EMPLOYEE(S), EXPERIENCE & EMPATHY

+ Five ideas to help design the future of work

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YOUR HOSTS

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EMPLOYEE(S), EXPERIENCE & EMPATHY

+ Five ideas to help design the future of work

01 What is employee experience and what is it not?

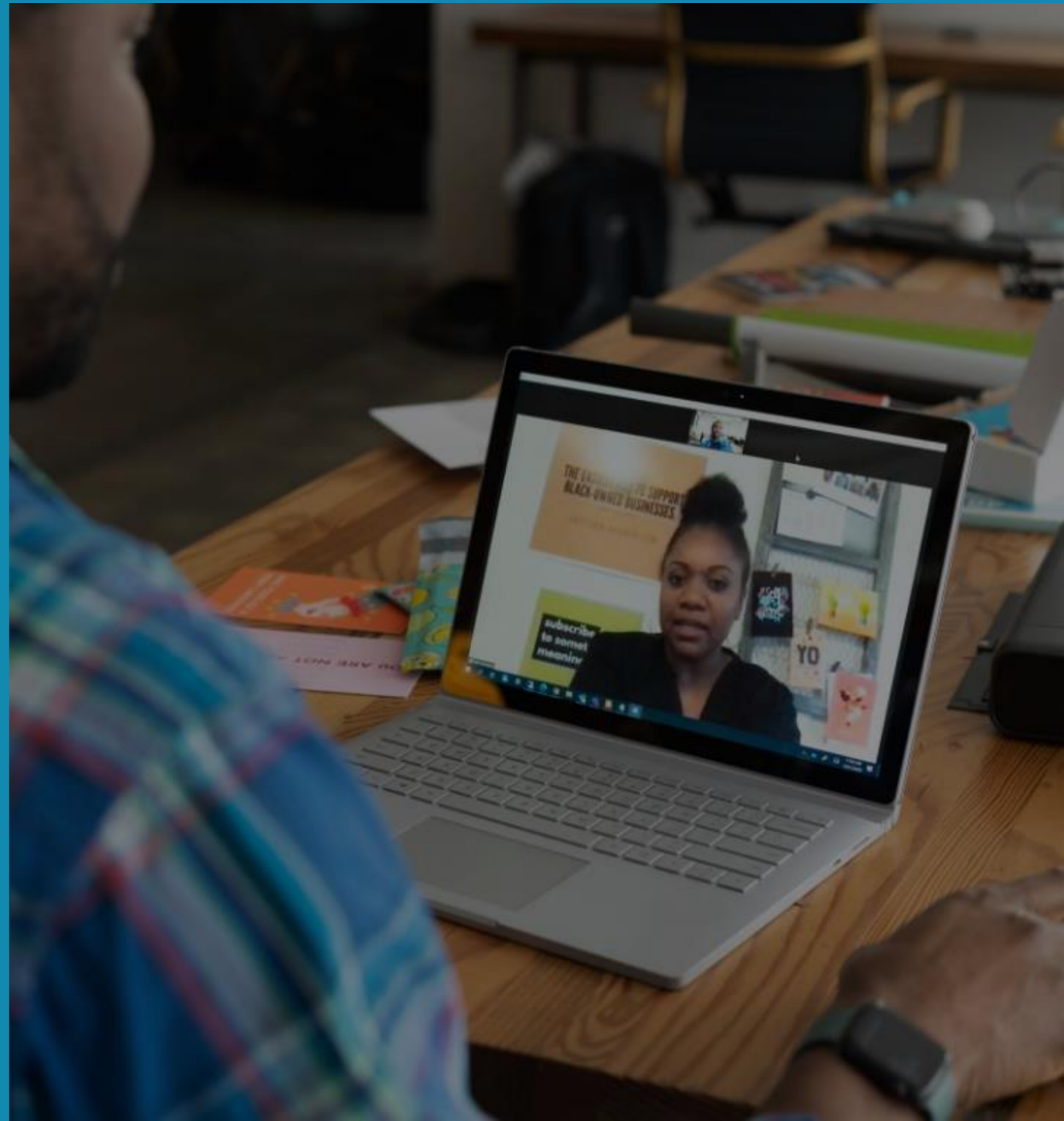**02** Why is empathy so important to real change and lasting engagement?

