

GONTENTS FALL 247

Training & Development

Learn more about the training & development opportunities your team needs to thrive.

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Belong Boarding

Read this article on a new approach to onboarding.

Top 10 People-Related Challenges for Organizations in 2024

Understand what we saw as the top 10 people-related challenges organizations faced in 2024.

How Do I know If My Employees Are Experiencing Burnout

Frontline
Training Solutions
An Express Employment Professionals Company

Read about how employers can recognize signs of employee burnout.

Solutions you need, when you need them

Learn more about solutions designed to help your team, leaders, and organizations succeed.

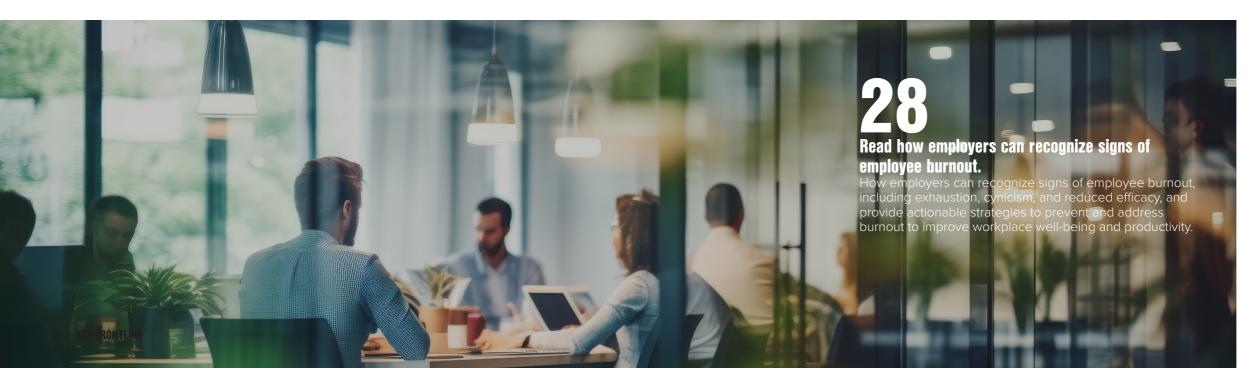




Understand the top 10

people-related challenges organizations faced in 2024.

Such as employee engagement, work-life balance, diversity, and mental health, with strategies to enhance workplace culture, improve retention, and reduce





At Frontline Training Solutions, we create thriving organizations where everyone matters through training, consulting, coaching and real solutions to everyday challenges in the workplace.

Frontline Training Solutions, offers comprehensive training and consulting services to organizations locally and internationally, training thousands of leaders across North America annually. Our team operates at the critical intersection of workforce and workplace dynamics, delivering practical solutions that drive organizational change and improvement.

We are partnered with two industry Express Employment Professionals, a top staffing company founded in 1983 that connects over half a million people to jobs annually through nearly 900 franchises worldwide, and Specialized Recruiting Group, which focuses on Professional and Executive recruitment. Both companies share a commitment to connecting businesses with the right talent and empowering them to grow with effective workforce solutions.

Together, we work to link people with meaningful employment while helping organizations thrive through targeted talent strategies.

THE EXPRESS EMPLOYMENT PROFESSIONALS COMPANIES









TRAINING & DEVELOPMENT OPPORTUNITIES YOUR TEAM NEEDS TO THRIVE

rontline Training Solutions offers a comprehensive suite of training opportunities designed to cater to a wide array of organizational needs across various industries, including manufacturing, retail, hospitality, and professional services. Our offerings are meticulously crafted to enhance skills such as leadership, project management, customer service, human resources, and team development. Notably, our programs such as *Advanced Emotional Intelligence, Courageous Conversations, 5-Star Customer Service,* and *Working Better Together* utilize practical, real-world approaches to ensure participants can directly apply what they learned within their organizations. Our training programs range from a few hours to several weeks, available both virtually and in person, allowing for flexibility and customization to meet the specific needs of each organization or team.

Moreover, Frontline Training Solutions emphasizes the development of strategic skills critical for navigating contemporary workplace challenges, such as effective change management, project management essentials, and strategic workforce planning. Our *Supervisor Boot Camp* and *Leadership Foundations* are specially designed to equip newer leaders with the tools necessary to succeed in leadership roles. The training programs are underscored by a commitment to improving employee retention, enhancing customer satisfaction, and fostering a culture of innovation and excellence. By partnering with Frontline Training Solutions, organizations can expect not only to address immediate skill gaps but also to lay down a foundation for sustained growth and competitiveness.

LEADERSHIP DEVELOPMENT

Frontline Training Solutions offers leadership development programs designed to enhance the skills of both current and future leaders. These programs aim to improve performance, increase learning capacity, and contribute to organizational success by focusing on critical leadership skills.



Purpose Driven Leadership Training

Purpose Driven Leadership Training is for new and seasoned leaders to help them bring out the best in the people they lead. This multiweek program focuses on "turning the mirror" inward to see how our leadership influences those we lead, impacting engagement and retention within the company. This is intended to be a catalyst for continuous personal and professional development, benefiting anyone interested in enhancing their leadership, communication, or teamwork abilities.



Leadership Foundations

Leadership Foundations training is aimed at equipping new and future leaders with essential leadership skills. Spanning multiple weeks, this program covers topics such as leadership basics, team development, problem solving, and the mindset shifts necessary to be a successful leader. It's designed for those stepping into managerial roles or needing a refresher in leadership fundamentals, providing them with practical tools and a personalized development plan to continue their leadership journey.



Supervisor Boot Camp

Supervisor Boot Camp is a practical training program designed for frontline supervisors and new leaders in the manufacturing and industrial sectors. It offers 16 hours of instruction focusing on essential leadership skills such as financial literacy, effective communication, and team management. Participants learn to transition from peer to leader, aiming to improve their leadership effectiveness and contribute positively to their organization's bottom line.



Developing Coaching Leaders

The *Developing Coaching Leaders* program is designed to shift leaders from traditional management roles to becoming coaching leaders, focusing on developing, inspiring, and unlocking their team's potential. This activity-based program emphasizes practical coaching skills, aiming to foster self-reliant problem solving and enhance team engagement and accountability. For leaders looking to elevate their leadership through coaching, this program offers a comprehensive and experience-based approach.



Leading Change

The Leading Change Training offered by Frontline Training Solutions equips participants with the necessary tools to effectively manage and navigate organizational changes. This program emphasizes understanding the emotional and psychological responses to change, the relationship between change and organizational culture, and provides a step-by-step process for creating and executing a change plan. Designed for a wide range of professionals, from individual contributors to leaders, this training prepares attendees to develop a proactive approach to change.



