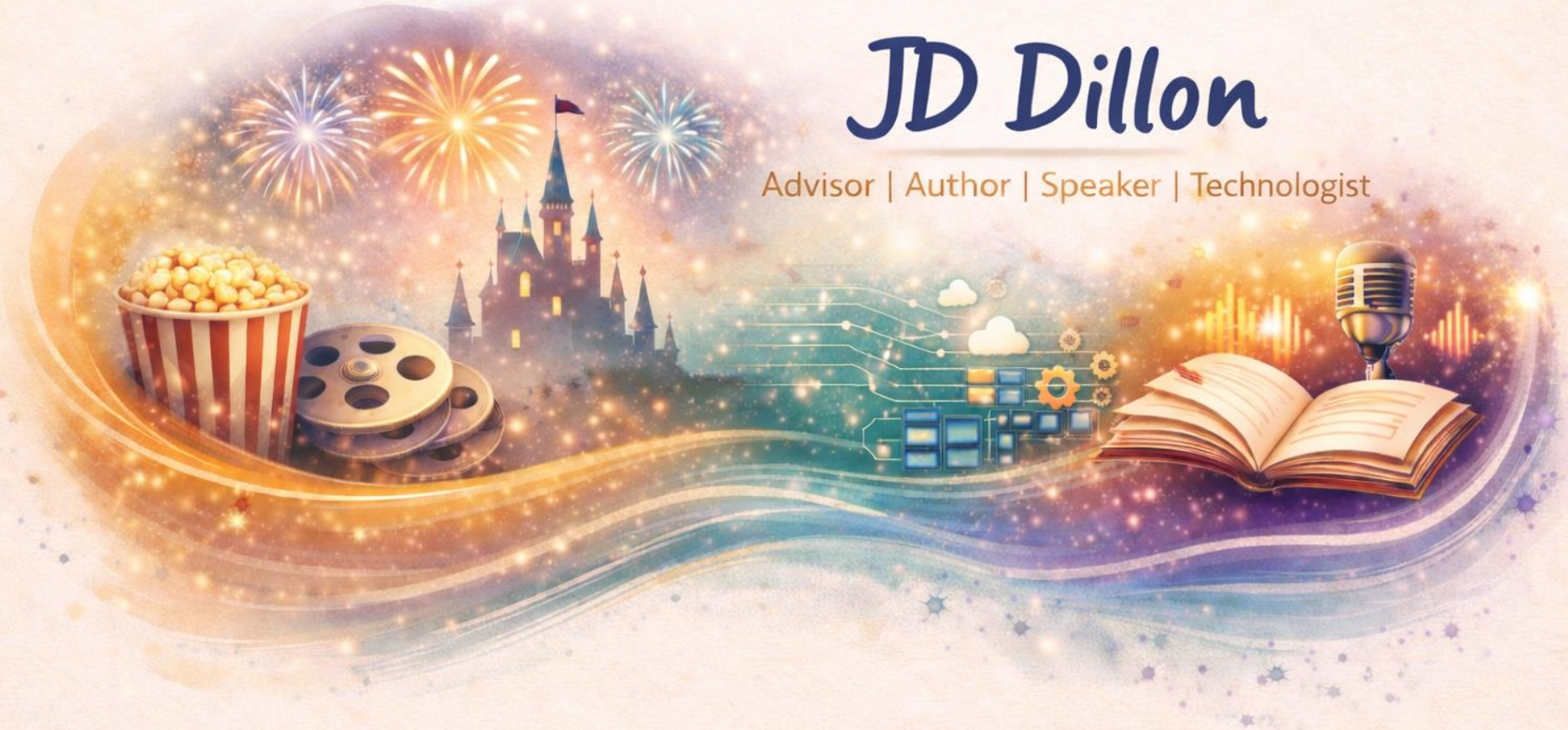


15 Ways to Enable HIGH-PERFORMING DESKLESS TEAMS



JD Dillon

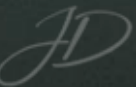
Advisor | Author | Speaker | Technologist





Frontline **work** is different.

Frontline **support** must be different too.





80%

of the global
workforce



23%

increase in
profitability



46%

burned out
every day



3x

more likely to
thrive in life

JD

Frontline enablement isn't *altruism*.
It's *good business*.