03 Experience work that matters ... five ways learning can contribute.

Interaction

What does employee <u>engagement</u> mean to you?

Use the chat feature to share your thoughts
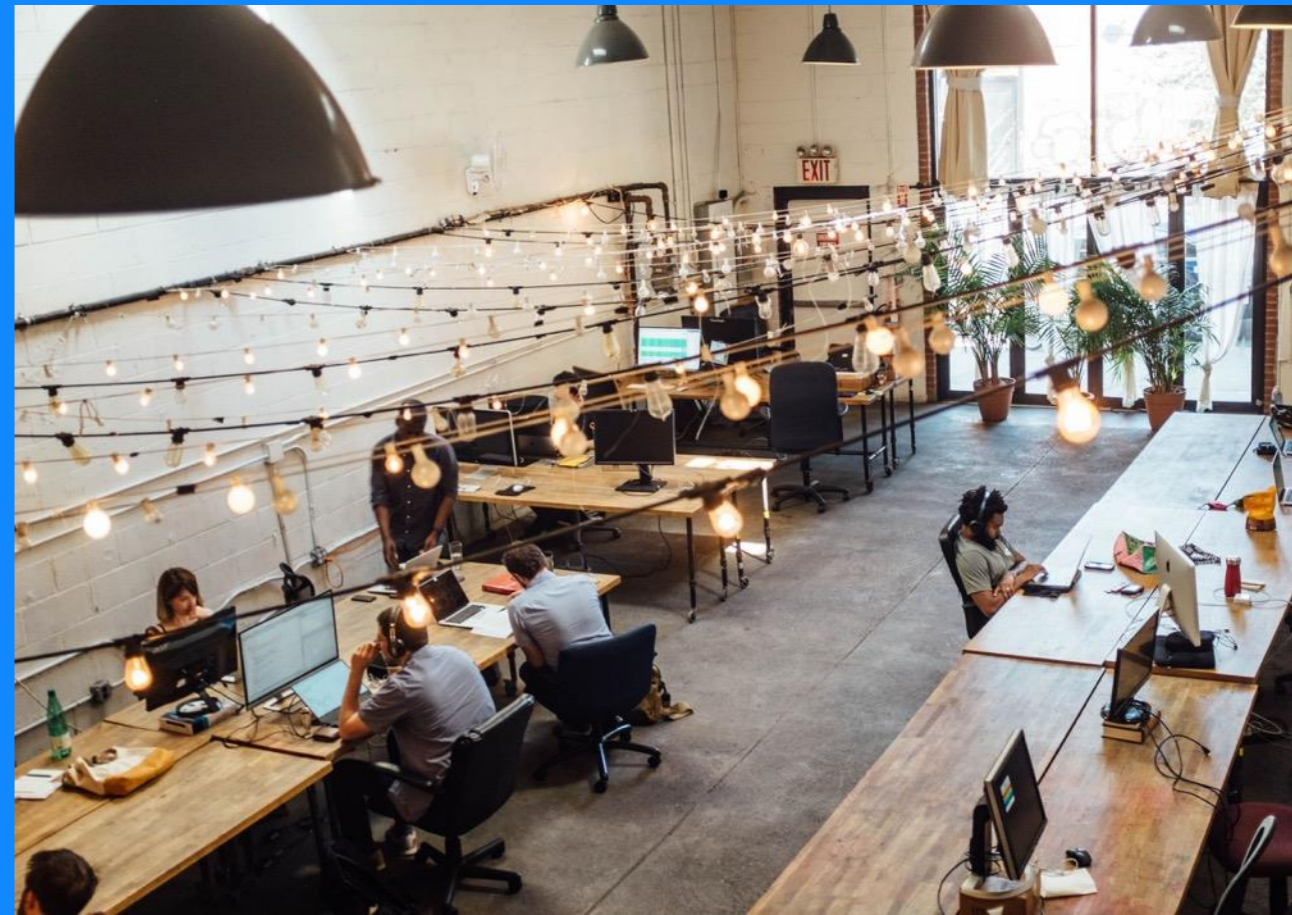
EMPLOYEE ENGAGEMENT