Scan here to learn more about these trainings.

HUMAN RESOURCES

Frontline Training Solutions offers Human Resources training programs designed to develop HR professionals at all stages of their careers. These programs cover a wide range of topics including HR strategy, organizational culture, talent management, and strategic workforce planning, aiming to equip HR teams with the tools needed for their organizations to become employers of choice. The training is practical, led by seasoned HR professionals, and available as public workshops or customized sessions.



Strategic Human Resources Leadership

Strategic Human Resources Leadership training is designed for senior HR leaders, aiming to enhance their strategic thinking and leadership capabilities. This five week program covers strategic planning, organizational culture, talent management, and more, equipping participants with the skills needed to ensure that HR is aligned with and driving business strategy.



The Frontline Human Resources Manager

The Frontline Human Resources Manager training program is designed to help HR professionals transition into managerial roles, focusing on leveraging HR metrics, managing change, and fostering collaboration. This 16-hour course, available both in person and virtually, aims to equip HR managers with the skills needed to balance business strategies with HR goals effectively.



The Human Resources Professional

The *Human Resources Professional* training program is a comprehensive 12-hour course designed to elevate HR professionals' skills in areas such as building operational credibility, coaching through conflict, and increasing personal and organizational effectiveness. Aimed at both new and experienced HR professionals, this program focuses on developing the foundational skills necessary for HR professionals to gain credibility and effectively support their organization's operational priorities.



Masterful Interviewing & Onboarding

Masterful Interviewing and Onboarding focuses on enhancing interviewing techniques and onboarding processes to improve employee retention and engagement. This six hour course, designed for HR professionals and anyone else involved in the hiring and onboarding process, teaches behavioral and situational-based interviewing, alongside developing effective onboarding strategies that extend beyond an employee's first day.



Strategic Workforce Planning

The Strategic Workforce Planning program is designed to equip intact teams with the tools and insights needed to create effective workforce plans that balance current realities with organizational strategies. This comprehensive program, suitable for senior executives, HR professionals, and frontline leaders, focuses on understanding demographic trends, the essential elements of strategic planning, and ensuring broad organizational support.



TEAM DEVELOPMENT

Frontline Training Solutions' Team Development training programs are designed to enhance team dynamics and individual collaboration skills across various environments, such as work, project, and virtual teams. The training offerings include fundamental skills for better teamwork, conflict management, and effective communication, leveraging tools like Everything DiSC® and emotional intelligence. These programs can be customized to meet the unique needs of intact teams.



Introduction to DiSC



The *Introduction to DiSC* Training by Frontline Training Solutions offers participants an insightful dive into the Everything DiSC® assessment to enhance workplace communication and teamwork. Through a two hour session, this training uncovers the dynamics of DiSC work styles, motivators, stressors, and effective communication strategies, aimed at improving interpersonal skills and reducing workplace conflicts.



Working Better Together

Working Better Together utilizes the Workplace DiSC® assessment to help employees at all levels develop more productive and effective work relationships. This advanced training program, offered both in person and virtually, guides teams and participants through understanding their own DiSC personality style, recognizing and adapting to different styles, and leveraging this knowledge for improved workplace engagement and collaboration.



Transforming Workplace Conflict

Transforming Workplace Conflict aims to reframe conflict from a source of dread to a tool for productivity by employing the Everything DiSC® Productive Conflict assessment. This program, suitable for all employee levels across industries, focuses on recognizing and mitigating destructive behaviors and fostering constructive conflict management strategies, enhancing workplace relationships and culture.



Decision Making & Innovation

The *Decision Making and Innovation* training focuses on developing critical thinking, decision making, and innovation skills for both individual contributors and leaders. It covers identifying personal and team barriers to effective decision making, innovative problem-solving techniques, and includes creating a personal and team decision-making playbook. This eight hour session aims to provide participants with practical tools and strategies for enhancing organizational competitiveness.



Working Across Cultures

Working Across Cultures focuses on enhancing cultural competence within organizations, addressing the challenges and benefits of cross-cultural interactions in the globalized business environment. It aims to equip participants with the skills to understand and navigate cultural differences, improving communication, retention, and effectiveness in diverse work settings.



PROFESSIONAL DEVELOPMENT

Frontline Training Solutions offers Professional Development training programs designed to bolster a wide array of fundamental skills for workplace success, such as managing difficult conversations, project management, and enhancing self-awareness. These programs are targeted at professionals across all career stages, aiming to improve employee retention, collaboration, performance, and organizational effectiveness through practical and engaging training methods.



Foundations of Emotional Intelligence

Foundations of Emotional Intelligence is a comprehensive course that teaches participants how to improve their emotional intelligence for enhanced leadership and team collaboration. Delivered in two hour virtual session over four weeks, this training covers self-awareness, self-management, social awareness, and relationship management, aiming to foster a productive workplace environment through better interpersonal skills.



Building Emotional Intelligence

The *Building Emotional Intelligence* training program dives deeper into emotional and social function, targeting individuals seeking to enhance their EQ skills for personal and workplace success. This training offers an in-depth exploration of emotional intelligence through the EQ-i2.0 Assessment, focusing on areas such as conflict resolution, teamwork, and stress management. Foundations of Emotional Intelligence is a recommended prerequisite for this program.



Courageous Conversations

Courageous Conversations training focuses on using radical candor to navigate difficult conversations effectively, aiming to balance directness with care to build trust and improve communication. It is designed for individuals across all levels and industries, delivered in person or virtually, teaching participants about their natural tendencies in conversations, overcoming barriers to candor, and the positive impacts of adopting radical candor.



5-Star Customer Service

5-Star Customer Service training focuses on elevating customer service to create a culture of excellence within organizations. It covers strategies for handling complaints, improving the customer experience across various communication platforms, and instills a process-oriented approach to fostering exceptional service. The training is suitable for anyone in a customer-facing role, aiming to enhance both internal and external customer interactions.



Time Management

Time Management training is focused on enhancing productivity by managing behaviors that affect time use, rather than attempting to manage time itself. It covers identifying "time thieves," implementing seven time control habits, and provides a toolkit for immediate application. This training is available in various formats including in-person and virtual sessions.



OPERATIONS

The Operations training programs at Frontline Training Solutions are designed to advance operational excellence, enhancing efficiency and effectiveness within organizations. These offerings include practical skills training in areas such as lean manufacturing, project management, and operations leadership, all aimed at driving real business results and improving productivity.



Supervisor Boot Camp

Supervisor Boot Camp is a practical training program designed for frontline supervisors and new leaders in the manufacturing and industrial sectors. It offers 16 hours of instruction focusing on essential leadership skills such as financial literacy, effective communication, and team management. Participants learn to transition from peer to leader, aiming to improve their leadership effectiveness and contribute positively to their organization's bottom line.



