

The New Future of Work

PILLAR FOUR



COMMUNICATE to improve the employee experience

In the New Future of Work, employers must leverage device-agnostic, integrated, digital workforce transformation tools to communicate consistently, effectively, and in ways that better suit workers, to improve the employee experience.

With such tools employers can empower and engage workers, ensuring that they are well-informed and effectively motivated, and that they trust and are committed to the business.

What's needed?



Empower workers to manage their work-life balance with self-service tools

- Give managers more time to work on strategically valuable tasks by reducing unnecessary administrative burdens
- Reduce the time employees spend chasing up information and approvals, so they can focus on more interesting, value-adding activities

EE has won Best Place to Work awards and we can see from our employee surveys that the UKG self-service app has without question contributed to our improved employee satisfaction levels.

Jim Hale
Resource & Planning Professional
EE

Key facts

55%
of people don't think workplace tech is currently helping them achieve a work-life balance

Most workers still move jobs for more money but
39%
are also seeking a more relaxed work environment

Source: Research: 'The Always On Con' Workforce Institute at UKG



Build trust through open, transparent lines of communication

- Give all workers holistic access to accurate, relevant, real-time information, useful in achieving their objectives
- Give managers improved visibility of key information to enable them to build trust by supporting workers less intrusively

Our UKG solution was exactly what we required – it gave us control and visibility over our workforce as well as the ability to grow.

Duncan Rouse
Operations Support Manager
Hall & Woodhouse

Key facts

Trust in the workplace has never been more important, but:

38%
of employees do not trust the organisation to put people before profits

32%
do not trust equal standards for pay and promotions

27%
do not trust they will be scheduled fairly

24%
do not trust they will be paid accurately

Source: UKG Trust Survey – findings to be released on <https://www.kronos.co.uk/about-us/newsroom>



Take a personalised approach to employee needs, preferences and training

- Consider workers' individual needs and preferences, and give them individual support, to improve engagement, productivity and retention
- Be consistent in the support and other measures you implement, across both payroll employees and your contingent workforces

Nearly all of our employees can access the self-service capabilities [in UKG Dimensions] because they're so intuitive – it's just like shopping on Amazon!

Monica Melo
Director
Mentaur Ltd.

Key facts

More work can be done to empower employees with workplace autonomy, as many are not trusted to make decisions about their jobs without input or oversight from their manager:

24%
feel trusted to select their own training and development opportunities

42%
feel trusted to coordinate with other teams/departments

52%
are allowed to choose their own daily tasks and duties

Source: UKG Trust Survey – findings to be released on <https://www.kronos.co.uk/about-us/newsroom>

The key: Data-driven Workforce Transformation

UKG
Digital Workforce
Transformation Solutions

Intelligent Workforce Management

▶ DISCOVER UKG DIMENSIONS

Flexible HR

▶ DISCOVER UKG READY

Simplified HR Service Delivery

▶ DISCOVER UKG PRO

▶ SOLUTIONS FOR SMALL TO MEDIUM SIZE ORGANISATIONS

▶ SOLUTIONS FOR MEDIUM TO ENTERPRISE SIZE ORGANISATIONS

The New Future of Work

▶ LEARN MORE