Engagement is the degree to which an employee is willing and able to be their best at work. Experience is proactive. It's about shaping what will happen. An employee's workplace experience drives their level of engagement.
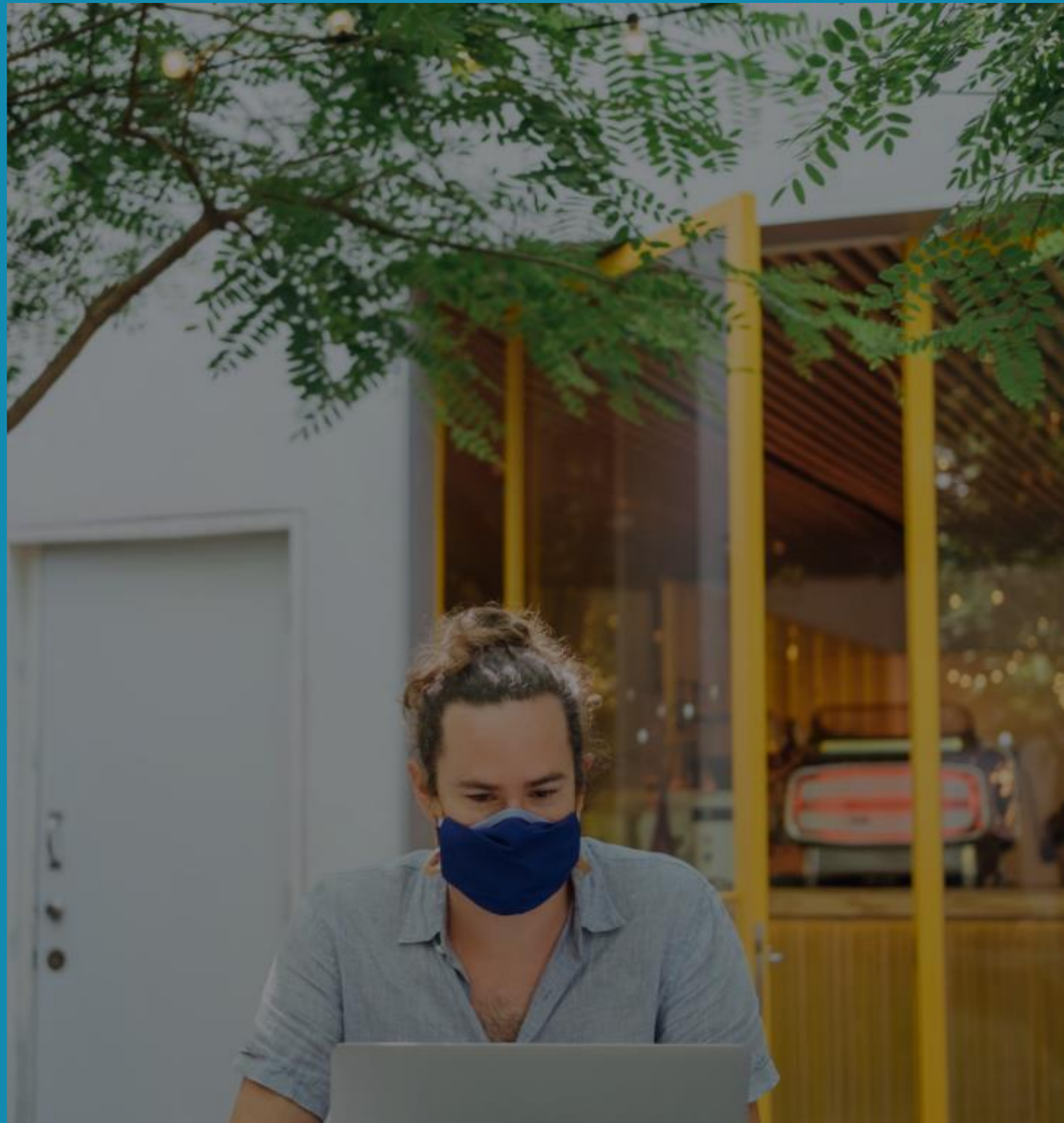
Interaction