Leadership Alignment for Operational Excellence

The Leadership Alignment for Operational Excellence training aims to align all levels of leadership within an organization, focusing on improving safety, waste reduction, communication, onboarding, and employee retention. It is an in-person, customizable program conducted at your company, designed to bring together different leadership groups to collaboratively work on operational behaviors and leadership traits over a 13-week period.



Project Management Essentials

The *Project Management Essentials* training is designed to teach effective project management techniques, including how to get team members on board and achieve project goals successfully. Covering PMI® standards and knowledge areas, this 16-hour course offers practical learning and application for project contributors and leaders. This program is eligible for PDUs towards PMI certifications.



Lean Academy

Lean Academy introduces participants to the principles and mindset needed for effective waste reduction in their operations, focusing on enhancing efficiency and driving higher profits through value-add activities. This introductory workshop, applicable to both manufacturing and non-manufacturing settings, is designed for leaders interested in optimizing workplace efficiency. This program is available in person or virtually.



Practical lessons for tactical leading.

SUPERVISOR BOOT CAMP

Supervisor Boot Camp offered by Frontline Training Solutions is designed to equi managers in manufacturing with the essential skills for effective leadersh available both virtually and in person, covers practical skills for transit leader, financial literacy, communication essentials, and strategies over a 16-hour course. It targets new leaders, frontline supervisor employees in manufacturing and similar industries.

- Locations: Virtual, customized on-site at your company, or in person at one of ou open enrollment training locations in Michigan or Calif
- Target Audience: Frontline supervisors, new leaders, and high-potential employees in manufacturing or similar industries.
- Course Content: Includes supervisor basics, financial literacy, communication skills, nd team engagement strategies.
- Format: Available both virtually, in person, and customized on-site with 16 hours of training spread over four 4-hour virtual sessions or two full days in person.



Learn more about this impactful training, and how it can set up your frontline leaders for success.

This training qualifies for 16 HRCI/SHRM recertification credits.



Listen to our podcast on what leadership skills manufacturing supervisors need to be successful.





nboarding: it's a term commonly associated with dry presentations about company policies, stacks of paperwork, mandatory trainings, and memorizing the names of dozens of new colleagues. This process, intended to set up new hires for success, often backfires due to its tedious and superficial nature. Rather than feeling welcome, new hires tend to be overwhelmed and disconnected. The statistics back this up: almost one in every two new hires regret their decision within their first week. But how could things go downhill that quickly?

The answer isn't all that surprising. Instead of administrative tasks, trainings, or meetings, new employees prioritize building workplace friendships as a vital part of starting their new role. In fact, 87% of those surveyed hope to make a friend at work, while 93% want the chance to shadow a colleague in their first few weeks. Based on these preferences, it's obvious that a successful onboarding process isn't about just ticking items off a checklist – it needs to include strategies that enable social interaction and personal connections.

Enter the solution of 'BelongBoarding' – a progressive approach to onboarding that emphasizes immediate inclusion and community building. This process goes beyond the transactional – it requires more than just setting up workstations, distributing policy manuals, or even offering that one-off welcome lunch. BelongBoarding focuses on creating a meaningful and lasting experience, ensuring that from day one, employees feel a genuine sense of belonging and purpose within the organization. It not only welcomes employees, but integrates them into the social fabric of the company by aligning their values with the organization's mission, building relationships, and providing continuous support well beyond the initial weeks and months.

Why Does It Even Matter?

Imagine starting a new job where, after a brief one week onboarding process, you're left to navigate the workplace alone. You've been introduced to new colleagues and company policies initially, but then the support dwindles. From then on, you exchange brief greetings with your colleagues, but you don't feel comfortable enough to reach out for help. You're unsure who to turn to for answers and whether you're on the right track to reach your goals. In fact, you're not even sure what the organization's goals are, let alone if yours align with them. In this situation, how long do you think you'd stay with that company?

Putting it simply, joining a new company is like entering a new relationship. As a new hire, you want to feel welcomed, valued, and supported. You seek a connection with your colleagues and management, much like you would with a partner in a new relationship. And communication is key – you need regular check-ins, constructive feedback, and trust and rapport for the relationship to thrive. Without all this, you could feel isolated and uncertain about your role in the company.

BelongBoarding thus adds that essential layer to the new employee experience: the emotional connection, which has





been proven to enhance retention and productivity. According to numerous studies, employees who undergo effective onboarding programs are:

- **69%** more likely to stay with the organization after three years.
- **77%** more likely to achieve their first performance milestones.
- 18 times more likely to feel committed to their companies.

For organizations, the impact is substantial, as:

- Strong onboarding processes can improve new hire retention by
 82%.
- 54% of businesses report that having an onboarding program boosts employee engagement.
- Companies without formal onboarding training risk losing over 60% of their workforce in four years.

Yet, despite the compelling business case for a robust onboarding program, only 12% of employees believe their organization has a good onboarding process, while 35% of companies allocate no budget at all for onboarding new hires.

For new hires to have an encouraging and productive start, organizations must prioritize investing in comprehensive onboarding initiatives. These can include personalized welcome packages, team-building

activities, and dedicated resources for mentors and buddies to guide new employees through their first few weeks. Through these investments, companies can reap extensive long-term benefits, significantly reduce turnover, and increase employee satisfaction.

How to Create a Sense of Belonging

BelongBoarding doesn't have to be a complex process. The goal is to create an environment where new employees feel welcomed and integrated into the team from day one. With the right approach, this can be straightforward and highly effective. Several best practices for BelongBoarding are:

1. Start Early

Rather than waiting for the employee to start work before proceeding with BelongBoarding, begin the process well before their first day. This 'preboarding' sets the stage for a smoother transition as it sets clear expectations early on. For example, companies can send a welcome package containing information about the company, its culture, and what to anticipate in the first days or weeks. It can also include access to necessary paperwork and digital forms, allowing new hires to complete them before their start date to avoid being overwhelmed with administrative tasks during their first

Moreover, consider arranging preboarding activities such as virtual coffee chats or introductory meetings with their manager and team members. These informal interactions help ease first-day nerves, form initial connections, and provide new hires with familiar faces, setting a positive tone for their first day.

2. Personalize the Experience

Tailor the onboarding process to handle the unique needs and preferences of each new hire, as every individual is different. Begin by understanding their previous experiences, career goals, and any specific areas where they may need more support or resources.

