

Fight back against “QUIET QUITTING” and “RAGE APPLYING”

Apply these four ways to prioritise the Employee Experience.

In recent years, workplace culture has undergone significant changes, with trends like ‘quiet quitting’ and ‘rage applying’ making headlines. From my experience, I can see that what companies are failing to realize is that they need to prioritize the employee experience (EX) just as much as they do the customer experience (CX).

To put your business in a position to be successful, it’s crucial to understand the impact of these trends on the business world and combat these happenings in your business by fostering a work culture that gives your employees intellectual, financial, and physical safety.

The following article will dissect the impact of these ever-changing workplace trends and share actionable insights on how to improve the employee experience in the modern workplace.

WHAT IS QUIET QUITTING?

Quiet quitting occurs when employees disengage from their work without formally resigning from their positions. They might continue to show up to work, but their productivity and commitment to the company significantly decline. This can lead to a lack of motivation, a decrease in overall job satisfaction, and ultimately, a negative impact on the company’s performance and bottom line.

When an employee decides to quit quietly, their goal is to continue getting paid while doing the minimum amount possible to keep from getting fired. That way, they will continue to draw a paycheck, but they no longer work hard in an effort to get promoted because they feel like they have been overlooked the entire time. They may or may not decide to apply for other jobs after they quietly quit.

WHAT IS RAGE APPLYING?

Rage applying is a phenomenon in which employees apply to new jobs out of frustration with their current workplace, often fueled

by a sudden, negative event or unresolved issues. This trend has become more prevalent in recent years, with employees seeking better work environments and more satisfying career opportunities.

Rage applying is not necessarily new, but the term is. When an employee feels overlooked and undervalued, they will channel all of that emotion into applying for dozens of jobs every day in an effort to find a new position with a company that will appreciate them and the work they provide.

There are several ways that the experiences of employees have suffered during the past few years, and this suffering has contributed to quiet quitting and rage applying.

WAYS THE EMPLOYEE EXPERIENCE HAS SUFFERED IN THE MODERN BUSINESS WORLD

The modern business world has seen a shift in how employees experience their work environments. Factors such as rapid technological advancements, globalization, and the rise of remote work have all played a part in shaping the current landscape. As a result, some aspects of the employee experience have suffered, negatively impacting both employees and organizations. Below, we delve into several key areas where the employee experience has been negatively affected and provide insight into the challenges faced in today’s workplace.

LACK OF PSYCHOLOGICAL SAFETY

Workplace environments that lack psychological safety can hinder collaboration and innovation. Employees may feel hesitant to share their ideas or concerns, fearing judgment or repercussions from their colleagues or superiors. This stifles creativity and prevents companies from reaching their full potential. To address this issue, organizations must work to build a culture of trust and inclusivity, where employees feel comfortable expressing their



FROM THE US

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thoughts and opinions without fear of negative consequences.

INADEQUATE COMMUNICATION

In many modern workplaces, communication has become a significant challenge. Remote work and an overreliance on digital tools can lead to misunderstandings, misaligned expectations, and a lack of interpersonal connections. These factors contribute to an unsatisfactory employee experience. To combat this, companies should prioritize clear and effective communication, establish guidelines for digital communication, and encourage regular face-to-face interactions, even in remote work settings.

INSUFFICIENT RECOGNITION AND SUPPORT

Employees who feel undervalued and unsupported are more likely to disengage from their work and seek new opportunities elsewhere. A lack of recognition for their efforts and accomplishments can lead to a decline in motivation, job satisfaction, and overall workplace morale. Organizations can improve the employee experience by regularly acknowledging employees’ achievements, offering praise and rewards, and providing ample opportunities for professional growth and development.

WORK-LIFE IMBALANCE

As the lines between work and personal life blur, especially in remote work settings, employees may struggle to maintain a healthy work-life balance. This imbalance can lead to burnout, decreased productivity, and higher turnover rates. Companies should recognize the importance of work-life balance and implement policies and benefits that support employees in achieving it, such as flexible work hours, generous vacation policies, and promoting the importance of self-care.

HOW CAN YOU IMPROVE THE EMPLOYEE EXPERIENCE?

Improving the employee experience is critical for organizations seeking to retain top talent and maintain a competitive edge in today’s rapidly evolving business world. By addressing the challenges outlined in the previous section and implementing targeted strategies, companies can enhance the overall employee experience, leading to increased job satisfaction, productivity, and loyalty. Below, we explore several key areas where employers can take action to improve the employee experience in their organizations.

FOSTER PSYCHOLOGICAL SAFETY

To create a psychologically safe environment, employers should encourage open communication, actively listen to employees’ concerns, and create a culture of trust and respect. By doing so, employees will feel more comfortable sharing their ideas, leading to increased innovation and collaboration. Additionally, organizations should provide training on topics such as unconscious bias and emotional intelligence to promote empathy and understanding among team members.

ENHANCE COMMUNICATION CHANNELS

Companies should invest in effective communication tools and strategies that facilitate both formal and informal interactions among team members. This includes providing opportunities for face-to-face communication, creating a culture of transparency, and encouraging feedback and open dialogue. Employers can also leverage technology to improve communication, utilizing platforms that

support video conferencing, instant messaging, and project collaboration to keep teams connected and aligned.

RECOGNIZE AND SUPPORT EMPLOYEES

Employers can improve the employee experience by acknowledging their team members' accomplishments and providing the necessary support for their growth and development. This includes offering regular feedback, providing opportunities for skill development, and fostering a culture of recognition and appreciation. Companies can implement recognition programs, celebrate milestones, and provide meaningful rewards to show employees that their contributions are valued.

flexible hours, and compressed workweeks, to accommodate employees' personal needs and preferences. Additionally, organizations should encourage employees to take time off when needed and support mental health initiatives to help prevent burnout and stress.

WHY YOU SHOULD CARE ABOUT THE EMPLOYEE EXPERIENCE

Caring about the employee experience can lead to numerous benefits for both the company and its employees. A positive employee experience can result in increased job satisfaction, higher levels of engagement, and, ultimately, better company performance. When you increase your employee retention rate, you don't have to spend as much money hiring, recruiting, and training new employees. Additionally, focusing on employee well-being can help attract and retain top talent, leading to a more competitive edge in the business world. For all of these reasons, prioritize your employee experience if you want to put your company in a position to be successful.

IF YOU TAKE CARE OF YOUR EMPLOYEES, THEY WILL TAKE CARE OF YOU

Prioritizing the employee experience is essential in today's rapidly evolving business landscape. By addressing the issues of quiet quitting and rage applying, companies can create a more supportive, engaging, and productive work environment.

Investing in the well-being of your employees is not only the right thing to do but will also help your business compete in an ever-evolving business landscape.

GREG DAVIS is the CEO of Bingleaf Networks in Tigard, Oregon, in the US.

ENCOURAGE WORK-LIFE BALANCE

Promoting a healthy work-life balance is essential for employee well-being and job satisfaction. Employers should offer flexible work arrangements, such as remote work options,



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