**Employee
Experience**

**Business
Priorities**



STRUCTURED

- Operational focus
- Scheduled shifts
- Micromanaged



DIRECTED

- Assigned tasks
- Limited autonomy
- Permission requirements



MOBILE

- No fixed desk
- Always on the go
- Inconsistent tech access



VARIED

- Unique backgrounds
- Different skills
- Distinct motivations



LIMITED

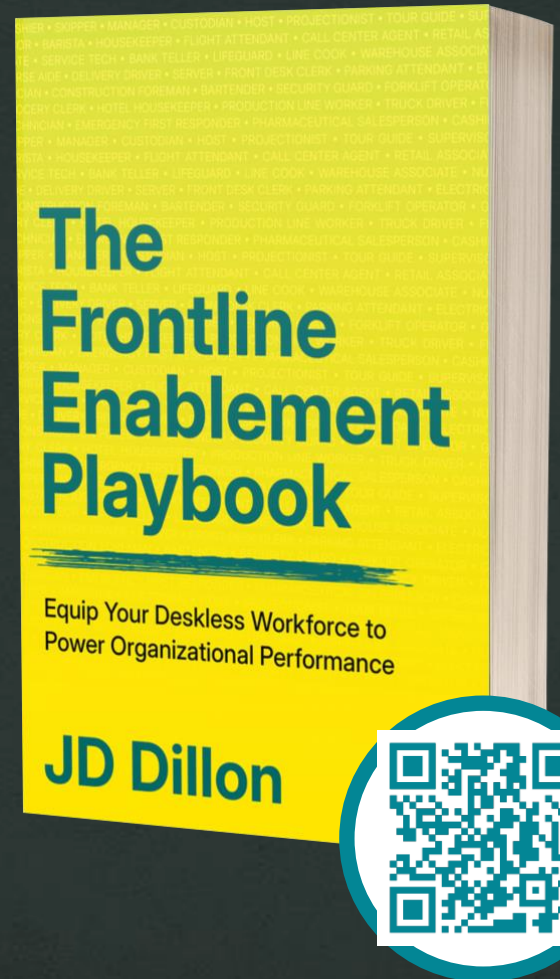
- High-risk tasks
- Heavy compliance requirements
- Defined roles



The first guide for equipping, engaging, and empowering your deskless workers!

- 50+ global contributors
- 80+ real-world examples
- 35+ frontline stories
- 220+ field-tested tactics

frontlineplaybook.com



15 Ways to Enable
**HIGH-PERFORMING
DESKLESS TEAMS**



Fix Your Frontline Managers

Empower managers to balance operational responsibilities with team leadership.

- Connect managers with experienced peers.
- Provide on-demand guidance for common manager tasks.
- Include empathy training within frontline enablement.

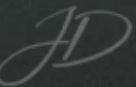
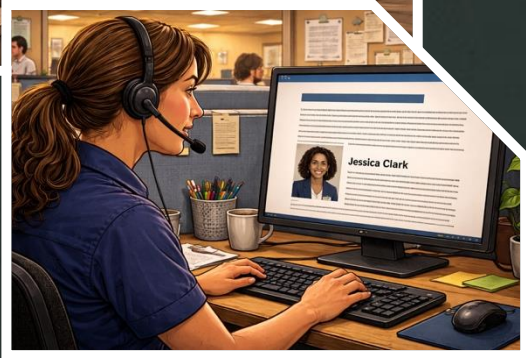
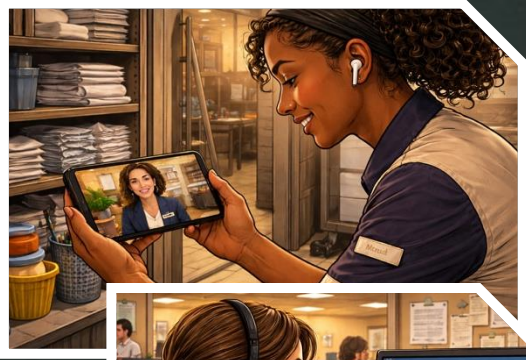


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Put Names on Everything

Build trust with your frontline by putting names and faces to your enablement function.

- Sign messages with names and photos.
- Include the names of people who developed training resources.
- Provide go-to contacts for support.
- Record short appreciation video messages from team members.



Get to the Point

Value people's time and effort by jumping straight to the key points in every activity.

