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Information Overload:

Why Frontline Workers are Quitting & How to Fix It

Quick Summary

"It's **very easy to get overwhelmed by information,** and that can absolutely lead to making mistakes. It's important to not rush into it and to **take time to learn about their role** and really lean into the resources your company provides."

Ali Knapp, President, Wisetail

In today's fast-paced world, frontline workers face the daunting challenge of delighting guests, executing their tasks accurately, and managing overwhelming amounts of information. Their jobs take a lot of skill, patience, and determination. The pressure to absorb and apply key knowledge can lead to significant stress and diminished confidence. Many employees want to grow with their companies, but they need to be given the proper training, resources, and opportunities to do so. Organizations need to do more to support their employees to mitigate stress-induced errors and support employee growth.

Wisetail, in partnership with Talker Research, surveyed 1,000 frontline workers in the restaurant, retail, fitness and hospitality industries to understand their learning behaviors and the role knowledge resources can have on an employee's confidence. This accompanying report is jam-packed with insights and perspectives from frontline workers, exploring the relationship between information overload and worker competence.

83% of workers feel overwhelmed by the amount of information required to do their job, and **one in five have considered quitting** as a result.

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Key Findings

Don't have time to read the full report?
Here are some key takeaways.

1. **Effects of Information Overload**
Almost half of frontline workers reported feeling overwhelmed by the amount of information required to do their job.

2. **Loyalty Through L&D**
70% of workers said they would remain with their employer if given the opportunity.

3. **The Human Component**
Over half of respondents reported turning to coworkers as their primary resource for learning new skills.

4. **Impact of Overwhelm**
20% of workers consider quitting due to overwhelming demand to learn new skills.

5. **Training Program Efficiency**
One in four respondents –struggle to stay up to date with new learning.

6. **Skills Contribute to Confidence**
27% of workers attribute their work-related stress to not knowing key job-related skills.
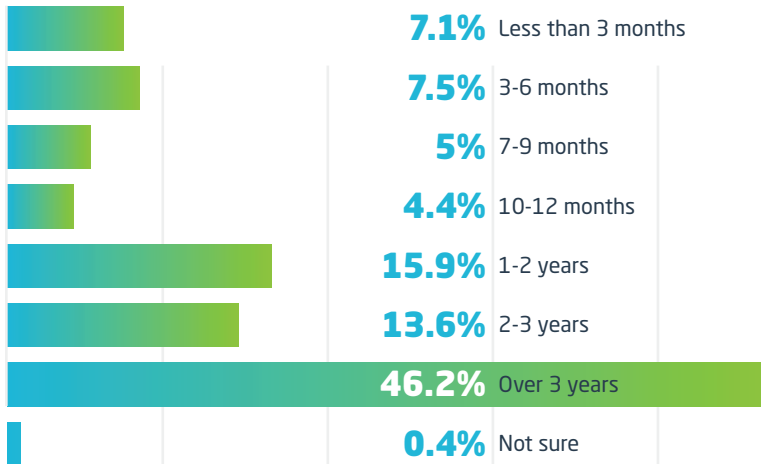
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Get to Know the Participants