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EMPLOYEE EXPERIENCE
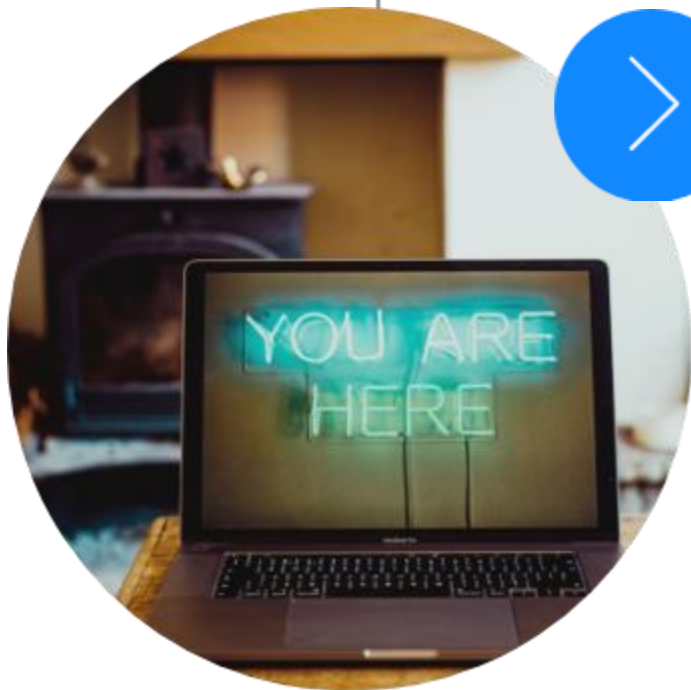
The combined sum of experiences an employee has during the recruitment, employment, and post-employment phases of a job. This includes the interactions with others, the policies, procedures, and processes one faces. It also includes the culture of the organization, the total rewards (pay, benefits), the physical environment, and the job itself.

EXPERIENCE

VS

ENGAGEMENT

Engagement can refer to the how, what and why you are engaging your employees
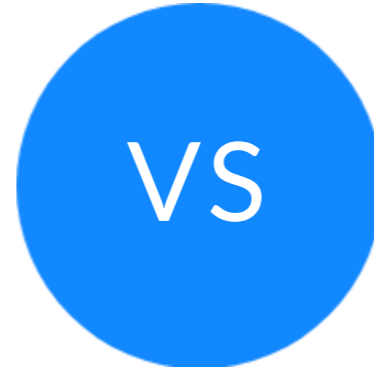
Experience can impact engagement positively or negatively

ENGAGEMENT'S INFLUENCE ON EXPERIENCE

EE EXPERIENCE

ATTRACT

Current employees' engagement influences the quality of potential job candidates -- 71% of employees use or have used referrals from an organization's current employees to learn about job opportunities.

HIRE

Selecting employees based on fit to role increases the likelihood that they will do what they do best every day -- a key element of engagement.

ONBOARD

Employees who strongly agree they have a clear plan for their professional development are 3.5 times more likely to strongly agree that their onboarding process was exceptional.

