

# Frontline Workers and How to Set Them Up for Success

Keys to Consider for our Co-workers:

# Data:

---

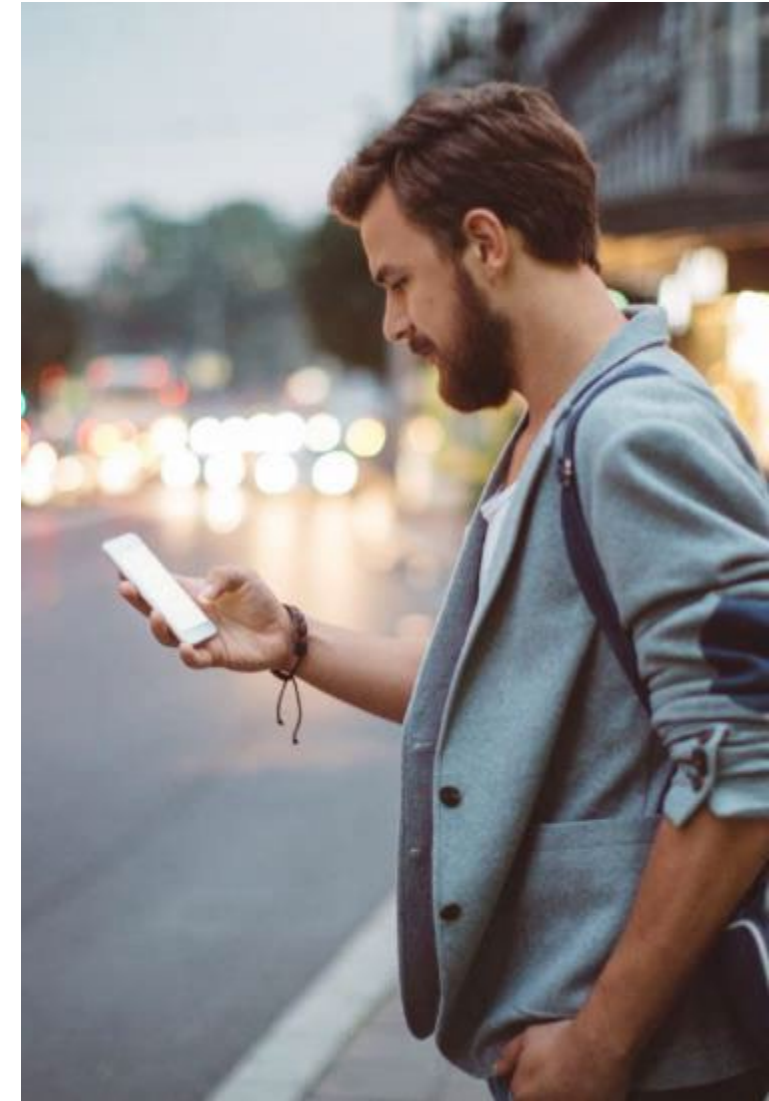
It is estimated that there are 2.7 billion Frontline Workers globally

Employee safety is one of biggest concerns for many organizations

45% of American adults report increased anxiety and depression

2.5 hours/day lost due to ineffective communication & collaboration - 17 hours/week reading or sending emails with 30% being neither urgent or important

40% of Frontline employees don't feel loved by their employers



# Understanding the Front Line Worker

❖ Organizations must make communication more personal and relevant

## Keys:

- *In situations where Frontline Employees feel the environment is negative, the majority of workers have considered leaving their jobs*
- *Fear-Anxiety about their jobs, health and safety will often permeate their daily activities*
- *90% of employees feel that they should express their concern but, less than 60% will actually provide any feedback to their organization*





# Ways to Better Manage Frontline Workers



- ✓ Maintain effective and timely lines of communication
- ✓ Keep staff informed as much as possible with what is going on in the organization
- ✓ Establish an easy way to give bottom-up feedback
- ✓ Make communication more personal and relevant
- ✓ Enable mobile-first communication
- ✓ Engage staff in two-way conversations when feasible
- ✓ Enable your Frontline Workers for Success with the right technology

# A Story About a Mouse..

A mouse looking through a hole in the wall sees the farmer and his wife open a package he was terrified to see that it was a mouse trap he ran to the patio to warn everyone there is a mouse trap at home the chicken that was cackling and digging says excuse me Mr. Mouse I understand that there's a big problem for you but it does not hurt me at all so the rodent went to the lamb and he says the same thing. Excuse me Mr. Mouse but I don't think I can do more than ask for you in my prayers.



The mouse went to the cow and she said but am I in danger, I think not said the cow. The mouse returned to the house worried and dejected to face the farmer's mousetrap.

That night a great noise was heard like that of the mousetrap catching its victim.



The woman ran to see what she had caught in the dark. She did not see that the mouse trap caught the tale of a poisonous snake. The speedy snake bit the woman. The farmer immediately took her to the hospital, she came back with a high fever.



The farmer to comfort his wife prepared a nutritious soup, grabbed the knife and went to find the main ingredient, the chicken.

Since the woman did not get better friends and neighbors went to visit them and thus the farmer killed the lamb to feed them.





# Mouse cont.....

- The woman did not get better and died and in the end, the husband sold the cow to the slaughterhouse to cover the funeral expenses
- The next time someone tells you about their problem and you think that it doesn't affect you because it's not yours and you don't pay attention to it, think twice.
- He who doesn't live to serve, doesn't serve to live.
- The world is not going badly because of the wickedness of the bad but because of the apathy of the good.
- So when someone needs you for their problems, give them your hand or give them a word of encouragement, may you never lack empathy.



