How to Tackle Predictive Scheduling

Using Workforce Management to Optimize Labor Operations and Ensure Compliance

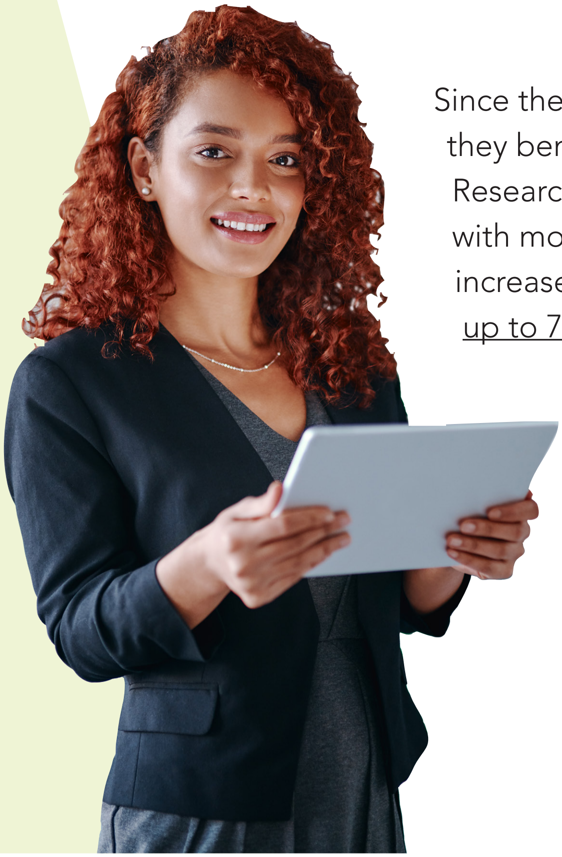
REFLEXIS

What is Predictive Scheduling?

Predictive scheduling laws are gaining traction across the United States, with twelve states considering variations of these laws. This means that adapting scheduling practices to adhere to these laws is quickly becoming a new reality for branch banks.

Predictive scheduling legislation addresses the issues that arise when employees' schedules change frequently and without much warning, making it a challenge for them to plan ahead or maintain a work-life balance. Instead of worrying about how many hours will be on their paychecks, or whether they'll have to arrange for child care, predictive scheduling laws ensure that they have reliable, steady schedules well in advance.

To accomplish this, predictive scheduling laws require businesses that utilize part-time labor to post their schedules days or weeks in advance, enforced with strict penalties like fines or penalty pay to employees if last-minute changes are applied to schedules.



> "Predictive scheduling laws require businesses that utilize part-time labor to post their schedules days or weeks in advance."

Since these laws stabilize employee schedules, they benefit employers as well as employees. Research in the retail sector found that stores with more stable schedules can see productivity increases of up to 5%, as well as sales increases of up to 7%.

Additionally, giving employees more stable schedules also helps increase employee retention, which can save banks thousands of dollars they would otherwise have to spend recruiting and training new employees due to turnover.

The Complexity of Predictive Scheduling

Some facets of predictive scheduling laws are consistent across the United States.

1. Employees are given on-call pay if they make themselves available for work, regardless of whether they're called in or not.
2. Employees have to be paid if their employer changes their schedule at the last minute.
3. Employees have to be given advance access to their work schedules.

However, keeping track of the specific laws can be complicated. It's difficult enough to keep track of employee schedules, penalties paid, and other critical data if you have branches in only one of these locations. If you have branches across the country, then effectively managing compliance with these laws can seem even more daunting.

Locations like San Francisco, Oregon, and New York City all have slightly different versions of predictive scheduling legislation. Where San Francisco requires retailers to give employees their work schedules 14 days in advance, Oregon only requires 7 days (until July 2020), and New York City only requires 72 hours.

All of these nuances are difficult to account for, and noncompliance means incurring harsh penalties and lawsuits. Banks need to start looking for solutions to this dilemma today.

The Complexity of Predictive Scheduling

San Francisco

- Employees are compensated if their schedules are changed without **7 days advanced notice**.
- Employees must receive work schedules **14 days in advance.**

New York City

- Employees are compensated if their schedules are changed without **72 hours advance notice.**
- An employee can't work the **first 11 hours** following the end of a previous calendar day's work.
- Employees must receive work schedules **72 hours in advance.**

Oregon

- Employees are compensated if their schedules are changed without **7 days (14 days starting July 2020) advance notice.**
- An employee can't work the **first 10 hours** following the end of a previous calendar day's work.
- Employees must receive work schedules **7 days in advance.**

Meeting the Challenge of Predictive Scheduling

Using spreadsheets and paper-based scheduling processes is already difficult to maintain. Addressing the added complexity of predictive scheduling compliance is unsustainable using dated, inefficient processes.