Survey participants included a range of frontline workers in the restaurant, quick serve, fast casual, hospitality, retail and fitness industries. Over half of participants were employed full time, working more than 40 hours per week.
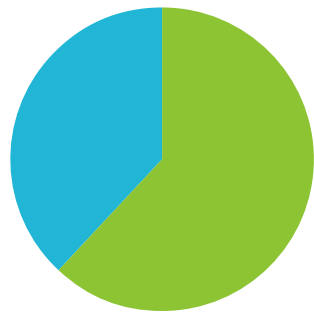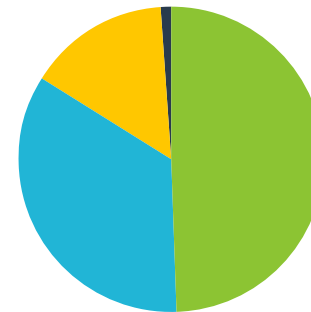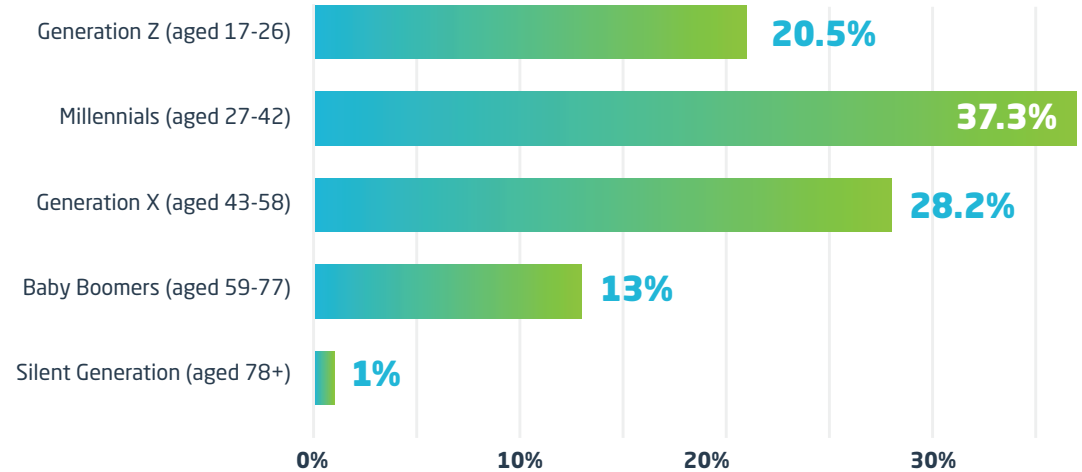
What is your current employment status?

61.6% employed full-time

38.4% employed part-time

Age Distribution

Generation Z (aged 17-26)	**20.5%**
Millennials (aged 27-42)	**37.3%**
Generation X (aged 43-58)	**28.2%**
Baby Boomers (aged 59-77)	**13%**
Silent Generation (aged 78+)	**1%**

0%   10%   20%   30%

Tenure in Current Role

7.1% Less than 3 months

7.5% 3-6 months

5% 7-9 months

4.4% 10-12 months

15.9% 1-2 years

13.6% 2-3 years

46.2% Over 3 years

0.4% Not sure

Industry Breakdown

49.7% Retail

35% Restaurant

14.8% Hospitality

0.5% Fitness

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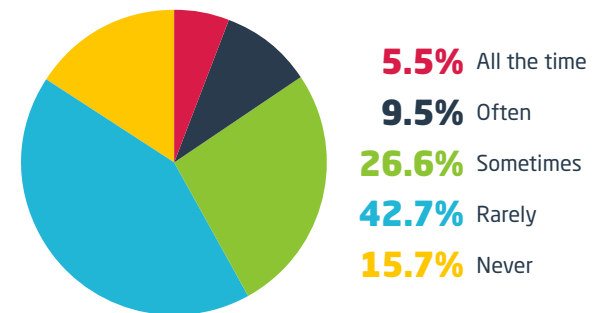
The Details: Effects of Information Overload

For many frontline workers, the sheer volume of information they need to process can be overwhelming. While most employees (64%) report feeling confident in their roles, 31% sometimes struggle with the amount of information required to perform their jobs. This overload can lead to mistakes and stress, impacting both employee performance and the overall success of the company.

When employees feel stressed about not knowing certain skills, 43% are somewhat likely to make mistakes, with 12% saying they are very likely to do so. It's essential that employees feel supported in navigating the complexities of their roles, not just trained.

When feeling stressed out by your job, how likely or unlikely are you to make a mistake?