Personalized approaches can include flexible mentoring options, where new hires can choose mentors who align with their professional goals or interests, and introductions to key stakeholders based on their roles and projects. For remote employees, a more personalized approach is especially crucial, as they may face extra challenges in connecting with their team and integrating into the company culture. Implementing virtual meet-and-greets, assigning a dedicated remote buddy, and ensuring they have access to all necessary digital tools and resources can help bridge the gap and create a sense of inclusion.

3. Establish a Support Network

Alongside informal gestures like introductions to new colleagues and stakeholders, formal mentorship and buddy systems should be integrated into the onboarding process. These approaches contribute to a more

thorough onboarding experience as they provide structured support and guidance. Assigning a mentor can offer new hires personalized advice and insights, helping them acclimate to the company culture and understand their role more deeply. On the other hand, a buddy system pairs new hires with experienced colleagues who can assist with day-to-day questions, provide practical tips, and offer a friendly face during the initial transition period.

Additionally, managers must schedule regular check-ins during the first 30, 60, and 90 days to align expectations and offer consistent feedback. These ongoing conversations during the onboarding phase are critical, as they help new hires gain clarity on their role, track their performance, and address any concerns promptly.

4. Practice Inclusivity

Think about it — as a new employee, you're already struggling with several challenges. The last thing you want is to find out you're missing out on team activities or communications, even if it's something as seemingly minor as being left off an email thread. Such oversights can lead to feelings of isolation and add unnecessary stress to an already difficult situation.

To avoid this, both managers and team members must be intentional about fostering inclusivity for their new colleagues. From pre-boarding to daily interactions, this involves proactively welcoming new hires into all aspects of team life and communication. Including them in events such as informal discussions, meetings, and social activities not only helps new employees acclimate more quickly but also strengthens team cohesion.

5. Think Long Term

Again, like in a relationship, there needs to be continued appreciation and support for employees even after the initial onboarding period. Small gestures, such as thoughtful gifts or personalized recognition, can reinforce their sense of belonging and show that their contributions are valued.

While the intensity of these efforts will



decrease after the onboarding period, maintaining a sense of belonging remains essential for long-term employee engagement. For instance, several leading organizations implement support plans that span up to two years, including regular check-ins to ensure new hires remain connected and supported.

Key Considerations

As with any process, it's important to be mindful of potential pitfalls to avoid common mistakes. In BelongBoarding, the core values should center on authenticity and integrity, and include elements such as:

Being Authentic

Before you rush to schedule a pizza party to welcome your new hire, consider its impact carefully. Frequent token gestures, such as pizza parties or superficial promises, can come across as inauthentic if not complemented by deeper, more meaningful interactions. Genuine efforts should focus on providing real support and demonstrating a true commitment to the employee's well-being and integration.

While these parties and similar events can be fun, they should not substitute substantial efforts to integrate new hires. Over-relying on such gestures without attending to more significant needs can erode trust and make employees question the organization's commitment to their long-term success and support.

Practicing Integrity and Consistency

Trust can rapidly deteriorate if there is inconsistent behavior or unmet promises. Organizations must consistently uphold their commitment to a supportive environment, with leaders setting the example by modeling core values and behaviors.

Here, assessments like the Inclusive Culture Benchmark offer valuable insights into the actual workplace culture experienced by employees, while the Mesh Diversity tool uncovers hidden biases and barriers. These evaluations can help identify gaps between an organization's stated values and its real-world practices, providing a clearer picture of where alignment issues may exist.

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Seeking Feedback

Make the onboarding process data-driven by using both formal and informal feedback mechanisms. Tools such as surveys, suggestion boxes, and feedback platforms offer valuable insights into how new hires experience their integration and engagement. Analyzing this feedback helps organizations identify strengths and weaknesses, allowing them to address areas of improvement and continuously refine the onboarding process for greater effectiveness.

Master BelongBoarding with Frontline

Elevating your onboarding process to the next level with BelongBoarding paves the way for long-term success and engagement. By incorporating personalized, supportive, and inclusive practices, organizations are able to create an impactful experience for new employees. This approach showcases a genuine commitment to their value and well-being, enabling a strong beginning even before they officially join the team.

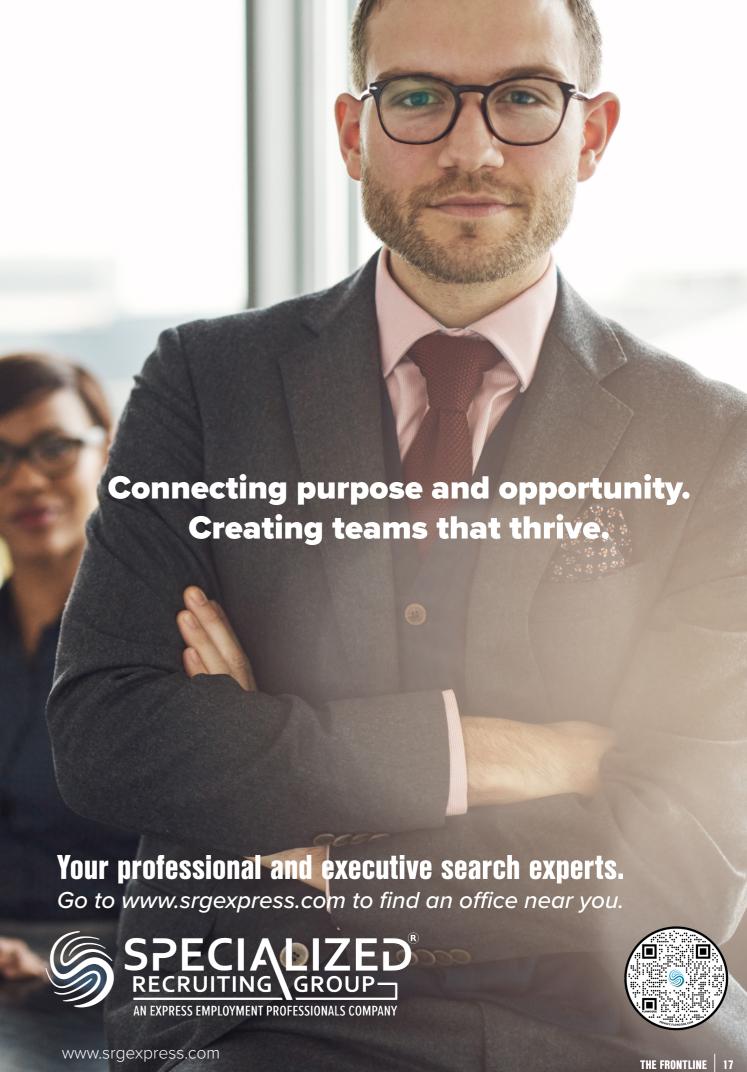
Tune into our free podcast to learn more about the importance of BelongBoarding. Join Creative Director, Nic Dampier, and Nathan Leaman, Managing Director of Frontline Training Solutions as they have a conversation with Kristin Ekkens, Founder & CEO of Exponential Inclusion. They go in-depth into how developing a sense of belonging for new hires can have a lasting and beneficial impact on your organization.

