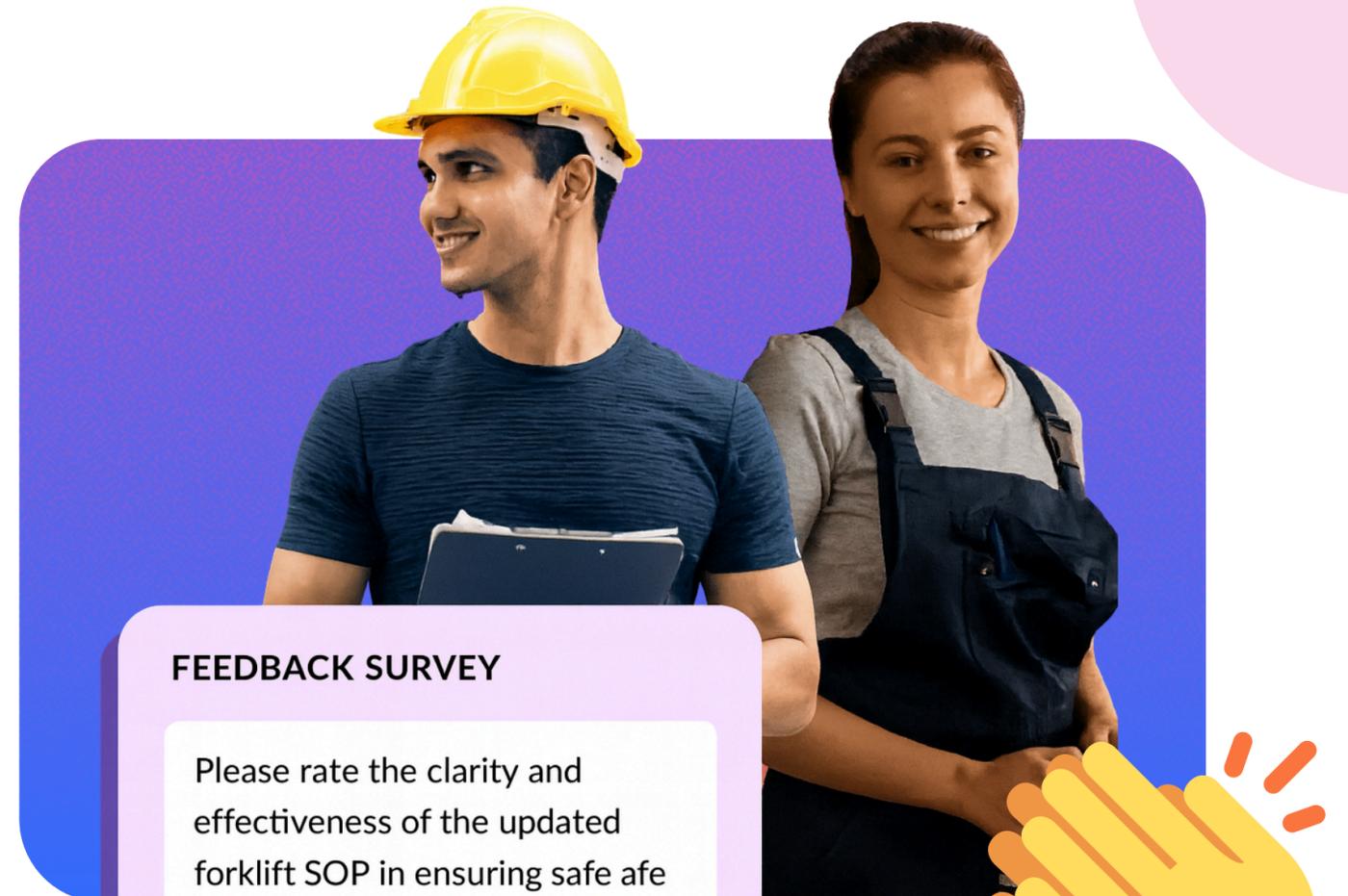


PLAYBOOK

# The Frontline Engagement Playbook :

## 5 Actions to Lift Retention, Morale & Results

Creating a thriving workplace culture through intentional, consistent engagement.



