

YOÜKG

Talking
Points for
Teams

YOÜKG
SCHEDULING & ATTENDANCE
Reimagined

PROJECT
TEAM

PURPOSE OF THIS DOCUMENT:

Consistent messaging throughout the entire rollout of YOU-KG helps build the foundation for a successful change management strategy. Direct communication with employees is one of the most important success factors in leading our Teams through this change. We have developed messaging points to support this process, but invite you to make them your own. No one knows your Teams as well as you do and incorporating your “signature” communication style into these key messages will help them resonate more with your Teams.

KEY MESSAGE

Recently, we began an organization-wide project to transition to a new, best-in-class time and attendance solution. With this change, we are set to embark upon a new era of workforce management that provides you and your Teams with direct access to the scheduling and attendance information you need, in real-time. We have partnered with UKG, the world leader in workforce management software, to bring about some big changes in the way we manage and track the work we do. The changes may be big, but we strive to minimize the disruption to our Teams and patients by providing you with the information you need to maintain a “business as usual” environment. Over the next few weeks, we will share additional YOU-KG resources such as training, job aids, FAQs, and other supplemental tools. This will minimize disruption and help people adjust to changes in manageable amounts. Keep an eye out for specific communication about what’s changing and when as we continue preparing for this transition.

What's Changing First?

The implementation of YOU-KG will happen in two phases. YOU-KG is scheduled to go live on October 16, 2021, for our legacy Smile Brands (SBI) and DecisionOne Dental (D1) Teams. For Legacy Midwest Dental (MWD) Teams, December 16, 2021, for semi-monthly, and December 19, 2021, for biweekly Team members. At this time, we will be asking the following of you and your Teams:

Employees

- Attend or access one available training session prior to your "Go-Live".

Our new YOU-KG functionality depends on the timely capture of your punch information.

- Help us by being incredibly diligent about punching on time, every time.
- Ask your manager right away if you don't know how or if this change affects you.

Managers

- Attend scheduled training prior to the "Go-Live" date indicated for your Team.
- Handle your exception alerts daily, maintain employee schedules as changes occur, and approve timecards at the end of each pay period with zero errors.
- Assist your employees in understanding their responsibility to clock-in in a timely manner.
- Ask your manager right away if you don't know how or if this change affects you.

The WIIFM (What's in it for Me) For:

Our Teams

- Direct access to your own information using UKG self-service allows you to see and take control of your own time.
- Ability to edit your own timecard which will be then submitted to review and approval to your manager.
- **For SBI and D1:** Single sign-on with your YOU-KG (formerly UltiPro) solution.

Our Managers

- Mobile capability enabled for Salaried Managers, allowing you to handle your tasks on the go.
- Easy, real-time access to your employees' time and attendance data.
- Ability to spot trends and handle issues before they become a problem.
- Higher probability of your employees being paid with 100% accuracy every time.
- Scheduling tool to assist you in managing your Teams more efficiently.

OTHER WAYS TO HELP

Reinforce the Message with your Teams

- Communicate with employees about the new process
- Show your support for the system
- Identify and manage resistance to using the new system
- Create an expectation that employees can talk about their concerns and have them addressed
- Encourage Teams to ask questions via YOU-KG@smilebrands.com
- Engage with the YOU-KG Project Team as needed for help

Offering Support During Team and Individual Meetings

- Listen to employees and encourage feedback – answer questions and pass along feedback to the YOU-KG Project Team
- Look for quick wins – share successes and build enthusiasm for the new system
- Celebrate success stories during Team meetings
- Acknowledge challenges and obstacles honestly