PERFORM

Work units in the top quartile of engagement see 17% higher productivity, 20% higher sales and 21% higher profitability than those in the bottom quartile.

DEVELOP

Employees who strongly agree they have had conversations with their manager in the last six months about their goals and successes are 2.8 times more likely than other employees to be engaged.

DEPART

Engagement helps to decrease turnover -- 37% of engaged employees are looking for a new job, compared with 73% of actively disengaged employees -- and ensure that if employees do leave, they exit with positive experiences to share as they work elsewhere.

Interaction

Why is empathy so important in the employee experience?

Use the chat feature to share your thoughts

EMPLOYEE EXPERIENCE CANNOT HAPPEN UNLESS WE EMBRACE EMPATHY
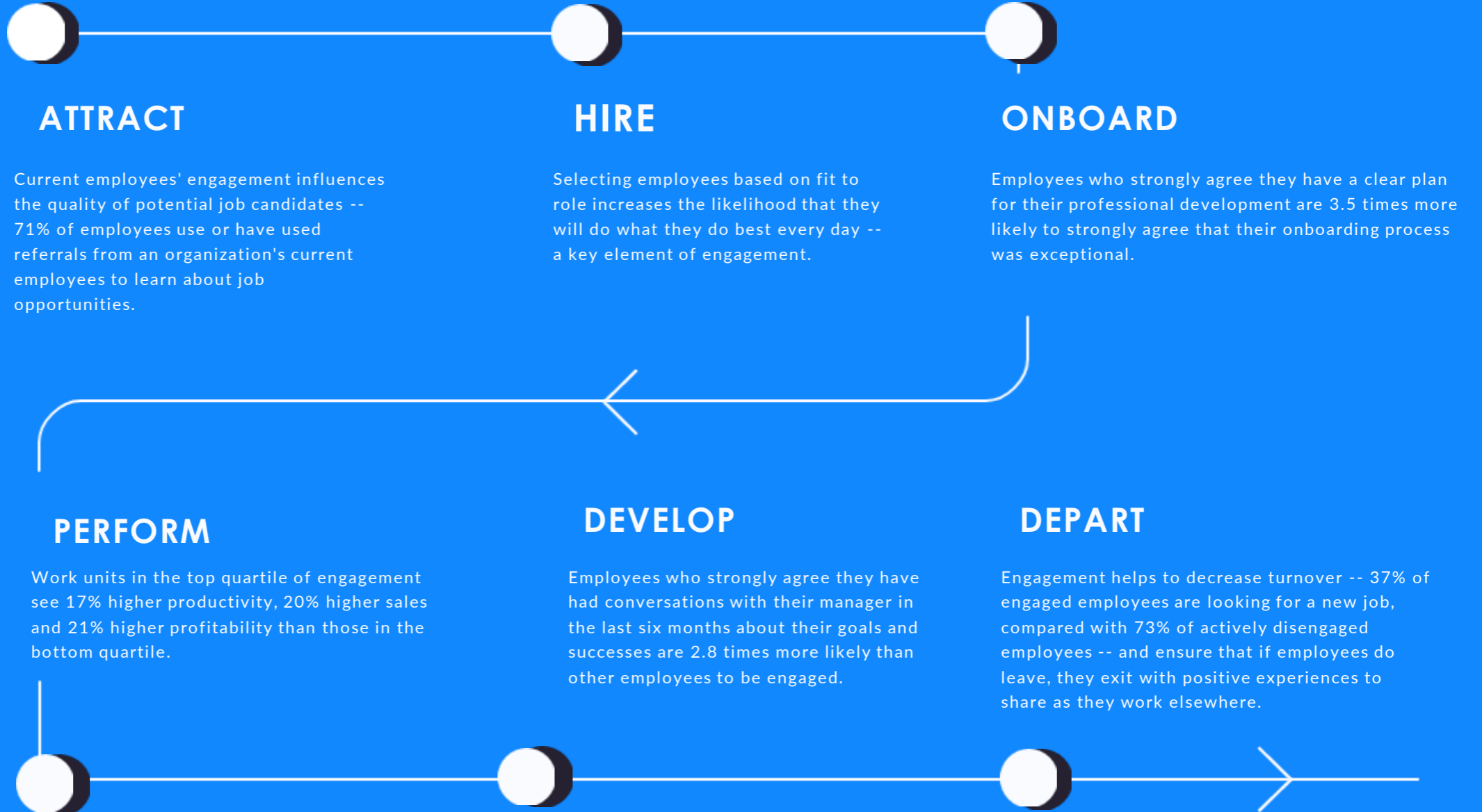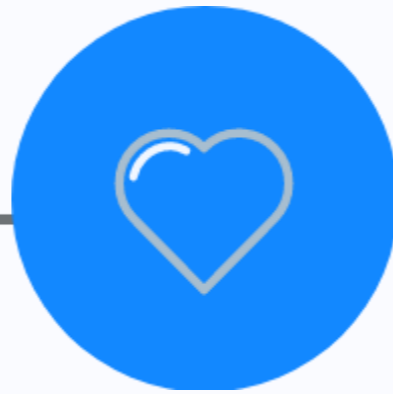
DESIGN THINKING IN ACTION