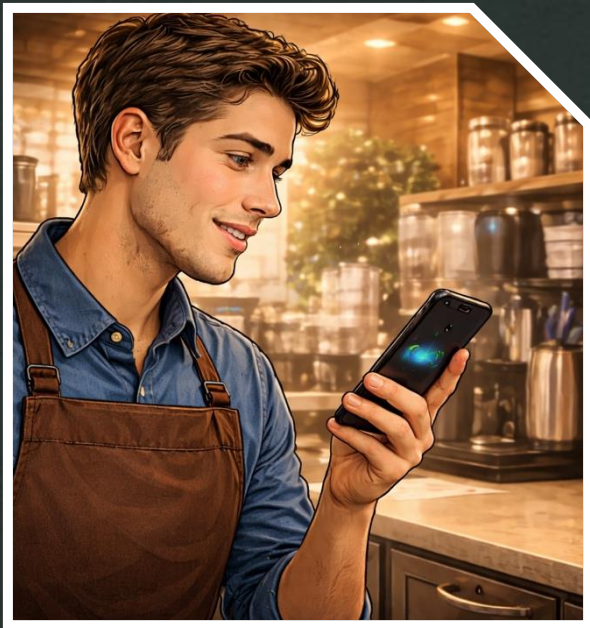
- Skip the corporate messaging.
- Use everyday operational language.
- Cut the fluff (regardless of SME requirements).



Hire a Digital Assistant

Give every employee a reliable go-to resource for on-demand support in the flow of work.

- Train employees to leverage digital support on day one.
- Gate AI access to critical job knowledge.
- Continuously assess the quality of information provided by AI.



Focus on Community Early

Build time for connection into your enablement programs to foster team development.

- Limit training activity during the first few days of onboarding.
- Urge trainers to introduce employees to their team members.
- Require managers to connect with new team members on their first day.



Adopt a Task-Focus

Build enablement resources to support specific job tasks rather than generic skills.

- Define knowledge and skill requirements by common job task.
- Build task-specific support tools.
- Provide microlearning activities employees can complete in the moment of need.



Provide Trainee Guides

Help trainees hold their trainers and managers accountable to ensure consistent experiences.

- Give every trainee a clear roadmap – what they'll learn, what they'll be able to do, and what's expected of them before they're on their own.
- Allow guides to be customized to meet specific location needs.



Identify Moments That Matter



Shape your enablement strategy around the moments that require support to drive positive business outcomes.

- Assess the everyday frontline workflow.
- Prioritize support needs that directly impact employee and customer experiences.
- Return to the work environment regularly to assess the effectiveness of your enablement solutions.

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Activate Every Screen

Adopt a CYOD approach to increase points of access across the frontline workflow.

- Identify every device available within the frontline workflow.
- Determine how to leverage each device to provide timely support.
- Leverage gating tactics to overcome challenges with personal devices.



Reinforce Relentlessly

Support knowledge transfer and on-the-job application with continuous practice activities.

- Deploy scenario-based quizzes to support long-term retention.
- Activate managers with daily knowledge checks and coaching.
- Push behavior-focused nudges via common frontline touchpoints.

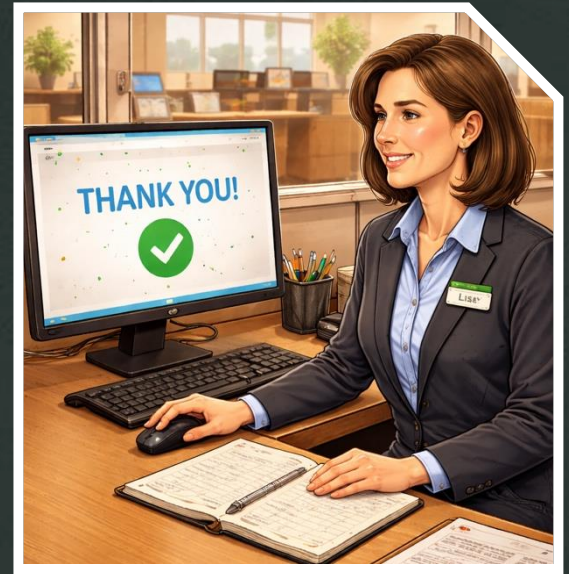


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Be Honest About Compliance

Include your frontline teams in an open conversation about compliance requirements.

