet, or laptop.

HOW CAN WORKFLOW AUTOMATION LINK TRAINING TO OPERATIONAL AND HR ACTIVITIES?
READ ON FOR A REAL WORLD EXAMPLE

Good Morning Cass!
You have an assigned task

Employee Handbook Acknowledgement

I acknowledge that I have received a copy of the attached employee handbook. By signing, I am acknowledging that I understand the provided document, and that I agree to follow the guidelines described.

I understand that I am responsible for reading and abiding by all policies or procedures in this document, as well as all other policies and procedures of the organization.

I also understand that the purpose of this document is to inform me of the company's policies and procedures, and that it is not a contract of employment. Nothing in this document provides any entitlement to me or to any employee, nor is it intended to create contractual obligations of any kind.

Smart Routing Activated

Manager Approval Required
Completed policy sign-off

Department Approval Required
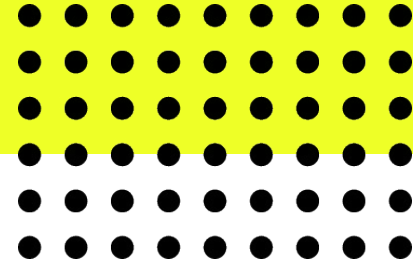Submission finalized

Workflow Automation Trigger

New training available
You've been assigned a course

STEP 7

Future-Proof A Positive Remote and Front-Line Workforce Community

Embracing technology enables organizations to holistically integrate continuous learning throughout the day-to-day workflow of all members of staff. Employee apps and comprehensive digital enterprise software offer solutions to bolster skilling at every step of the employee journey. Within a framework of just-in-time learning, resources can be triggered during or at the completion of tasks that guide employees and prepare them for the next stage in their development. Constantly learning, exploring, and growing for the jobs of tomorrow.

A positive remote and front-line workforce community can be built within a practical, comprehensive digital environment. The right software solution connects employees together, delivers high quality and relevant training, and becomes an integral component in the digital transformation.

Getting employees engaged and comfortable in their digital workplace is the foundation. From there, community can be established and nurtured through developing rituals, having routine and transparent career discussions, and making life at work fun and rewarding.

Future-ready organizations use intelligent software solutions
Team leaders and L&D managers have an arsenal of digital tools at their disposal. Finding the right software solution that meets the needs of your organization is essential. Not only does the system need to work seamlessly, employees deserve a platform that's functional, easy to use, and adds value to their work.

The rise of technology in the workforce, and the continued development of artificial intelligence and automation, are changing the face of the labor force - especially front-line roles. Tasks that were once only possible by humans have been replaced by machines. In order to safeguard and future-proof organizations and their employees, continuous and relevant skilling needs to be at the front and center.

Ready to spark your digital workforce transformation?

Are you ready to embrace the digital workplace? Yes, it's virtual, but that doesn't make it any less meaningful. Digital workplaces can enhance life at work for your staff. By integrating learning and development at every step of the workflow, employees are continuously being skilled for the jobs of tomorrow.

Organizations that embrace digitalization are choosing to be future-proof. One step at a time, your organization can spark its digital transformation without blowing everything up. The best time to start is right now.

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