## **GOOD JOBS**

What makes a good experience of work for frontline workers?

The Good Jobs Project asked them and this is what we learned...

**BOOSTS** 

··· from a foundation of respect

Give frontline workers the time, support and flexibility they need to be able to connect with customers and feel pride in their work

Get to know workers and show care for their needs and goals, e.g. around childcare, working hours or learning



Ensure workers feel safe and are trained and supported to deal with difficult situations



Involve workers in discussing decisions that could impact their lives, ensuring managers are open and approachable



Respect encompasses fair pay, reasonable workload and safe working conditions: the necessary foundation for good work

## WHY DO THIS? WIN-WIN!

Research says boosts like these can impact on wellbeing, job satisfaction, attracting and keeping staff, reducing absence, improving performance and encouraging innovation.

Make me part of the conversation

Let me connect

Care about me and my life

Have my back



Find out more in our PDF and video!





NORWICH BUSINESS SCHOOL