- Be direct regarding the importance of meeting compliance requirements.
- Show appreciation for people completing compliance-related activities on time.
- Provide ongoing support for relevant compliance information.



Maximize the Huddle



Empower managers to play a critical role in your frontline enablement strategy.

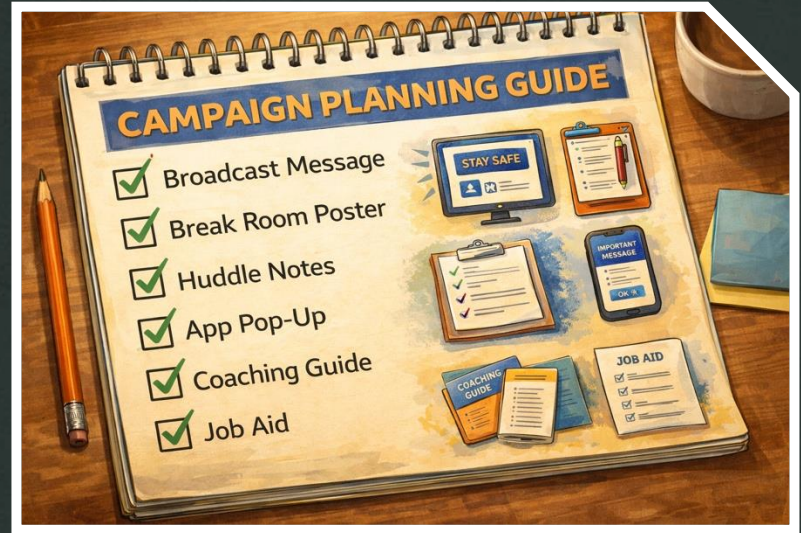
- Leverage alternative channels to push important operational updates.
- Train managers to facilitate effective huddle conversations.
- Provide insights and stories managers can share during team meetings.

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Launch Enablement Campaigns

Shift from one-and-done development to ongoing enablement campaigns.

- Identify available channels across the frontline workflow.
- Expand beyond traditional L&D tools, tactics, and technologies.
- Activate repeated touchpoints to drive awareness, retention, and application.



Offer Cross-Training Opportunities



Maximize operational agility and development opportunity with a robust cross-training program.

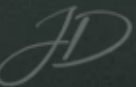
- Identify cross-training opportunities based on operational needs.
- Streamline training requirements based on established knowledge and skill.
- Ensure shifts are regularly available in cross-trained positions.

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Involve Frontline Employees

Include frontline workers in your solution development process from the start.

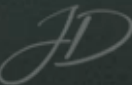
- Identify trusted frontline workers to include in your planning.
- Validate new and established approaches with a variety of workers.
- Leverage frontline voices to advocate for your enablement programs.



15 Ways to Enable

HIGH-PERFORMING DESKLESS TEAMS

- Fix your frontline managers
- Put names on everything
- Get to the point
- Hire a digital assistant
- Focus on community early
- Adopt a task focus
- Provide trainee guides
- Identify moments that matter
- Activate every screen
- Reinforce relentlessly
- Be honest about compliance
- Maximize the huddle
- Launch enablement campaigns
- Offer cross-training opportunities
- Include frontline employees



Every shift counts.





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Let's
connect!

Be well.

JD

JD Dillon began his career on the frontline, gaining firsthand experience leading teams in theme parks, movie theaters, and contact centers. These roles shaped his understanding of how people learn, perform, and succeed in fast-paced business environments.

Over the past 25 years, JD has become a leading voice in workplace learning and enablement. He has held roles in operations, marketing, and talent development with global organizations, including Disney, AMC, and Kaplan. JD has shaped strategy, technology, and services that empower millions of frontline workers around the world in industries like retail, grocery, food service, hospitality, logistics, financial services, and more.

JD is a respected author, content creator, and keynote speaker with a passion for helping people do their best work every day. He advises organizations on frontline performance strategy, ecosystem architecture, and AI-enabled solutions. JD's first book, ***The Modern Learning Ecosystem***, is a personal, practical, hilarious take on L&D's role in today's workplace. His latest book, ***The Frontline Enablement Playbook***, is a blueprint for rethinking how organizations equip, engage, and empower their deskless workers.

JD lives in Orlando, Florida and is an avid Philadelphia Flyers fan. Learn more about his work at jddillon.com.



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