For more information about our solutions, explore our extensive range of training programs and resources designed to meet the demands of today's workforce. At Frontline, our goal is to empower organizations with innovative and practical strategies that tackle modern challenges to foster a thriving workplace culture.



une into the BelongBoarding episode on Behind the Frontline.

Episode 020 - BelongBoarding: Onboarding with the goal of Belonging 16 THE FRONTLINE



RPOSEDRIVEN LEADERSHIP TRAINING

Training Solutions is aimed at both new Purpose Driven Leadership Training by Front and seasoned leaders, focusing on enhancir eir ability to bring out the best in others. It emphasizes self-reflection on leadership im ct, offering practical tools and strategies ent. The training covers topics such ence, and coaching conversations over

- Target Audience: Leaders /interested in improving leadership,
- Core Components: Trust building, masterful communication through the DiSC® ligence via the Emotional Intelligence 2.0 assessment, onversations, and customized management styles.
- oth virtually, in person, and customized on-site with up to 28 hours of training in sessions spanning six weeks.



Learn more about this purpose driven training, and how it can set up your leaders for a lifetime of success.

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Listen to our podcast on navigating difficult conversations in the workplace through coaching.

TOP 10 PEOPLE-RELATED CHALLENGES FOR **ORGANIZATIONS** IN 2024

ENHANCING CULTURE, RETENTION, AND REDUCING TURNOVER

> n 2024, organizations in America face several people-related challenges that significantly impact culture, retention, and turnover. Addressing these challenges effectively is crucial for fostering a positive workplace environment, retaining top talent, and reducing turnover rates. At Frontline Training Solutions, we understand the importance of these issues and offer strategic solutions to help organizations navigate these complexities. Here are the top 10 people-related challenges and how to address them.

1. Employee Engagement

Maintaining high levels of employee engagement and motivation is essential, especially in remote or hybrid work environments. Engaged employees are more productive, innovative, and likely to stay with the company. However, achieving this requires intentional efforts to create meaningful connections and provide opportunities for growth and development.

Strategies to Enhance Employee Engagement:

- Regular Check-Ins: Implement frequent one-on-one meetings between managers and employees to discuss progress, provide feedback, and address concerns.
- Recognition Programs: Develop robust employee recognition programs that celebrate achievements and contributions.
- Professional Development: Offer continuous learning opportunities to help employees enhance their skills and advance their careers.



2. Work-Life Balance

Addressing employees' demands for better work-life balance and flexible working arrangements is critical to reducing burnout and turnover. The pandemic has reshaped employees' expectations regarding work flexibility, making it a key factor in job satisfaction.

Strategies to Improve Work-Life Balance:

- Flexible Work Schedules: Allow employees to have flexible working hours and remote work options.
- Wellness Programs: Introduce wellness programs that promote physical and mental health, such as fitness classes, mental health days, and stress management workshops.
- Encouraging Time Off: Encourage employees to take their vacation days and disconnect from work during their off time

3. Career Development Opportunities

Providing clear career paths and growth opportunities is crucial for retaining talent and reducing turnover. Employees need to see a future within the organization to remain motivated and committed.

Strategies for Career Development:

Career Pathing: Create clear and achievable career paths for employees, outlining the skills and

- experiences needed for advancement.
- Mentorship Programs: Implement mentorship programs that pair employees with experienced leaders to guide their career development.
- Skill Development: Offer training and development programs that align with employees' career aspirations.

4. Diversity, Equity, and Inclusion (DEI)

Building a genuinely inclusive culture that embraces diversity and promotes equity is critical for employee satisfaction and retention. A diverse workforce brings varied perspectives, fostering innovation and improving problem-solving.

Strategies for Enhancing DEI:

- Inclusive Policies: Develop and implement policies that promote diversity and inclusion in hiring, promotions, and everyday interactions.
- Bias Training: Conduct regular training sessions to raise awareness about unconscious biases and how to mitigate them.
- Employee Resource Groups: Support the creation of employee resource groups that provide a platform for underrepresented groups to share their experiences and drive change.

Addressing these top 10 people-related challenges requires organizations to adopt strategic,

people-centered

approaches.

5. Mental Health and Wellbeing

Supporting employees' mental health and overall wellbeing is essential for maintaining a productive and engaged workforce. Comprehensive wellness programs and a supportive organizational culture can significantly impact employees' mental health.

Strategies to Support Mental Health:

- Mental Health Resources: Provide access to mental health resources, such as counseling services and employee assistance programs.
- Wellbeing Initiatives: Launch initiatives focused on promoting mental health, such as mindfulness workshops and stress reduction programs.
- Supportive Environment: Foster an environment where employees feel comfortable discussing mental health issues without fear of stigma.

6. Leadership and Management Practices

Ensuring that leaders and managers possess the skills and behaviors necessary to foster a positive culture, inspire their teams, and manage effectively is vital. Effective leadership directly impacts employee satisfaction and retention.

Strategies for Effective Leadership:

• Leadership Training: Offer training programs that focus

- on developing leadership skills, such as emotional intelligence, communication, and conflict resolution.
- Feedback Culture: Create a culture where feedback is regularly given and received, promoting continuous improvement.
- Lead by Example: Encourage leaders to model the behaviors and values that reflect the organization's culture and mission.

7. Recognition and Rewards

Implementing effective recognition and reward systems that acknowledge employee contributions is essential for fostering a culture of appreciation. Recognized employees are more motivated and engaged, reducing the likelihood of turnover.

Strategies for Recognition and Rewards:

- Personalized Recognition: Customize recognition efforts to align with individual employee preferences and contributions.
- Regular Awards: Establish regular award ceremonies or appreciation events to highlight outstanding performance.
- Incentive Programs: Develop incentive programs that reward employees for meeting or exceeding performance goals.



8. Communication and Transparency

Maintaining open, transparent, and frequent communication is crucial for building trust, reducing uncertainty, and keeping employees informed and engaged. Transparent communication fosters a culture of trust and collaboration.

