

Frontline Enablement Readiness Scale

The Frontline Enablement Readiness Scale helps you take a clear, honest look at how well your organization supports the people doing the heavy lifting within your operation every day. It provides a practical lens you can use to reflect on your current approach and how well you are aligned with both frontline needs and business priorities.

The scale evaluates five core dimensions of enablement mapped across five levels of readiness. Each level represents a stronger connection between enablement, day-to-day work, and business outcomes.

Core Dimensions

- Priority: Alignment between enablement and business goals
- Experience: How well the job is designed and supported
- Management: Capability of managers to lead, coach, and drive performance
- Technology: Availability of tools that support work and enablement
- Measurement: Use of data to track impact and improve performance

Levels of Readiness

- Level 1: Survival Mode – Focused on getting through the day
- Level 2: Patchwork Support – Inconsistent, reactive efforts
- Level 3: Operational Execution – Standardized, repeatable practices
- Level 4: Proactive Enablement – Continuous support and development
- Level 5: Strategic Empowerment – Enablement drives business success

This is not a scorecard. There is no pass or fail. The goal is progress. Use this tool to spark conversation, challenge assumptions, and align stakeholders around a shared understanding of where you stand today and where you're trying to go. From there, you can prioritize the changes that will have the greatest impact on your people and their performance.

	Level 1: Survival Mode <i>"Just get through the day."</i>	Level 2: Patchwork Support <i>"We've got something ... somewhere."</i>	Level 3: Operational Execution <i>"Doing the job right, every time."</i>	Level 4: Proactive Enablement <i>"Support every shift — and what comes next."</i>	Level 5: Strategic Empowerment <i>"Fueling today's performance and tomorrow's potential."</i>
Priority	<ul style="list-style-type: none"> Enablement isn't discussed or funded. Focus is on covering shifts and reacting to issues. No connection to business strategy or long-term goals. 	<ul style="list-style-type: none"> Enablement is acknowledged but not coordinated. Efforts are siloed by team or location. Stakeholder support is inconsistent. 	<ul style="list-style-type: none"> Enablement is part of operations planning. Focus is on consistency and performance. Stakeholders start tying efforts to business outcomes. 	<ul style="list-style-type: none"> Enablement is linked to business goals like retention and performance. Stakeholders actively support frontline initiatives. Teams collaborate across functions to improve the experience. 	<ul style="list-style-type: none"> Enablement is core to business strategy and workforce planning. Senior stakeholders champion investment in frontline capability. The frontline is viewed as a competitive advantage.
Experience	<ul style="list-style-type: none"> Training is rushed, inconsistent, or missing. Employees rely on coworkers or trial and error. No support beyond day one. 	<ul style="list-style-type: none"> Onboarding exists but varies widely. Job aids and resources are scattered. Ongoing support depends on local effort. 	<ul style="list-style-type: none"> Onboarding is structured and repeatable. Job aids and SOPs are widely available. Learning supports daily execution. 	<ul style="list-style-type: none"> Learning is continuous, personalized, and accessible on the job. Employees get support throughout their journey, not just onboarding. Career growth is visible and encouraged. 	<ul style="list-style-type: none"> The experience is human-centered, empowering, and career-building. Every shift supports both performance and long-term growth. Mobility and development are part of everyday work.
Management	<ul style="list-style-type: none"> Managers are overwhelmed and under-supported. No formal guidance or development. Expected to "figure it out" on their own. 	<ul style="list-style-type: none"> Some managers create their own tools. Limited coaching or development guidance. Success depends on individual initiative. 	<ul style="list-style-type: none"> Managers get basic training and tools. Coaching expectations are defined. Support is standardized across locations. 	<ul style="list-style-type: none"> Managers are coached to lead, not just supervise. Development resources are embedded in the workflow. Manager effectiveness is actively measured and improved. 	<ul style="list-style-type: none"> Managers are trusted leaders and talent developers. Their role is supported through coaching, tools, and time. They model culture, growth, and engagement.

<p>Technology</p>	<ul style="list-style-type: none"> ▪ Tools are outdated, manual, or non-existent. ▪ Processes rely on paper or verbal instructions. ▪ No digital access to training or resources. 	<ul style="list-style-type: none"> ▪ A few tools are in place but not integrated. ▪ Tech access may require workarounds. ▪ Hard to scale or manage consistently. 	<ul style="list-style-type: none"> ▪ Mobile-accessible tools support training and tasks. ▪ Tech covers core needs but isn't personalized. ▪ Some systems begin to integrate. 	<ul style="list-style-type: none"> ▪ Tools are integrated across learning, communication, and execution. ▪ Content is tailored by role, location, and performance. ▪ Mobile and real-time support is the norm. 	<ul style="list-style-type: none"> ▪ Tools are seamless, AI-powered, and personalized. ▪ Tech adapts in real-time to support performance and learning. ▪ Systems work together to streamline the employee experience.
<p>Measurement</p>	<ul style="list-style-type: none"> ▪ Success is measured by attendance or compliance. ▪ No real visibility into employee performance. ▪ Feedback isn't collected or used. 	<ul style="list-style-type: none"> ▪ Basic metrics like turnover and safety are tracked. ▪ Feedback may be gathered informally. ▪ Data is rarely used to improve the experience. 	<ul style="list-style-type: none"> ▪ Performance and retention metrics are tracked. ▪ Feedback loops are forming. ▪ Data starts to inform decisions and updates. 	<ul style="list-style-type: none"> ▪ Data connects enablement to business impact. ▪ Frontline feedback directly shapes updates. ▪ Metrics cover both performance and development. 	<ul style="list-style-type: none"> ▪ Enablement is measured holistically: skills, mobility, performance, retention. ▪ Insights drive business, workforce, and experience strategy. ▪ Continuous improvement is data-driven and employee-informed.