

Empower your frontline workers and improve employee engagement

How Microsoft 365 can help keep employees engaged and help your bottom line grow.



Frontline workers – those that have a direct impact on your business growth and operations – cannot be overlooked.

Transforming employee experiences (EX) that enhance the bottom line while helping frontline employees succeed is paramount.

Organizations with highly engaged employees have **21% greater profitability**.¹

Highly engaged employees are **12x less likely to leave** their employer over those who are not engaged.²

92% of organizations are prioritizing EX enhancements over the next three years – up from 52% prior to the pandemic.³

Build communities and create company-wide dialogue



Strengthen connections between employees.	Enable frontline workers to build a network, find answers, share best practices and feel a sense of belonging.
Facilitate two-way dialogue between leadership and the frontline.	Spark meaningful discussions with tools to foster an open dialogue and give deskless workers a way to express their voice when it is most convenient.
Host forums for company-wide engagement.	Leverage Viva Engage to invite employees to attend town halls, meetings and trainings across web and mobile apps, as well as engage live with Q&A sessions or catch up with recordings.



Accelerate on-boarding and upskilling

Simplify training and on-boarding.	Empower frontline managers to upload custom learning content, meet team- or role-specific training needs and share content in the flow of work.
Promote continuous upskilling and development.	Make it easy for deskless workers to discover, share and engage with content to help them learn new skills. Further optimize discovery with interest-based personalization and recommendations.
Aggregate and assign learning content	Bring together content from Microsoft, LinkedIn Learning, and content providers or your learning management systems (LMS). Sync assignments from LMS to keep employees up to date on required training.
Share knowledge and expertise across the organization	Use AI to reason over your organization's content and automatically identify, process, and organize it into easily accessible knowledge.



Support inclusion and well-being

Encourage expression and participation.	Unlock new ways for deskless workers to express themselves by enabling them to showcase their expertise, propose new ideas and discuss their interests using modern social features.
Reward and recognize each other.	Increase morale among frontline teams by allowing them to recognize their coworkers, recharge with a quick mental break or take a moment to reflect.
Ensure digital tools are accessible for everyone.	Leverage embedded capabilities that help employees communicate and consume content in the way that works best for them with features including multi-lingual support, recorded playback, closed captions, audio messages, Immersive Reader, and more.
Timely analysis on what matters.	Enable leaders to proactively assess employee sentiment in critical moments and spot and surface issues earlier.

Where do you and your business go from here?

As a Microsoft Partner we can help — reach out if you need additional information around implementing and integrating Microsoft Viva for your frontline workforce.

Learn more about frontline workers:

[The Microsoft Work Trend Index](#)

[The Total Economic Impact™ Of Microsoft Teams For Frontline Workers](#)



- <https://www.gallup.com/workplace/231668/dismal-employee-engagement-sign-global-mismanagement.aspx>
- <https://www.glintinc.com/press/glint-study-reveals-new-hires-poor-onboarding-experiences-eight-times-likely-disengaged-work/>
- [2021 Employee Experience Survey Highlights - WTW \(wtwco.com\)](#)