Strategies for Effective Communication:

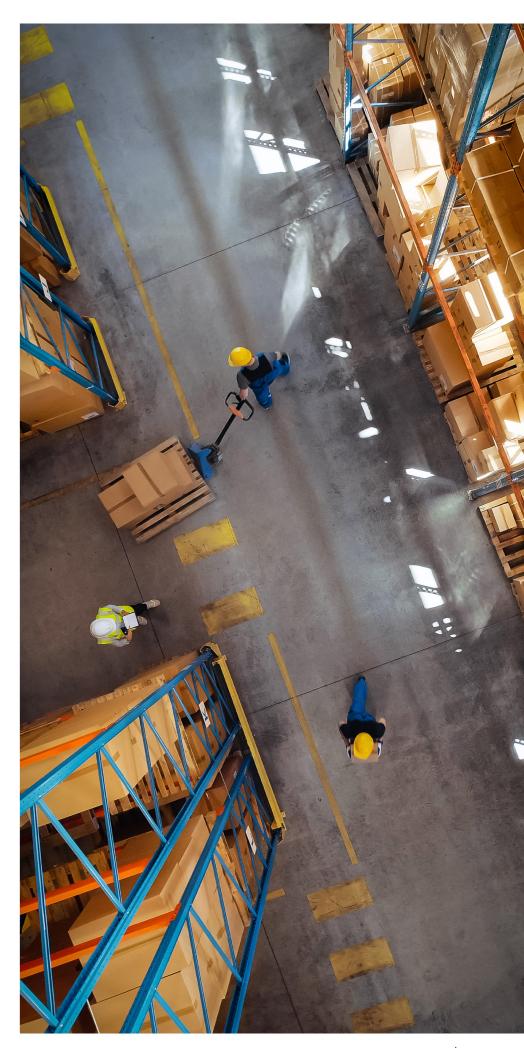
- Open Forums: Host regular town hall meetings or open forums where employees can ask questions and receive updates from leadership.
- Transparent Policies: Clearly communicate company policies, changes, and the reasons behind them.
- Feedback Channels: Provide multiple channels for employees to give feedback and ensure that their voices are heard and acted upon.

9. Adapting to Technological Changes

Helping employees adapt to new technologies through training and support is essential for reducing resistance to change and ensuring smooth transitions. Technological advancements can drive efficiency and innovation, but only if employees are equipped to use them effectively.

Strategies for Technological Adaptation:

- Training Programs: Offer comprehensive training programs on new technologies and tools.
- Tech Support: Provide ongoing technical support to assist employees in resolving issues and maximizing the use of new technologies.
- Change Management: Implement change management strategies that involve employees in the transition process and address their concerns.





10. Generational Differences

Navigating the differing expectations, values, and work styles of a multi-generational workforce is essential for creating a cohesive and collaborative culture. Each generation brings unique strengths and perspectives, and understanding these differences can enhance team dynamics.

Strategies for Managing Generational Differences:

- Diverse Teams: Create diverse teams that leverage the strengths of different generations.
- Tailored Communication: Adapt communication styles to meet the preferences of various generational groups.
- Cross-Generational Mentoring: Encourage mentoring relationships between employees of different generations to foster mutual learning and respect.

Addressing these top 10 people-related challenges requires organizations to adopt strategic, people-centered approaches. By focusing on employee engagement, work-life balance, career development, DEI, mental health, leadership, recognition, communication, technological adaptation, and generational differences, organizations can foster a positive culture, enhance retention, and minimize turnover.

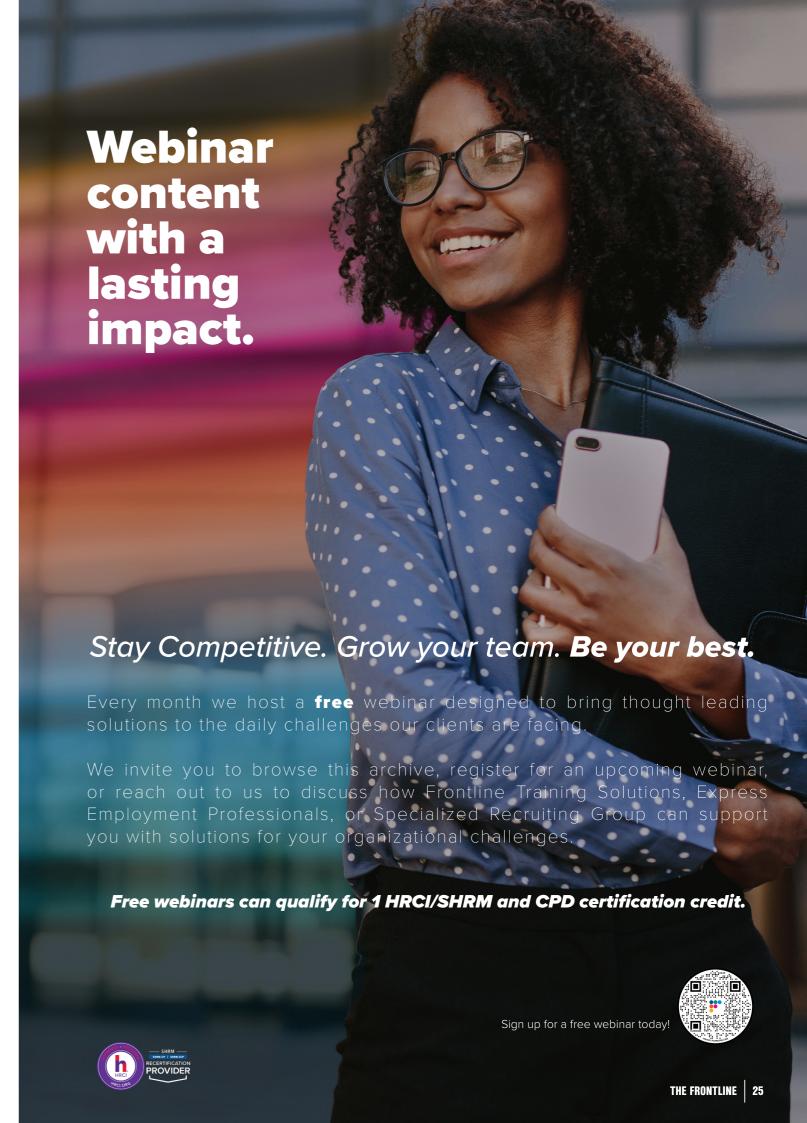
At Frontline Training Solutions, we specialize in helping organizations navigate these challenges with tailored training and development programs. Our expertise in leadership development, employee engagement, and organizational culture can empower your organization to thrive in 2024 and beyond.

Ready to enhance your organizational culture, boost retention, and reduce turnover?

Contact Frontline Training Solutions today to discover how our tailored training and development programs can help your organization thrive, and get started on your journey to a more engaged and productive workforce.



Learn more at frontlineon.com.







