

# Top Five Ways to Reduce Warehouse Employee Attrition

Recruiting and retaining employees to work in distribution warehouses has become a significant supply-and-demand challenge. As competition intensifies and customer expectations rise around next-day shipping, the tight labor market is leading to serious concerns over hitting productivity goals.

Meeting the needs of your workforce is key to success. Here are five ways to help reduce warehouse employee attrition in the distribution industry:



Hiring qualified workers is seen as the distribution industry's single biggest challenge.<sup>1</sup>

## 1 Adopt Flexible Scheduling

Worker demographics are shifting, so be prepared to meet the varied scheduling needs of a multi-generational workforce.



With Baby Boomer, Gen X, Millennial, and Gen Z employees all working together, **it's critical to understand what motivates each generation.** For example, Baby Boomers may want to adopt a part-time, semi-retirement lifestyle, while the work-life balance "sweet spot" for Gen Z employees could be working 32 hours a week because they live with their parents and don't have high-cost living expenses.



consider **flexible schedules** they can work around family needs **an important consideration** when choosing an employer.<sup>2</sup>

## 2 Provide Leadership Development Programs

Retain existing employees — and attract new ones — by giving your employees the training tools they need to succeed in the warehouse.



- As new technologies and skills emerge in the industry, employees want to know you'll **help them attain skills that will let them excel.**
- **Offering leadership development programs and training certifications** — for Pallet Jack Operator, Reach Truck Operator, Order Picker Operator, and more — demonstrates an organization's continued investment in their people and can lead to **improved employee engagement and retention.**
- Encouraging employees to train cross-functionally and connect with other departments can help them sharpen their critical thinking and further develop their technical and business acumen, **producing benefits both for the company and its employees.**<sup>3</sup>



claim that **defining paths for advancement is a challenge.**<sup>4</sup>

## 3 Offer Consumer-Like Technology

Technology is a key component of employee engagement. Investing in technology to modernize and mobilize your warehouse workforce can pay big dividends.



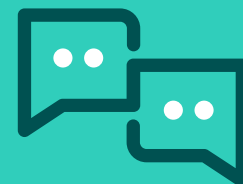
- Employees across generations want **mobile technology that is easy to use** and lets them quickly access personalized data, including timecards, time-off balances, schedules, and more.
- Employers can achieve higher levels of engagement by giving employees the **right tools and empowering them with data** to help make decisions that drive innovation and business results.



**say adopting technology-enabled best practices** will position them for long-term success.<sup>5</sup>

## 4 Be Honest and Transparent

Transparency fosters a collaborative work environment, so be up front and candid with your warehouse employees.



- Employees want to know how their work impacts the company and see the result of their efforts. **Make sure you connect their work to larger business goals**, like meeting customer demands for faster response times, and offer feedback and appreciation in real time.
- Transparency leads to trust. **Without trust, it's difficult to get employees to commit emotionally to your organization** — and that means their motivation will be limited to their paychecks.



**are not engaged or are actively disengaged in their job.**<sup>6</sup>

## 5 Support Effective Management

Choose effective people managers who are invested in their teams' performance and success.



- Managers set the tone for your employees' work environment and the company culture. **Providing managers with relevant and real-time data** allows them to spend more time and be more effective on the floor, which leads to increased productivity.
- **Having strong managers in place** can help drive adoption of important new supply-chain technologies.



**are planning new technology investments totaling more than \$1 million** over the next two years.<sup>7</sup>

The supply-chain workforce shortage is becoming increasingly challenging, but by reducing warehouse employee attrition, your organization can uncover hidden capacity, control costs, and boost responsiveness to achieve new levels of operational excellence.

View our [recorded webinar](#) for tips and ideas to better handle the warehouse labor shortage.

Contact UKG (Ultimate Kronos Group) at **+1 800 225 1561** or visit [ukg.com/distribution](http://ukg.com/distribution).

<sup>1</sup>2019 MHI Annual Industry Report: *Elevating Supply Chain Digital Consciousness*, found at <https://www.mhi.org/publications/report>, at 9 (Figure 5).

<sup>2</sup>Rob Asghar, *What Millennials Want in the Workplace (And Why You Should Start Giving It to Them)* (January 13, 2014), found at <https://www.forbes.com/sites/robasghar/2014/01/13/what-millennials-want-in-the-workplace-and-why-you-should-start-giving-it-to-them/#3b73f0824c40>.

<sup>3</sup>2019 MHI Annual Industry Report: *Elevating Supply Chain Digital Consciousness*, found at <https://www.mhi.org/publications/report>, at 13.

<sup>4</sup>Allegis Group, *The New Meaning of Talent: Adapting to the Work and the Workforce of Tomorrow*, 2018, found at <https://www.allegisgroup.com/en/insights/workplace-trends>, at 12.

<sup>5</sup>Ibid, at 6.

<sup>6</sup>Gallup, *State of the Global Workplace, 2017*, found at [http://www.managerlenchanteur.org/wp-content/uploads/Gallup-State-of-the-Global-Workplace-Report-2017\\_Executive-Summary.pdf](http://www.managerlenchanteur.org/wp-content/uploads/Gallup-State-of-the-Global-Workplace-Report-2017_Executive-Summary.pdf), at 1.

<sup>7</sup>2019 MHI Annual Industry Report: *Elevating Supply Chain Digital Consciousness*, found at <https://www.mhi.org/publications/report>, at 8.