Category	Percentage
Very likely	12%
Somewhat likely	42.8%
Neither likely nor unlikely	29.8%
Somewhat unlikely	10.6%
Very unlikely	4.8%
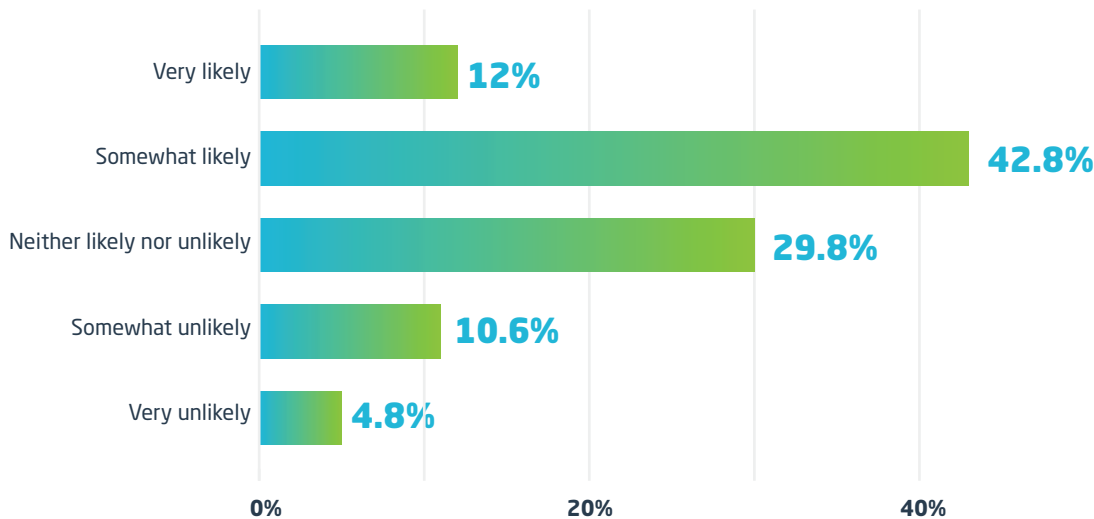
How often do you feel stressed out due to not knowing certain skills as part of your role?

- **5.5%** All the time
- **9.5%** Often
- **26.6%** Sometimes
- **42.7%** Rarely
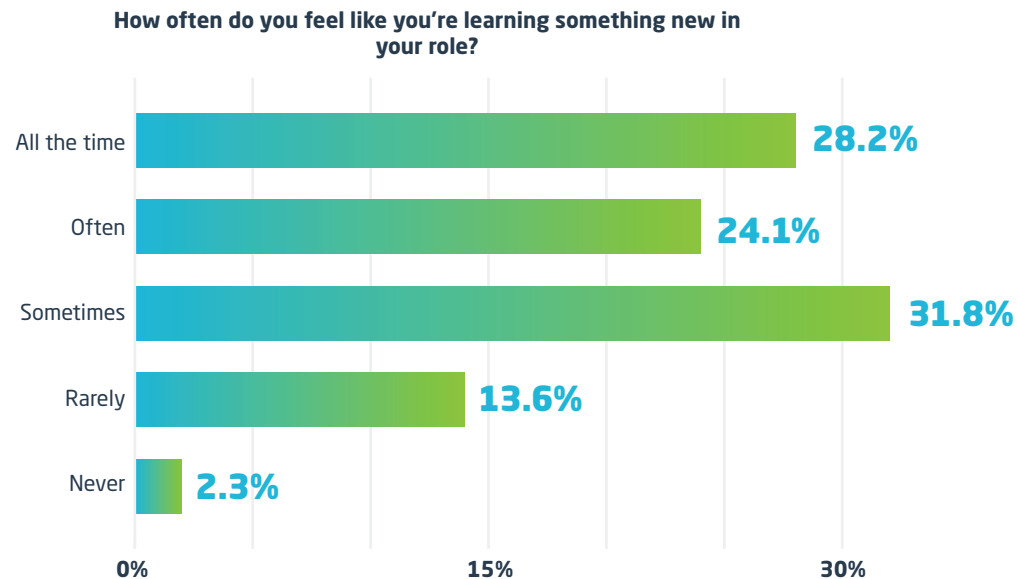- **15.7%** Never

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The Details: Effects of Information Overload

