

HOW TO BUILD A WORKPLACE COMMUNITY CHECKLIST

Share knowledge and offer each other support

- Frontline employees have an accessible space to share ideas and knowledge
- Frontline employees have a space to share and receive support and advice
- We have a quick feedback loop (employees can get answers and updates within minutes)
- Frontline employees can access information and resources through their mobile devices
- Frontline employees can participate in community spaces in a non-disruptive manner, with flexible notification controls

Create a culture of sharing and execution

- Leadership is visible to frontline employees
- Leadership is actively engaging and communicating with our workforce
- We have executive buy-in for and involvement in our workplace community efforts
- Rewards and recognition are leveraged to reinforce the behaviors we want to encourage
- Employees can highlight each other and give kudos for a job well done

Improve efficiency and drive innovation

- We have a central body of knowledge employees can draw from that is accessible through a mobile device
- There are no confusing work processes
- There is no duplication of resources or outdated content
- We encourage employees from all levels and departments to submit feedback and ideas, and meaningfully engage with their submissions

Leverage a modern digital workplace

- Information and knowledge flows both ways among frontline employees and top-level staff
- Employees have a space for communication across siloed departments
- Interactions among frontline employees are in a centralized location
- Employee knowledge can be shared and captured to improve business results
- Employees can access resources through a mobile app
- Employees can communicate with colleagues through a mobile app

Transform employee learning

- Frontline employees can access training resources through their mobile devices
- Frontline employees have a space to share knowledge and collaborate with peers
- Frontline workers can leverage their mobile LMS to stay up to date on compliance training