

# How To Achieve Operational Excellence With a Smaller Team Than Before



2020 has brought many major disruptions to businesses everywhere, and any organization that wants to survive must figure out how to maximize the productivity of its workforce.

**C**hange is constant in the world, and factors like recessions, tech booms and pandemics only quicken the pace of that change. Even in more stable times, companies cannot rest on their laurels. In the face of big change, they must make an even bigger effort to be agile and prepare for the unknown.

In 2020 as businesses strive for success or even survival, they must do so with smaller teams and fewer resources. As organizations confront this latest disruption, not only must they do more with less, but they must do so in an environment that's more competitive than before.

Utilizing tools and preparing talent the right way is key for employers looking to thrive in this

environment. HR leadership, along with the rest of any executive team, must be aware of these trends and invest in the right solutions to address the challenges 2020 has raised.

#### **Protect your tools and talent**

According to Workforce.com's 2020 "HR State of the Industry" report, 65 percent of respondents said their organization is not spending more on new technology solutions and 11 percent said they are decreasing their spend on these tools.

This is not to say that they lack interest. Fifty-eight percent said they are motivated to consider new technology solutions by their need for "improved productivity," and 53 percent said they are motivated by the fact that these tools can lead to cost savings. But while interest is there, many are not following through.

What is paramount is that organizations choose tools that perform well and empower managers to do what they need to do, all while staying within tight budget constraints.

Meanwhile, talent acquisition is seeing a similar trend. While organizations might prefer to have larger teams and not lay off employees, financial constraints have led

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to tough decisions. According to the Bureau of Labor Statistics, 30 million people are receiving government unemployment benefits. [This would suggest 18.8 percent unemployment, compared to the record low 3.5 percent unemployment in February 2020.](#) Many companies are now working with smaller teams that must maintain maximum productivity under conditions that are personally, professionally and financially challenging.

According to the Workforce.com survey, 35 percent of respondents reported a flat hiring rate for the upcoming year and 27 percent reported a decrease in hiring. Meanwhile, 45 percent reported flat spending on recruitment and 14 percent reported a decrease in recruitment spending. These survey results, collected in June 2020, are concerning enough, and it is likely that the pandemic has only accelerated these trends.

#### **Low engagement threatens your team's productivity**

Within a small team, individual productivity is especially important. And productivity is something that can easily suffer from global, national or organizational conditions like economic insecurity, health crises, lack of resources and lack of stability. Engaging employees and keeping their morale high is especially important for an employer trying to stay relevant in 2020.

Yet few employers (13 percent of survey respondents) have an advanced engagement program that is linked to their organization's strategy, is integrated with other areas like benefits and wellness, or has a demonstrable impact

on their organization. Most respondents (58 percent) said they had a basic or limited engagement program that includes employee surveys or assessment at most.

Employee engagement is a buzzword so often used that it can be difficult to give it one, actionable definition that fits everybody's interpretation. However, it really does have a definition employers can confidently adopt without any confusion. [Employee engagement has nothing to do with employee happiness or satisfaction and everything to do with how much commitment an employee has to the organization and its goals.](#)

It is no longer possible to neglect the employee engagement angle of workforce management in an environment where the complete alignment of each small, individual team with the overall organization is the competitive edge in a rapidly changing and ruthlessly competitive marketplace.

#### **Give Your Organization an Analytics Edge**

Organizations that use analytics correctly can gain valuable insights that have a potentially huge positive impact on organizational success. Yet, according to the Workforce.com survey, many respondents reported that they did not widely use analytics for most critical business functions.

Only 39 percent of respondents said they use analytics to support long-term workforce planning for their organization. The same low trend existed for respondents who used analytics to discover and leverage factors that

enhance productivity (33 percent), to solve for critical business issues related to human capital (32 percent) and to better equip employees with the data they need to support the business (31 percent).

Further, only 7 percent of respondents reported their organization's analytics practices as "highly successful," and not many (25 percent) said they plan on increasing their analytics capabilities over the next year.

Lack of budget (43 percent of respondents) was a major reason for this gap, while 37 percent cited the lack of analytics skills within HR.

For organizations to survive and thrive in this age of increased disruption, they must step up and invest more in analytics solutions. Analytics can give real-time feedback on HR and workforce management strategy. In a rapidly shifting environment, organizations cannot wait for the quarterly update to learn that something is going wrong.

### **Invest in Tools That Support Productivity**

With limited tools and talent, employee engagement and productivity must be maximized through the right technology. HR and workforce management teams do not have the time to wait and see if their strategies are having the desired effect on employee morale and performance. They need a tool that allows them to manage employee performance, get real-time insights that allow for proactive rather than reactive solutions, and keep workforce

productivity at its peak. Executive level leadership must invest in these tools and ensure people throughout the organization are trained on how they work.

Neglecting these tools in one's organization used to be possible, but with the various disruptions of 2020, it can be lethal to an organization's success. A solution like Workforce.com can help organizations avoid this outcome. Workforce.com is a scalable software solution that supports employees and empowers employers. It allows the automation of repetitive, time-consuming tasks, and frees managers to focus on the productivity and engagement of their teams. And the software itself [integrates with most major payroll management and POS software](#), providing real-time feedback on profitability. Workforce.com's software solution provides HR professionals the ability to keep abreast in a world of disruption and consistent compliance changes while also keeping track of staff credentialing and integrating scheduling credentialing with payroll.

Solutions like this are valuable for businesses now because scalability and flexibility allow organizations to address unique, unpredictable disruptions in the simplest way. And when employees have an easy, mobile way to communicate with their managers and co-workers, they can get information they need with a click of a button and feel constantly connected to their team and its overall goals that support organizational success.



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#### Workforce.com

Workforce.com applies the scientific principles of engineering and research to advance the happiness, welfare, and efficiency of those who work. Pioneered by James R. Angell, president of Yale and Carnegie Corp., the origins of Workforce stretch back 97 years to a joint initiative between the Engineering Foundation and the National Research Council. Our call is the continued growth and unification of these modern engineering, labor, management, and educational bodies to lead workforce science to its farthest possible forward point.

To learn more about how [Workforce.com](https://www.workforce.com)'s customizable software solutions can create scheduling equilibrium for your employees, please contact us at [Sales@Workforce.com](mailto:Sales@Workforce.com) or 888-766-5582.

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