While 83% of respondents say learning their role was relatively easy, learning is continuous. Nearly a third (32%) feel they're constantly learning something new, which can be exciting for some but overwhelming for others.
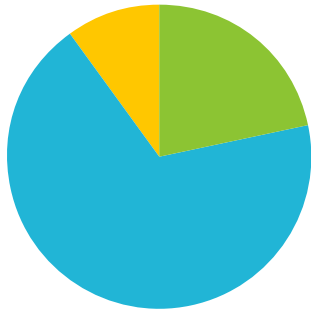
Additionally, 16% of employees report feeling stressed "all the time" or "often" due to gaps in their knowledge, affecting their confidence and consistency in delivering results.

Information overload not only stresses employees but also leads to increased mistakes, which can negatively impact both individual and company performance. Streamlined training and better communication can alleviate this, helping employees feel more secure in their roles and less prone to errors. In turn, this boosts job satisfaction and performance, building a more confident, capable workforce.

How often do you feel like you're learning something new in your role?

All the time	28.2%
Often	24.1%
Sometimes	31.8%
Rarely	13.6%
Never	2.3%

0%   15%   30%

The Details: Loyalty Through L&D

In a time when employee retention continues to be a growing concern, it's promising to hear that today's workforce isn't just looking for a job—they're seeking long-term careers. 69% of respondents consider their current role to be a long-term position. Employees want to stay and grow within their organizations, but they need the proper resources to do so. They need to be provided the right tools, training, and growth opportunities to support their career aspirations. 20% of respondents have said they at least somewhat agree with the statement "I've considered quitting my job because I feel overwhelmed by the things I need to learn."
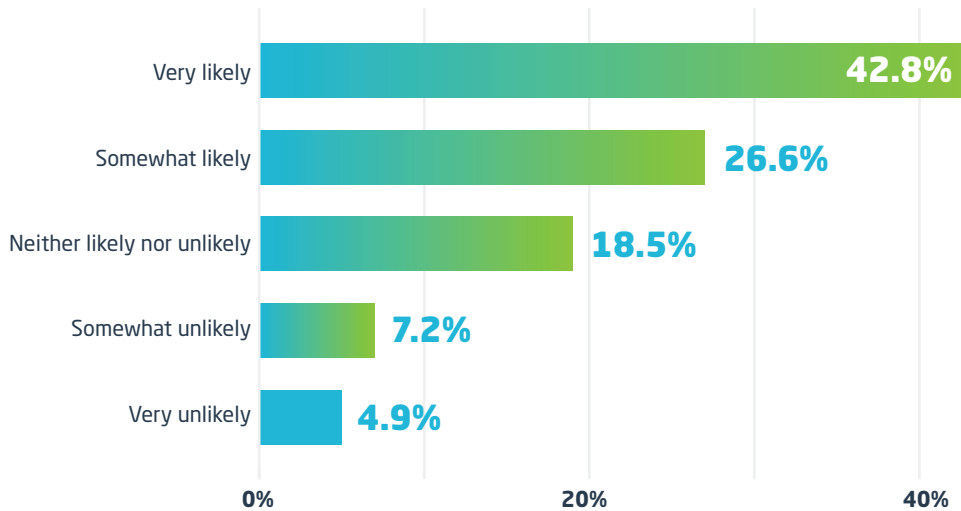
Despite the desire to stay, many workers face challenges staying up to date with the information needed for their roles. While 70% feel their company provides up-to-date and consistent training resources, 22% say they do not. Additionally, 30% of respondents report struggling to keep up with the information for their job at least sometimes.

Do you consider your current role a short-term job or a long-term job?

21.6% Short-term
68.8% Long-term
9.6% Not sure

How likely or unlikely would you be to continue with your current organization if they were to offer you a long-term career?

Very likely	42.8%
Somewhat likely	26.6%
Neither likely nor unlikely	18.5%
Somewhat unlikely	7.2%
Very unlikely	4.9%

How often do you struggle to stay up to date on the information you need for your job?