Respecting People. Impacting Business.™

Since 1983, Express Employment Professionals has been empowered by our long-term goal to help as many people as possible find good jobs by helping as many clients as possible find good people. We are a leading staffing provider in the U.S., Canada, South Africa, Australia, and New Zealand. Every day, we help job seekers find work and help businesses find qualified employees. We are energized by our mission of helping people be successful. We love making a difference in people's lives and careers. To us, it's more than a job, it's an opportunity. It's belief in their abilities and in their talents and them.

To us, it's more than a job.



Learn more about who we are, and how we can help your organization thrive.

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HOW DO I KNOW IF MY EMPLOYEES ARE EXPERIENCING BURNOUT?

It's a chronic d emotional exhaustion that nificantly impacts -being and performance. is crucial for fostering a 2. Cynicism

thy, productive workp

Understanding Burnout

Burnout, first described by psychologist Herbert reudenberger, is now recognized by the WHO as an occupational phenomenon resulting from chron workplace stress. It affects not only employees but also overall organizational productivity, increasing absenteeism and turnover rates.

Key Signs and Symptoms

Burnout manifests through exhaustion, cynicism, and reduced professional efficacy:

1. Exhaustion

Physical Symptoms:

- Chronic Fatigue: Employees consistently appe drained and lack energy, even after taking time off. This ongoing tiredness can affect their daily tasks and overall productivity.
- Increased Illness: A noticeable rise in the frequency of sick days due to physical ailments like colds headaches, or other stress-related conditions indicating a weakened immune system.

Emotional Symptoms:

- Anxiety: Persistent feelings of worry or tension, often evident in their demeanor and interactions. This can lead to difficulty in concentrating and decision-
- Depression: Noticeable signs of sadness,

rest in previously enjoyed s. Employees might also express feelings of worthlessness or excessive guilt.

- Detachment: Employees show a lack of connection or engagement with their work or colleagues. This can result in decreased participation in team activities I disinterest in work-related discussions.
- Loss of Motivation: A significant drop in enthusiasm and drive for their job or projects, which can lead to missed deadlines and a decline in work quality.

Behavioral Symptoms:

- Isolation: Withdrawal from team interactions or social events, preferring to work alone. This can lead to a breakdown in team cohesion and communication.
- Irritability: Increased frustration and irritability over minor issues, leading to conflicts with colleagues and a tense work environment.

3. Reduced Professional Efficacy

Cognitive Sympto

- rformance: Struggling to concentrate, make decisions, or complete tasks efficiently. This can manifest as frequent mistakes, overlooked details, and a general decline in work output.
- Negative Self-Assessment: Expressions of self-doubt or feelings of incompetence, where employees might downplay their achievements or feel they are not meeting expectations.

Behavioral Symptoms

· Procrastination: Delaying tasks or avoiding

responsibilities, often resulting in missed deadlines and last-minute rushes to complete work.

Neglecting Responsibilities: Failing to meet deadlines or fulfill duties, which can affect team projects and overall productivity.

Causes of Burnout

Burnout is often the result of multiple factors rather than a single cause. Understanding these contributing elements can help in addressing the root causes effectively.

1. Work-Related Factors

- Workload: Consistently high demands and unrealistic expectations can overwhelm employees, leading to prolonged stress and fatigue.
- Lack of Control: Feeling powerless over aspects of their job, such as work schedules, tasks, or decision-making processes, can lead to frustration and helplessness.
- Insufficient Reward: A lack of recognition or rewards for hard work can demoralize employees, making them feel undervalued and unappreciated.
- Lack of Support: Inadequate support from supervisors or colleagues can increase feelings of isolation and stress, leading to burnout.

2. Lifestyle Factors

• Work-Life Imbalance: Excessive work demands encroaching on personal time and interests can prevent employees from relaxing and recharging, leading to chronic stress.

Being an employer of

a culture where

and thrive.

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- Lack of Social Support: Insufficient interaction with friends and family outside of work can leave employees feeling isolated and unsupported.
- Poor Self-Care: Neglecting healthy habits like exercise, proper nutrition, and adequate sleep can exacerbate the physical and emotional symptoms of burnout.

3. Personality Traits

- · Perfectionism: Employees setting excessively high standards for themselves can lead to constant selfcriticism and stress.
- Pessimism: A tendency to focus on negative aspects and expect the worst outcomes can contribute to feelings of hopelessness and frustration.
- Type A Personality: Highly competitive, ambitious, and constantly in a rush, individuals with Type A personalities may push themselves too hard, leading to burnout.

Consequences of Burnout

If left unaddressed, burnout can lead to severe consequences, affecting not only the employees but also

the organization.

1. Physical Health Issues

- Cardiovascular Problems: Increased risk of heart disease and hypertension due to chronic stress.
- Chronic Conditions: Greater likelihood of developing chronic illnesses such as diabetes and gastrointestinal issues as a result of prolonged stress and poor selfcare.

2. Mental Health Issues

- Depression and Anxiety: Burnout can exacerbate or lead to clinical depression and anxiety disorders, affecting overall mental health.
- Substance Abuse: Increased likelihood of turning to alcohol, drugs, or other substances to cope with stress, which can lead to further health and professional problems.

3. Professional Consequences

- Decreased Productivity: Reduced efficiency and performance at work, leading to missed deadlines and lower quality output.
- Career Impact: Higher risk of job dissatisfaction, absenteeism, and turnover, which can affect career progression and job stability.

Prevention and Management Strategies

Addressing burnout requires a proactive and multifaceted approach. Here are strategies employers can implement:

1. Workplace Strategies

- Set Boundaries: Encourage a healthy work-life balance by defining clear work hours and respecting personal time. Promote the importance of taking breaks and vacations to recharge.
- Provide Support: Foster open communication with employees about their workload and provide the necessary support, such as access to mental health resources and regular check-ins.
- Delegate Tasks: Encourage a culture of teamwork and delegation to distribute workloads more evenly and prevent overburdening individual employees.

2. Promote Self-Care

- Encourage Breaks: Ensure employees take regular breaks and vacations to recharge, and create a work environment that supports taking time off without guilt.
- Wellness Programs: Implement wellness programs that promote physical and mental health, such as fitness classes, mindfulness sessions, and healthy eating initiatives.