### FEEDBACK SURVEY

Please rate the clarity and effectiveness of the updated forklift SOP in ensuring safe afe and efficient operations?

★★★★★

★★★★

★★★

★★

# Introduction: Why Culture & Engagement Matter

## Company Culture

**88%**

of employees value company culture over salary

Source: Ujji.io, 2025

## Global Engagement

**30%**

of employees globally feel engaged at work

Source: Gallup, 2025

## Culture Change

**54%**

of highly engaged employees report positive culture change

Source: Flair.hr, 2025

## The Engagement-Culture Connection

- ✓ High engagement leads to increased productivity, retention, and performance
- ✓ Engaged employees are more likely to contribute to a positive workplace culture
- ✓ Strategic engagement initiatives can transform workplace culture

*"Transforming workplace culture begins with intentional, consistent engagement strategies that give every employee a voice."*

# 1 Distribute Pulse Surveys

 Short, focused surveys (5–10 questions) on safety, equipment, or processes

## Best Practices:

✓ Keep it brief – focus on one theme per survey

✓ Communicate purpose clearly to employees

✓ Act on feedback within 1–2 weeks for credibility

## Impact:

Builds trust and helps identify quick wins for immediate implementation



## Pulse Survey Example

How would you rate your safety equipment?



Is your workflow efficient?



*"Acting on feedback swiftly drives engagement and builds lasting trust with your team."*

— Employee Engagement Study, 2025

## 2 Implement Recognition Tools

 Use digital platforms for real-time recognition & peer-to-peer shoutouts

### Best Practices:

✓ Celebrate both small wins and major achievements

✓ Automate reminders for work anniversaries and milestones

✓ Enable peer recognition to foster team collaboration

### Impact:

Boosts morale, improves performance, and increases employee retention



### Recognition Platforms

#### Digital Awards

Customizable badges and certificates

#### Peer Shoutouts

Public praise from colleagues

#### Reward Points

Redeemable for prizes or benefits

#### Milestone Celebrations

Automated work anniversary recognition

*"Employee recognition software increases engagement by 2X compared to traditional recognition methods."*

— Achievers Research, 2025

## 3 Use Automated Training Reminders

 Automate reminders for trainings, certifications, and compliance requirements

### Best Practices:

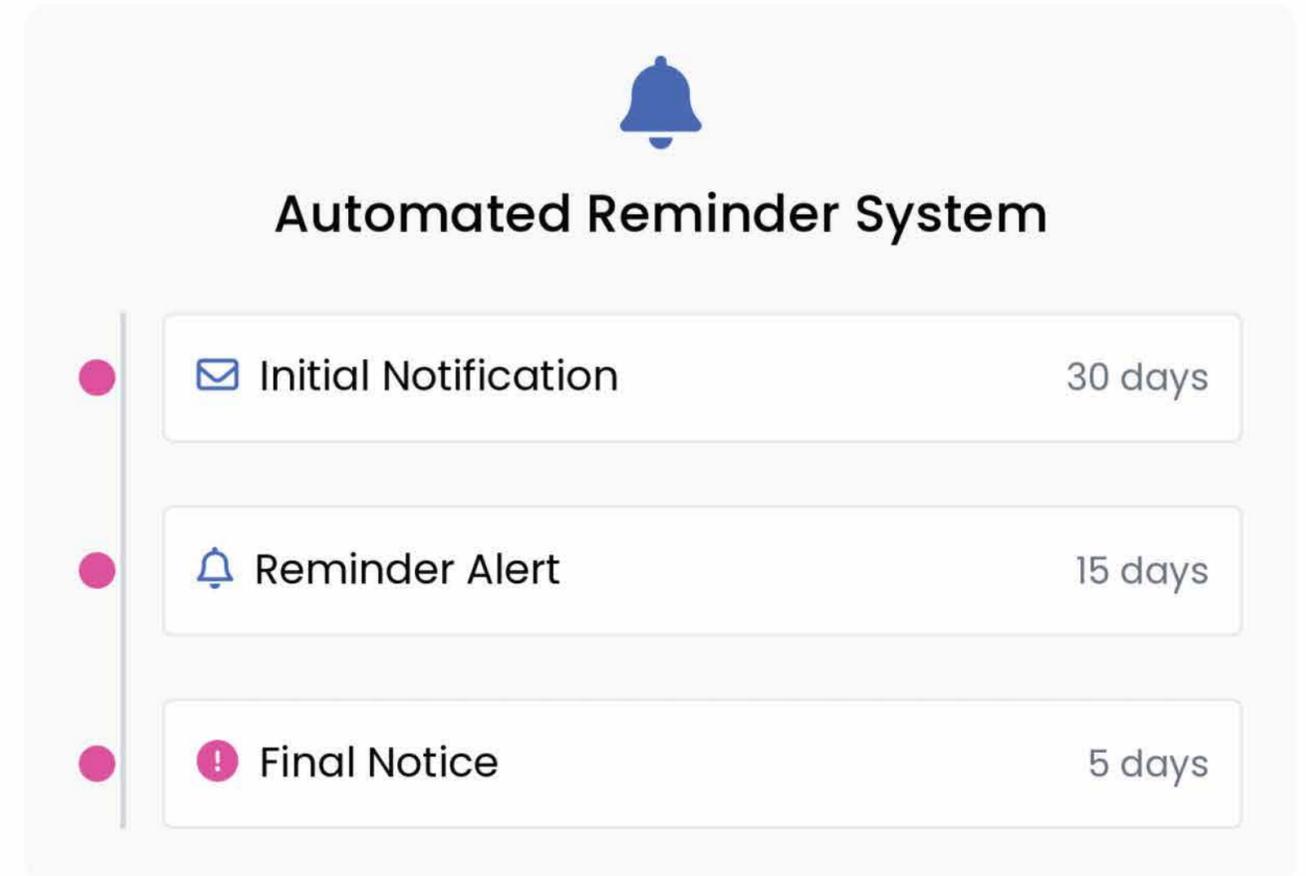
✓ Integrate with HR systems for automatic enrollment