With workforce management and employee self-service, these outdated processes can be transformed to meet the challenge of predictive scheduling. An optimized workforce management system facilitates the process of forecasting and budgeting system-generated labor schedules, while an employee self-service solution communicates schedules effectively to employees. These solutions reduce human error and ensure that system-generated schedules are as accurate as possible, keeping bank from having to spend a great deal in penalties and predictability pay.

Modern workforce managment also helps with the recordkeeping necessary to comply with some of these laws. Seattle's predictive scheduling laws, for example, require three years of recordkeeping to show compliance. Instead of saving binders full of paper-based schedules, digital schedules can be easily stored and organized, cutting down on the risk of noncompliance due to incomplete records.

Generating highly accurate labor forecasts is also critical to minimizing last-minute schedule changes, and with steep fines issued for these changes, accurate forecasts save far more in labor spend than before. Workforce management doesn't only involve accounting for customer traffic and other external forces, but also employee preferences, availabilities, and proficiencies.

> "With workforce management and employee self-service, these outdated processes can be transformed to meet the challenge of predictive scheduling."

When all of these are factored into labor schedules, there are fewer schedule changes, fewer misalignments between labor and demand, and fewer employee call-offs. This ensures that banks contending with predictive scheduling laws avoid incurring large fines as a result of noncompliance.

Optimizing Workforce Management

Predictive scheduling is only one of many staffing challenges banks face today. Branches are seeing fewer routine transactions and more complex sales and service questions instead. As a result, many banks are looking to updating their network staffing to support floating and part-time staff, universal bankers, and other more flexible models. In addition to adhering to a range of labor laws and restraining labor spend, banks need to ensure that the right people are scheduled at the right time to maximize customer engagement.

This means that banks need a workforce management system that doesn't just improve scheduling, but also optimizes forecasting and empowers employee productivity. If labor forecasts don't accurately account for workload, branch staff can be stressed or overwhelmed, while customers are frustrated by long waits or rushed service. Streamlining workforce management with branch activity management can help banks solve this broader challenge. This approach lets banks optimize scheduling processes while providing real-time, ongoing visibility into what branch staff need to accomplish. As a result, labor schedules are more accurate, employee engagement rates improve, and branch staff can provide a better customer experience and increase sales.

Conclusion

It's imperative to find solutions to handle predictive scheduling. With more states considering these laws, and many of these laws now going into effect, it's essential to find tools that can factor in all of these complex labor laws and ensure compliance.

A platform of mobile-first solutions for workforce management and employee self-service gives banks the ability to not only tackle predictive scheduling laws, but to optimize network staffing, empower productivity, and transform branch experiences. By setting up an infrastructure where workforce management, branch analytics, activity management, and other systems are able to interact on the same platform, banks can create effective, flexible labor schedules, while simplifying work for branch colleagues.

The challenge of predictive scheduling laws presents an opportunity to improve labor operations as a whole and increase sales. To learn more, reach out to Reflexis at banking@reflexisinc.com for more information!

About Reflexis Systems, Inc.

The Reflexis ONE for Banking platform helps branches:

Optimize
network staffing.

Empower
employee productivity.

Transform
branch experiences.

Reflexis is the leading provider of workforce management and real-time operations solutions. The Reflexis ONE for Banking platform transforms branch banking experiences by optimizing network staffing and empowering employee productivity. Our cloud-based platform leads the industry providing AI-powered forecasting, optimized scheduling, and employee self-service to empower branch staff.

We have over 18 years of experience increasing sales, reducing costs, and enabling operational excellence for leading brands like CVS, Walgreens, Office Depot, Vera Bradley, Autozone, Ulta, and over 280 other clients, with more than 6 million associates worldwide.

Reflexis: Unleash the Power of Your Branch Colleagues.

Contact Reflexis Systems, Inc.
Phone: +1 (781) 493-3400
Fax: +1 (781) 493-3999
Email: info@reflexisinc.com
https://reflexisinc.com/solutions/retail-banking

Sources:

1. https://www.hrdive.com/news/predictive-scheduling-law-tracker/540835/
2. https://hbr.org/2018/03/research-when-retail-workers-have-stable-schedules-sales-and-productivity-go-up
3. https://sfgov.org/olse/formula-retail-employee-rights-ordinances
4. https://www.oregon.gov/boli/TA/Pages/Predictive-Employee-Scheduling.aspx
5. https://www1.nyc.gov/site/dca/media/pr112717.page
6. https://www.seattletimes.com/business/retail/seattles-secure-scheduling-rewrites-work-rules-at-stores-restaurants/