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All the time	4.4%
Often	8.4%
Sometimes	17.3%
Rarely	45.2%
Never	24.7%

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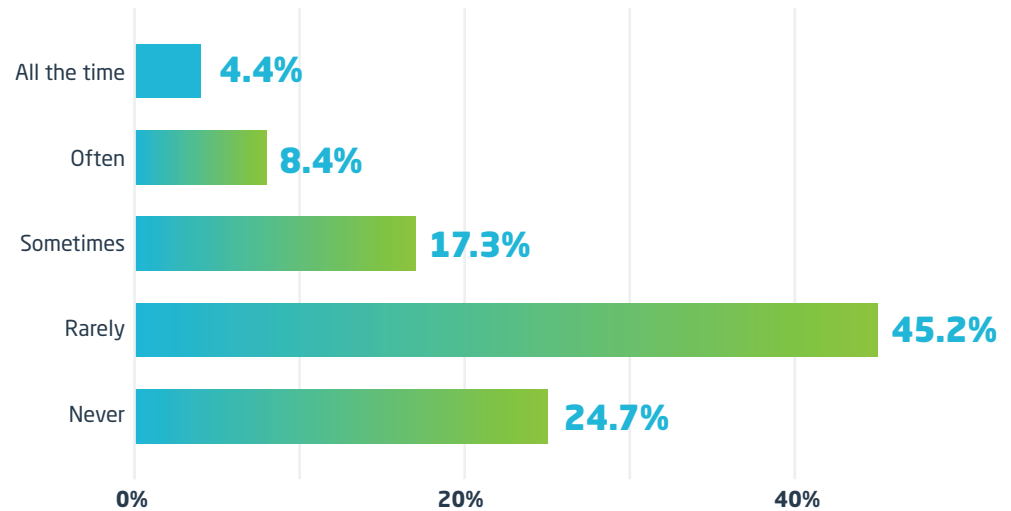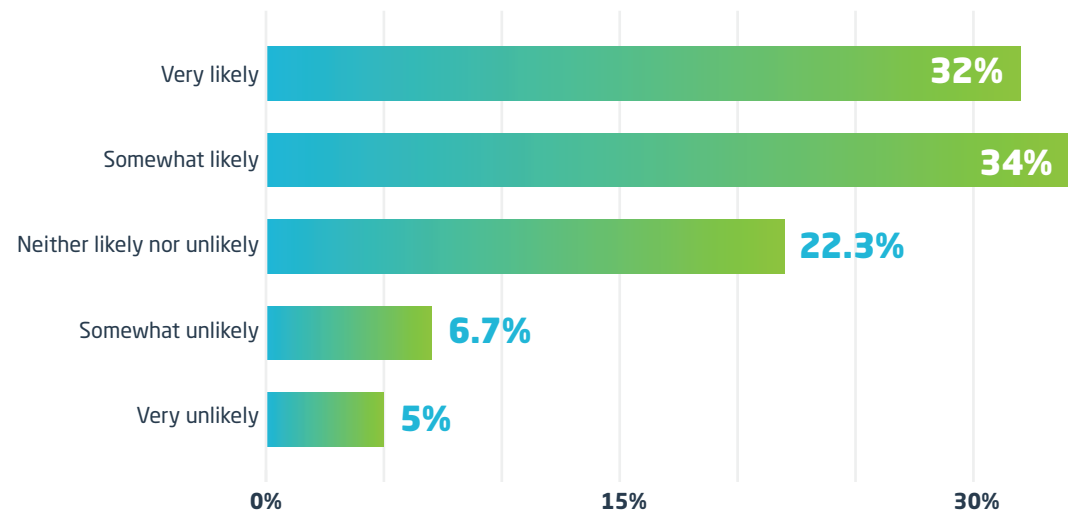
The Details: Loyalty Through L&D

Employees also want to expand their skills for the future. A combined 66% of respondents are likely to learn new skill sets for potential future roles in their industry, showing a strong commitment to personal and professional development. Furthermore, 69% believe their current role is already giving them skills they can use in their long-term career.

