

Beyond micro-learning: unlock operational excellence for margins and market share at retail's frontline

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Today's retail landscape is as dynamic as it is competitive. Beneath evolving consumer expectations, digital transformation imperatives and a shifting macroeconomic climate lies an often-overlooked lever for operational excellence – frontline enablement.



Your frontline workers are the true ambassadors of your brand and custodians of customer experiences. But optimising the experiences and performance of a dispersed and disparate workforce for operational excellence is not without its challenges.

In this post, we explore the critical role of mobile micro-learning that adapts to the knowledge gaps of your people as a powerful mechanism to overcome these challenges, and reveal how your approach to training and development can unlock true competitive advantage beyond products and technology.

Join us as we unpack a new paradigm for retail, where training doesn't just support operational excellence, but actively drives it, paving the way for more revenue, better margins, and a deeper connection with consumers. The journey towards retail transformation begins with enabling the frontline.

The New Retail Reality: Navigating Macroeconomic and Consumer Behavioral Trends

Understanding the macroeconomic landscape and consumer sentiment is more than a business strategy; it's essential for retailers pursuing continued relevance and competitive advantage:

Consumers are constrained. Amidst inflation and an uncertain macroeconomic climate, [PWC's 2023 Global Consumer Insights Pulse Survey](#) found that half of all consumers are concerned about their personal financial situation. And 96% of respondents intend to adopt some type of cost-saving behaviour over the next six months. Despite these constraints, consumers, empowered by technology, demand seamless in-store and online experiences that better suit their lifestyles and budgets.

Bricks and mortar continues to dominate globally. While e-commerce continues to grow as a retail channel, [Statista](#)

puts global e-commerce as a percentage of total retail sales at less than 20%. Consumers still enjoy physical stores, although the way they shop is evolving, often taking on a hybrid flavour, with consumers browsing online and buying in-store, or vice versa.

Retailers are responding. Retailers looking to compete in this climate must leverage all the tools at their disposal. A report from [Gartner](#) found that 57% of retailers plan to spend more on technology in 2024 to tackle these challenges and enhance customer engagement (both in-store and online).

But the same study found that almost half of retailers experience software buying remorse. To ensure these investments deliver return demands an integrated approach to new technology that drives operational excellence and efficiency, by design.

Customer experience is a competitive advantage. Delivering a consistently excellent customer experience is key to winning consumer consideration: consumers surveyed by [PWC](#) cited access to knowledgeable and helpful sales associates as the primary factor enhancing in-store shopping experiences.

But, a recent [IBM Consumer Study](#) found that 91% of consumers are *dissatisfied* with in-store shopping experiences, a figure that reduced just slightly to 86% for e-commerce.

Translating these market insights into actionable strategies for margin and market share requires a holistic approach that centres around operational optimisation and excellence.

Digitally Transforming the Frontline for Operational Excellence

Integrating digital tools into the fabric of retail operations can significantly enhance efficiency, customer experience, and, ultimately, profitability. From AI-powered inventory management to big data-enabled personalised shopping, digital transformation is redefining the retail landscape.

One area neglected when it comes to digital transformation is the frontline. But frontline workers are the face of any retail operation, directly impacting customer satisfaction, sales and loyalty. Their ability to adapt, learn, and excel in their roles is crucial for the overall success of the retail business. But traditional frontline training is inefficient and ineffective. It's estimated that, without reinforcement, frontline workers forget up to 80% of training in a single day.

It is possible to overcome this forgetting curve by making training material accessible to deskless workers, repeating concepts for retention and making training fun and rewarding to maximise engagement. Mobile micro-learning platforms with tailored reinforcement and gamification can provide an effective solution.

E-Learning Non-Negotiables for Frontline Enablement

There are a number of features that you should look for when exploring e-learning on the frontline:

Feedback Mechanisms: Closing the Loop for Continual Improvement

Operational excellence in retail is not a one-time achievement but a continuous journey. Implementing robust feedback mechanisms is essential for identifying operational gaps and areas for improvement.

Digemy's platform is equipped with analytics and feedback tools for real-time insights into workforce performance and learning outcomes, enabling managers to make informed decisions and adjustments. This closed-loop system fosters a culture of accountability and continuous improvement, where frontline workers are not just recipients of knowledge but active participants in the operational excellence journey.

Data-Enabled E-Learning: Unlocking Competitive Advantage

In the quest for higher margins and revenue growth, data-enabled e-learning is a key differentiator. By integrating consumer insights with digital transformation strategies and frontline enablement, retailers can unlock new levels of operational excellence. The strategic use of e-learning platforms not only enhances the skills and productivity of the workforce but aligns training outcomes with consumer expectations and market trends. This holistic approach ensures that every aspect of the retail operation is optimised for success, from inventory management to customer engagement.

Digemy's data analysis extends to learners, automating the creation of personalised learner journeys that reinforce concepts according to individual knowledge retention levels. This means learners master concepts faster, and spend training time closing knowledge gaps, rather than rehashing concepts they've already mastered.

A Mindshift: Transforming Training and Systems into Culture

The success of any new technology depends on adoption and integration into existing operations. E-learning is no exception. But maximising return on investment demands more than adoption. It requires a cultural shift that both incentivises learning and aligns training with operational excellence.

By addressing structural, operational, and system pain points through targeted learning initiatives aligned with desired outcomes, Digemy's methodology delivers ease of adoption and accelerated learning outcomes for better customer interactions, reduced complaints, and, ultimately, a stronger brand reputation and customer loyalty.

By embracing a culture of continuous learning and leveraging the latest in e-learning technology, we can realise a future where frontline employees are not just informed but truly empowered to deliver exceptional service and drive operational excellence.

Conclusion

In conclusion, the retail landscape is undergoing a significant transformation, driven by macroeconomic factors, changing consumer behaviors, and technological advancements. What has remained constant is the key role of frontline workers. The key to navigating this complex environment lies in understanding the value of the frontline and empowering them for peak performance. By embracing data-led mobile micro-learning solutions like Digemy.com, retailers can achieve operational excellence, secure a competitive advantage, and pave the way for a future where they not only survive but thrive.

Digemy's value proposition extends far beyond a traditional learning management system. By adopting a holistic and strategic approach we help our clients save millions by reducing lost opportunity costs and ensure seamless integration of learning into the very fabric of organisational culture, redefining the landscape of retail training, performance management and operational optimisation.

Book a demo to explore Digemy's multi-award winning micro-learning platform and operational excellence methodology: www.digemy.com/demo

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