✓ Set escalating reminders (30, 15, 5 days prior)

✓ Track completion rates and send manager alerts

### Impact:

Reduces missed deadlines and supports ongoing development without micromanagement



*"Automated reminders streamline compliance and foster continuous growth without adding management overhead."*

— Docebo Learning Report, 2025

## 4 Encourage Idea-Sharing



Create structured opportunities for employees to share ideas for innovation and process improvement

### Best Practices:

- ✓ Establish clear channels for idea submission
- ✓ Recognize and reward implemented suggestions
- ✓ Close the feedback loop on all submissions

### Impact:

Empowers teams to contribute solutions and reinforces that every voice matters in the organization



### Idea-Sharing Programs

**SB** Suggestion Box  
Anonymous submissions

**IC** Innovation Challenges  
Team-based problem solving

**OF** Open Forums  
Collaborative discussions

*"Collaborative innovation drives retention and creates measurable business impact."*

— Qmarkets Innovation Report, 2025

# 5 Empower Employees to Shape Culture

 Build a sense of ownership by involving employees in culture-building initiatives

## Best Practices:

- ✓ Solicit volunteers for cultural committees and initiatives
- ✓ Rotate leadership opportunities across teams and levels
- ✓ Celebrate success visibly and attribute credit appropriately

## Impact:

Increased ownership leads to stronger collaboration, greater resilience, and a more authentic culture



## Culture-Building Activities

**Team-Building Events**  
Cross-functional collaboration

**Success Celebrations**  
Recognizing achievements

**Cultural Ambassadors**  
Championing values

*"When employees help shape their work environment, they become more invested in its success."*

— Workplace Culture Study, 2025

# Summary & Call to Action

## Ready to transform your workplace culture?

Implement these 5 key action items to foster engagement, boost morale, and empower your team.

**1 Listen and act on feedback**  
Distribute pulse surveys on key areas

**2 Automate growth**  
Use reminders for training & compliance

**3 Build a collaborative culture**  
Empower employees to shape culture and celebrate success

**4 Recognize achievements**  
Implement digital recognition tools

**5 Drive innovation**  
Encourage idea-sharing programs

**Transform your workplace culture with consistent, intentional engagement strategies.**

When employees are engaged, productivity and satisfaction naturally follow.

**Take your first step today—engage your team and lead the change!**