- ✓ EMPATHIZE
- ✓ DEFINE THE PROBLEM
- ✓ IDEATE
- ✓ PROTOTYPE
- ✓ TEST

DESIGN THINKING IN ACTION

EMPATHIZE

DEFINE THE PROBLEM

IDEATE

PROTOTYPE

TEST

Think & Feel

what does he/she think & feel?

Hear

what does he/she hear?

See

what does he/she see?

Say & Do

what does he/she Say & do?

Pains

fears, frustrations, obstacles

Gains

wants/needs, measures of success, obstacles

EMPLOYEE EXPERIENCE DESIGN

DEFINE THE PROBLEM, IDEATE, PROTOTYPE, TEST

1 | **Determine Your Top Priority**
Identify what aspect of the employee experience your organization should focus on.

2 | **Start Capturing Data**
Focus on one aspect of the employee experience, iterate, and grow your employee experience data capture program from there.

3 | **Think Holistically**
Build in linkages from your priorities, the method(s) of collecting data, and how to measure objectively and consistently across areas of the business.

4 | **Empower Continuous Action**
Data and survey results are nothing without action. Take care to take continuous action based on discussions on results/outcomes.

DESIGN THINKING IN ACTION

- ✓ EMPATHIZE
- ✓ DEFINE THE PROBLEM
- ✓ IDEATE
- ✓ PROTOTYPE
- ✓ TEST

It's not about *where* you work ...

It's about
HOW YOU WORK

EVOLVING TOWARD

EXPERIENCES & ECOSYSTEMS

Putting it all together

5 Ideas to Help Design the Future of Work

#1

START WITH SURVEYS

Learning Interest Survey

Employee Engagement Survey

Employee Sentiment Survey

#2

FIVE IDEAS TO IMPROVE WORK

DEVELOP & DEPLOY GOVERNANCE

Build and Manage a Skills & Competencies Framework

Create a consistent initiative launch sequence

Implement a feedback loop

#3

GROWTH PROFILES

Build Internal Growth Profiles or Career Paths In Alignment with Employee Feedback and Skills and Competencies Frameworks

#4

AMASS & ORGANIZE CONTENT

Partner with Content Providers to Amass, Organize, and Make Available a Library of Content

