

How Retailers Can Focus on Employee Satisfaction



PROBLEMS RETAIL EMPLOYEES ATTRIBUTE TO LOW JOB SATISFACTION



HOW EMPLOYERS CAN IMPROVE EMPLOYEE JOB SATISFACTION



THE RESULTS OF HAPPY EMPLOYEES

Lack of development and training

leads to decreased productivity, higher turnover rates, and a negative impact on morale.

Offer training and certification programs

or work with vendors that offer product certifications, like ICE Cobotics. ICE Cobotics provides an [Automation Academy](#) where employees can earn a certificate in automation excellence.

94% of employees

“say that the provision of learning and development opportunities would be a strong enticement for them to remain in their current jobs,” according to [LinkedIn](#).

Unstable schedules cause stress & poor health

47% of workers say working a retail schedule negatively impacts their sleep and 60% report having stress-correlated physical symptoms, according to [Retail Dive](#).

Adopt a scheduling system

that is consistent, predictable, and focused on employee wellbeing.

Increased productivity and sales

One [study](#) found that with a consistent and predictable schedule, “productivity rose 5.1 percent, store sales 3.3 percent, and labor declined 1.8 percent.”

Repetitive and mundane work

leads to decreased productivity, disengaged employees, turnover, and lower ROI.

More than 68% of employees wish they could take on new responsibilities at work but need more time owing to repetitive activities. [Resolve.ai](#)

Adopt autonomous equipment

like [Cobi 18](#), a robotic floor scrubber, to take on repetitive and mundane work so employees are freed to focus on higher-level tasks and learning new skills.

74% of employees

say that automation improves job satisfaction, according to [LinkedIn](#).

Lack of workplace inclusivity

Workers that report being unhappy at work are “4.6 times more likely to indicate they will probably leave their current employer within six months” according to [BCG.com](#).

Create an inclusive culture

that is supportive, and recognizes employee contributions and efforts.

Happier Employees

According to [BCG.com](#), of employees that feel their work culture is inclusive “81% also said they are happy in their jobs—three times more than those who don't feel included.”