

# Bricks, Clicks, and Everything In Between

The retail industry has one of the highest levels of disengaged employees



**of UK retail employees are not engaged with the brand values of their company.**

Engage For Success



**of U.S. retail employees feel disengaged on the job.**

Quantum Workplace



A study by The Hay Group discovered a median turnover rate of 67% for part-time retail employees.



**In the U.S., \$11 billion is lost annually throughout diverse industries due to employee turnover**

Alongside the accompanying retention and attrition problems, plus the related costs of new talent recruitment.

Bureau of National Affairs

## Better Engagement = Better Retail Business

**Companies with engaged employees outperform by 202%**



On an industry-specific basis, Aon.com has determined that retail stores with high employee engagement have **customer satisfaction scores that are 5% higher** than those without high engagement.

## Measuring Engagement with the Right Tech Tools

In today's competitive and evolving market Retailers need to embrace technology as part of their engagement strategy.

Technology needs the capability to:



- » *Technology needs the capability to* - Meet the expectations of employees who are now driving their own employee experience (EX) and want work related content delivered via channels and technology they use already in their everyday lives.
- » Reach the entire workforce including Non-Desk Employees (NDEs), not just employees who work on site.
- » Help create better engagement across the organization by opening up new channels of communication between employees and managers.
- » Enable senior leaders and operating managers to stay in touch with their staff, regardless of their location or time zone.
- » Accurately measure and analyze workforce engagement via insightful reports on employee engagement, productivity, and satisfaction.

**Learn more about how Employee Engagement solutions can lead to increased productivity and profit for the retail industry.**

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