3. Enhance Workplace Culture

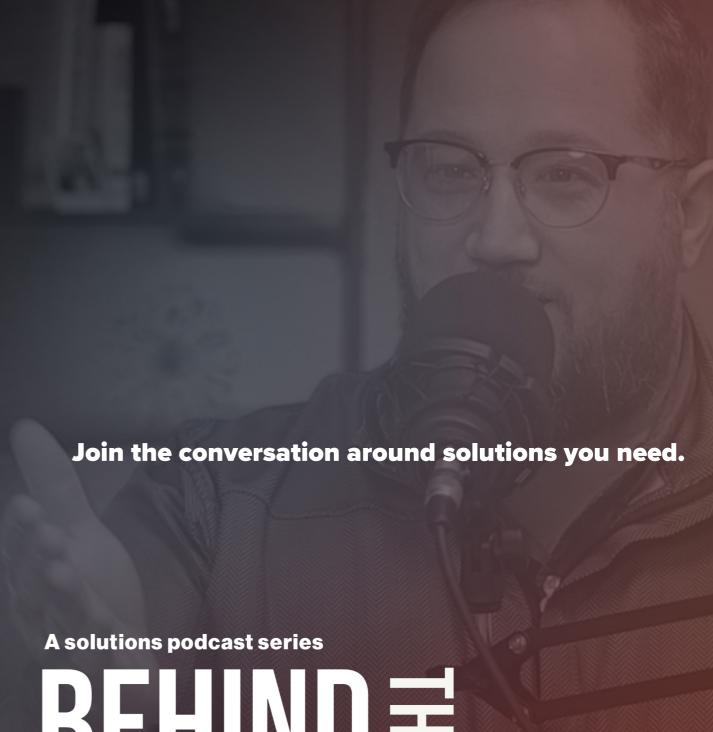
- Recognition and Rewards: Regularly recognize and reward employees' efforts and achievements to make them feel valued and appreciated. This can include formal awards, informal praise, and tangible rewards like bonuses or extra time off.
- Social Connections: Facilitate team-building activities and social events to strengthen interpersonal relationships and create a supportive work environment.

Listening to employees and recognizing these signs is crucial for their development and retention. It's essential to not only listen but also provide the necessary support and resources. No job is worth the mental toll of burnout. Being an employer of choice means creating a culture where employees feel valued, can voice concerns, and thrive.

How can we help?

Burnout can significantly impact your employees' health and organizational success. By recognizing the signs, understanding contributing factors, and implementing effective prevention and recovery strategies, you can protect your team from burnout. Prioritize your employees' well-being and reach out to Frontline Training Solutions to enhance workplace well-being and belonging. Your commitment to their health and happiness will foster a thriving, resilient workforce poised for long-term success.















CONSULTING SOLUTIONS FOR EVERY CHALLENGE.

rontline Training Solutions offers comprehensive consulting services tailored to enhance organizational performance across various industries. Our approach involves directly engaging with client teams to address challenges such as operational streamlining, succession planning, and revamping an interview and selection process. This approach is structured around five key steps: needs assessment, collaborative solutions development, formal proposal, consulting implementation, and progress review, ensuring a collaborative and effective consultancy experience.

We focus on:

- Personalized Approach: Consultants "join your team" to address specific organizational challenges.
- **5-Step Consulting Process:** Involves issue identification, solution definition, proposal review, consulting initiation, and final feedback.
- **Industry Experience:** Expertise across manufacturing, nonprofit, professional services, and retail & hospitality sectors.
- Proven Expertise: Consultants offer actionable, trustworthy guidance.
- Embedded Services: Consultants work closely with business leaders to identify and solve challenges.



For more details, visit www.frontlineon.com, or scan this QR code.

EXECUTIVE, PROFESSIONAL, & TEAM COACHING.

rontline's coaching services are designed to unlock the full potential of individuals and teams in the workplace. Our offerings include professional, executive, and team coaching, emphasizing a customized approach to address unique challenges. The coaching process involves identifying needs, proposing a coaching plan, selecting a coach, executing the plan with check-ins, and concluding with feedback. This approach aims to enhance effective leadership behaviors such as self-awareness, problem-solving, personal accountability, conflict management and much more.

We focus on:

- Customized Coaching: Tailored to meet individual and team development needs.
- Five-Step Process: From identifying needs to final feedback.
- **Diverse Coaching Options:** Includes professional, executive, and team coaching.
- Goal-Oriented: Focuses on self-awareness, effectiveness, and personal accountability.
- Nationwide Availability: Coaches available across the country and available for in-person and virtual connections.
- Industry Experience: Expertise in manufacturing, nonprofit, professional services, and retail & hospitality.



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ASSESSMENTS TO BRING OUT THE BEST IN YOU & YOUR TEAM.

ontline Training Solutions emphasizes the use of assessments as crucial tools for organizational and personal development. We offer a broad range of assessments, including selection, personality, emotional intelligence, 360 feedback, and team assessments. Depending on their purpose, these tools aim to improve hiring and promotion decisions, increase self-awareness, support coaching engagements, enhance development plans, and optimize team performance. Our approach is designed to uncover individual strengths and development areas, facilitating better performance and engagement.

- Selection Assessments: Evaluate candidates for job compatibility and cultural alignment.
- **Personality Assessments:** Reveal individual personality traits to leverage strengths.
- Emotional Intelligence Assessments: Identify emotional intelligence strengths and areas for development.
- 360° Feedback Assessments: Provide comprehensive feedback for personal growth.
- **Team Assessments:** Enhance team cohesion and performance.



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APPRENTICESHIP PROGRAM MANAGEMENT.

ontline offers an Apprenticeship Program Management service collaborating with manufacturers to tackle talent shortages in manufacturing skilled trades. We manage the entire apprenticeship process from setup to completion, including training and education, program administration, and apprentice screening, ensuring compliance with U.S. Department of Labor (DOL) regulations. The program is designed to help you create a skilled workforce through approved apprenticeship standards, on-the-job training, related instruction, rewards for skills gains, and obtain a nationally recognized credential upon completion.

- **Collaboration:** Partnership between the employer, Frontline Training Solutions, and the Department of Labor to train and provide credentials for your workforce.
- **Program Management:** Manages apprenticeship processes from setup to completion.
- **DOL Compliance:** Ensures compliance with Department of Labor regulations.
- **Training Needs:** Offers on-the-job training and related instruction.
- Apprenticeship Credentials: Provides a pathway to nationally recognized credentials for apprentices.



For more details, visit www.frontlineon.com, or scan this QR code.





LEADERSHIP FOUNDATIONS

program includes sessions on leadership basics, developing and motivating employees, effectiveness and employee engagement.

- Target Audience: New managers, future managers, and employees with leadership
- Core Topics: Leadership fundamentals, employee development, team cohesion, decision-making.
- Format and Investment: Available virtually, in person, and customized on-site with up to 20 hours of training in sessions spanning five to six weeks with personalized development plans and accountability partnerships.



Learn more about this foundational training for new and future leaders.

This training qualifies for 18-20 HRCI/SHRM recertification credits.