Providing structured, consistent, and high-quality learning opportunities can play a critical role in employee retention. By prioritizing long-term learning and career advancement, companies can reduce turnover and build a workforce that's both competent and committed. Training that blends in person learning, mentorship, and easily accessible online resources and training not only helps employees feel more confident in their roles but also strengthens their sense of belonging, encouraging them to stay longer with the organization.

Do you feel the company you work for provides you with up to date, consistent resources for your training?

70.4% Yes
21.8% No
7.8% Not sure
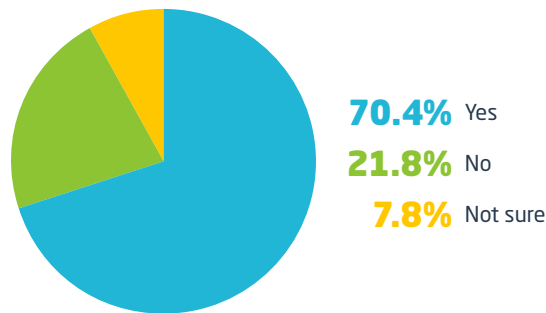
How likely or unlikely would you be to learn different skill sets not related to your current role for a potential future job or career in your current industry?

Very likely	32%
Somewhat likely	34%
Neither likely nor unlikely	22.3%
Somewhat unlikely	6.7%
Very unlikely	5%

0%   15%   30%

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The Details: The Human Component

In an increasingly digital workplace, it's easy to assume that technology holds all the answers. However, this survey reveals that when it comes to learning new skills and managing stress, people still turn to human resources—coworkers, bosses, and peers—for support. This human connection remains vital, reinforcing the need for technology to enhance, rather than replace, these relationships.

When asked about the most helpful resources for learning job-related skills, 52% of respondents reported that coworkers are "very helpful", while 30% found company-provided online training to be equally helpful. This gap highlights the enduring value of face-to-face interactions and the exchange of hands-on knowledge in the workplace. Even with the rise of digital training tools, employees overwhelmingly turn to their peers when seeking support.

When learning something new in your role, where do you typically gather information? Select all that apply.

Coworkers	59.7%
In-person training*	39.7%
Online training*	32.1%
Paper resource or binder*	19%
Friends/family members	11.9%
Social media	10.1%
Industry blogs	6.6%
Other	4.4%

*Company-provided

How helpful or unhelpful have the following resources been to learn skills related to your role? Rate each option.

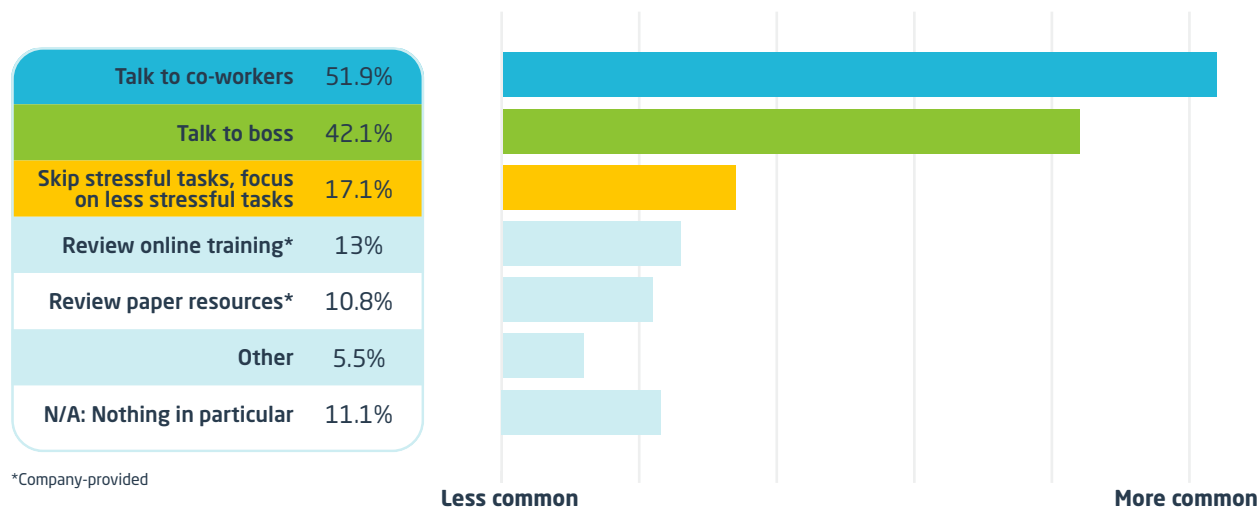|	Very helpful	Somewhat helpful	Neither helpful nor unhelpful	Somewhat unhelpful	Very unhelpful	N/A
Coworkers	51.8%	33.7%	8.1%	3.5%	1.9%	1%
Friends/Family Members	25.8%	24.6%	26.5%	5.5%	3.4%	14.2%
Social Media	13.2%	17.1%	34.5%	8.4%	7.2%	19.6%
Industry Blogs	9.9%	20.3%	34.9%	5.6%	4.9%	24.4%
Online training*	29.7%	31.9%	17.6%	4.8%	2.8%	13.2%
Paper resource or binder*	23.3%	26.6%	22.5%	5.2%	3.3%	19.1%
In-person training*	48.3%	29.8%	9.8%	2.5%	2.4%	7.2%
Figuring it out by myself	49.4%	34.1%	11.4%	2.5%	1.7%	0.9%

