

WORK ebook

Productivity Matters

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Help your staff stay productive on the job and in the office.

Part of running a business means managing the productivity levels of your staff.

How do you know how much they're getting done? How can you make sure customers are being serviced efficiently?

Read on to find out...



1

Invest in the right technology

The world we live in today is digital – and that means being able to access information anytime, anywhere.

Cloud-based field service management software can help increase productivity at all levels of your business.

- **Reduce paper:**
Move schedules, invoices and quotes from your desk to the cloud with just a few clicks.
- **Control scheduling:**
Simplify how jobs are scheduled and assigned, no matter how many changes.
- **Stay productive:**
Organize, streamline and manage important day-to-day activities.
- **Identify opportunities:**
See what jobs are bringing in the most revenue and which are costing the most.
- **Improve management styles:**
Assign jobs to technicians based on skill-set and who is best for the job.
- **Reduce phone time:**
Provide immediate access to information to prevent phone tag between the office and technicians.



Streamline and organize important activities, while supporting the specific skill-sets of individual employees.

2

Re-think how you motivate your people

Learning what motivates your employees is knowledge you can't live without. While money motivates most, there are other ways you can encourage your staff to be productive in the workplace.

- **Listen to your people.**

Put a formal policy in place that allows employees to provide honest feedback. Be sure to address all feedback in a timely way, and face-to-face whenever possible.

- **Individualize incentives.**

Establish performance goals that are tied to each employee's job function; they'll feel their contribution helps in overall business success. Customizing rewards based on likes and interests can help maintain motivation.

- **Establish group incentives.**

If appropriate, you can also create group incentives, rewarding teams for a job well done. Group incentives can encourage lower-performing team members to work harder, giving them a sense of accountability and strengthening team dynamics.

- **Don't skimp on the benefits.**

In addition to paying your staff the salary they deserve, it's also important to offer perks like flex-time, vacation time, and even long-term investment opportunities. Employees who are treated well tend to stay with the business for longer.



3

Recognize and promote growth

Providing continuing education opportunities for your staff lets them know you are investing in them and, in return, they will invest in you.

When you give employees access to regular training and the ability to learn new skills, you not only help your business but your customers as well, which is always a win-win.

- **Clear a path for continuing education.**

Do some research to see if there are any local training classes that staff can attend. If cost is an issue, consider paying for a portion of the class to show your investment in each employee's knowledge.

- **Start a mentoring program.**

Putting a formal program in place provides the ability for senior staff to teach junior employees valuable skills that will help with customer retention and business growth.

- **Invest in company-wide training.**

Investing in any kind of training for your staff is always a good idea. And the earlier you give them opportunity to learn and grow, the faster they will use their new skills to work smarter and more productively.



Investment in your employees is always a good idea. Invest in them and they'll invest in you and your business.

4

Create a change management plan

If your business is investing in field service management software, consider investing some time in creating a change management process. This helps you put a plan in place to help your staff adopt the technology quickly and use the solution to its fullest.

- **Talk** to the specific benefits that the new solution will deliver. Case studies or examples can help.
- **Explain** how the solution will be a part of each employee's workday.
- **Understand** everyone adopts technology at their own pace, in their own way.
- **Make it personal** by holding face-to-face meetings to address any questions or concerns.
- **Communicate often** and send regular updates on the implementation process so everyone feels included.



**Learn how Verizon Connect
Work can help increase
productivity across
your business.**