Partner with Employees to Uncover Sharable Knowledge that May Already Exist
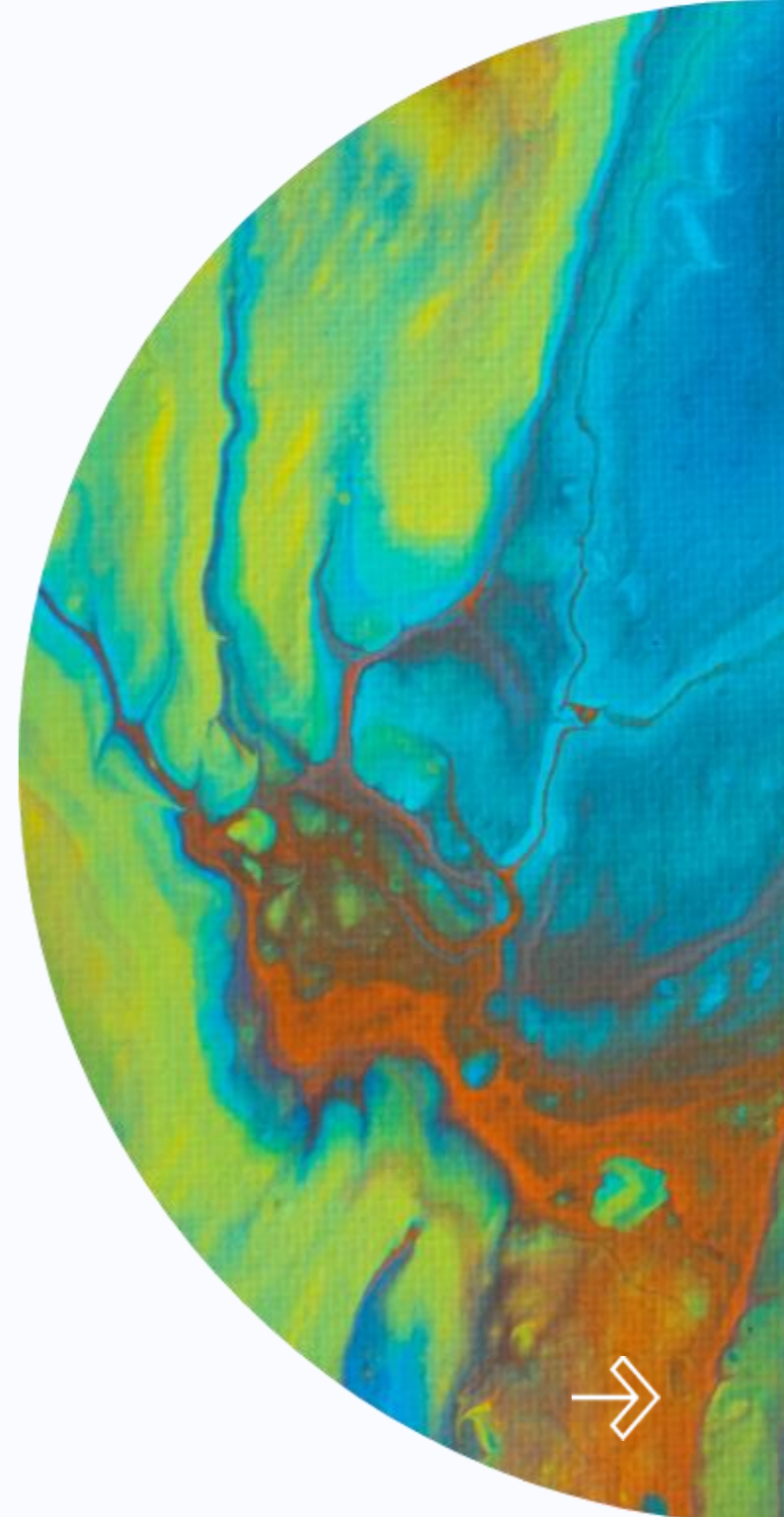
#5

BRING IT ALL TOGETHER

Align to Continuous and Personalized Formal and Informal Learning & Development Paths (using Robust Content Library)

→ Q&A

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LEARN. CONNECT. ADAPT. PERFORM.

THANK YOU

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