*Company-provided

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The Details: The Human Component

Beyond learning, human connections play a critical role in stress management at work. When employees feel stressed due to lacking specific skills, 52% of them choose to talk to coworkers for support, and 42% turn to their boss for guidance. This trend highlights how essential human relationships are for navigating workplace challenges. Although digital tools and training are useful, they simply cannot replace the reassurance and problem-solving that personal conversations offer during stressful situations.

Organizations that effectively use technology to enhance the human element are best positioned to support their employees and drive success. By adopting blended approaches to training, offering mentorship programs, and ensuring all employees are properly trained to share accurate information, companies can help frontline workers build confidence and manage the challenges of information overload.

When feeling stressed at work due to not knowing certain skills for your role, what do you do to manage the stress? Select all that apply.

Talk to co-workers	51.9%
Talk to boss	42.1%
Skip stressful tasks, focus on less stressful tasks	17.1%
Review online training*	13%
Review paper resources*	10.8%
Other	5.5%
N/A: Nothing in particular	11.1%

*Company-provided

Less common   More common

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Conclusion

> "It's clear that people care about their jobs and want to keep working with their current companies. Employees can see that, **without the strain of information overload,** if their companies provide them with the right tools, resources and learning opportunities they would be set up for success."
>
> *Ali Knapp, President, Wisetail*

Leaders can use this survey to gain valuable insight into the unique challenges frontline workers face and the support they need to thrive. By understanding the causes and consequences of information overload, organizations can better equip their employees with the tools and resources necessary to reduce stress, improve performance, and ultimately increase retention.

When information overload is left unchecked, it leads to mistakes, lower confidence, and higher turnover rates. The best training strategies merge technology and human connection, allowing employees to feel both confident in their knowledge and capable in their roles.

While digital tools provide convenience and consistency, the human element remains irreplaceable when it comes to mentorship, peer support, and stress management. Employees continue to rely heavily on their coworkers and supervisors to navigate challenges, reinforcing the need for a balanced approach to training and development.

As employees strive for long-term growth, organizations must rise to the occasion by offering opportunities for continuous learning and development. When frontline workers feel confident in their roles and see a clear path for career advancement, they are more likely to remain loyal.

Simply put, it's up to companies to create environments where employees can thrive by pairing technology and the human element to offer the right blend of learning opportunities, support, and resources, to build a workforce that feels competent, confident, and committed for the long haul.

Are you looking to improve engagement, retention, and overall revenue? Unlock potential, anywhere work happens with Wisetail, an all-in-one solution designed to accelerate and centralize all of your digital learning needs.

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