

EMPLOYEE EXPERIENCE

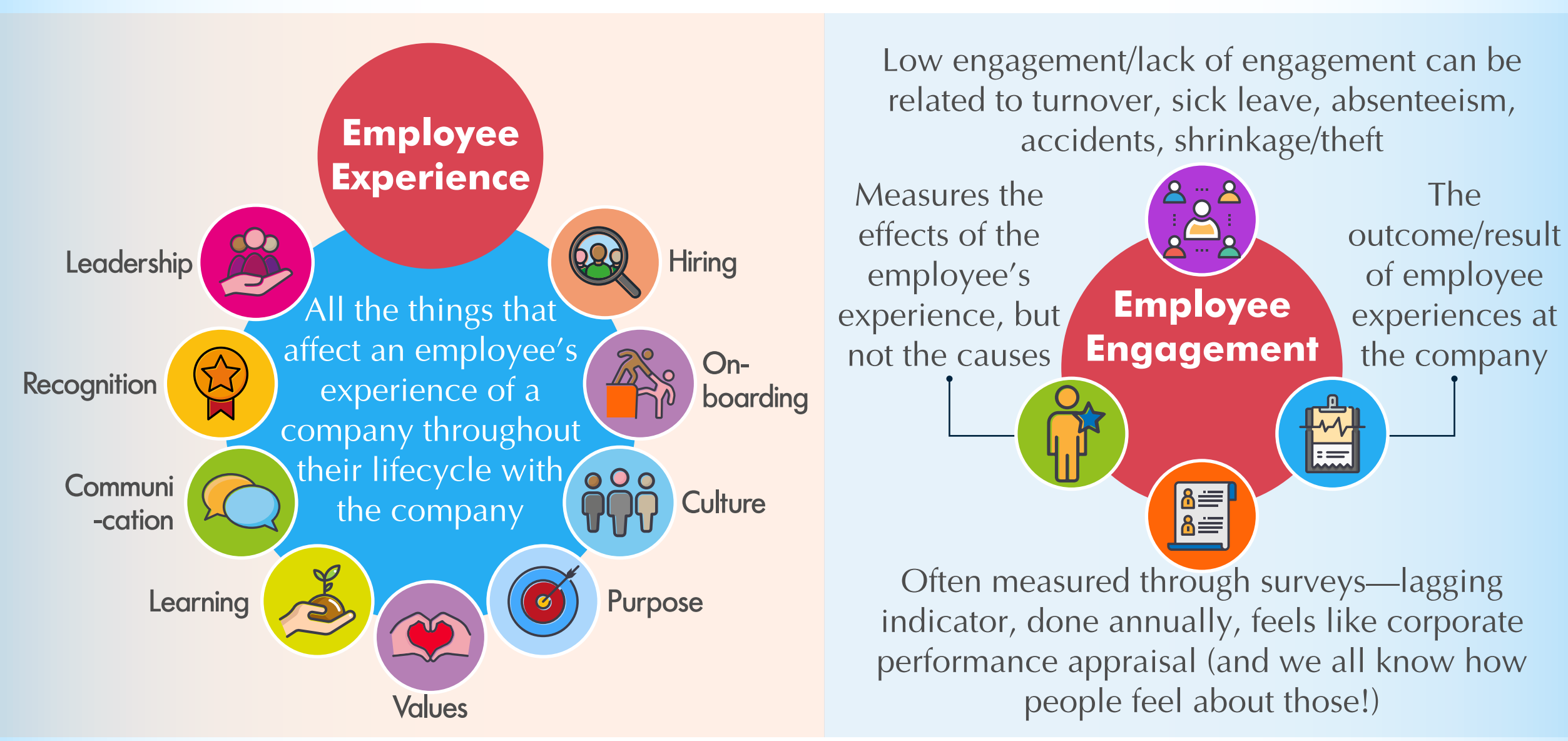
What Is Employee Experience (EX)?

Employee Experience is the total collection of an employee's experiences and perceptions of the organization where they work (can include both the positive and negative experiences)

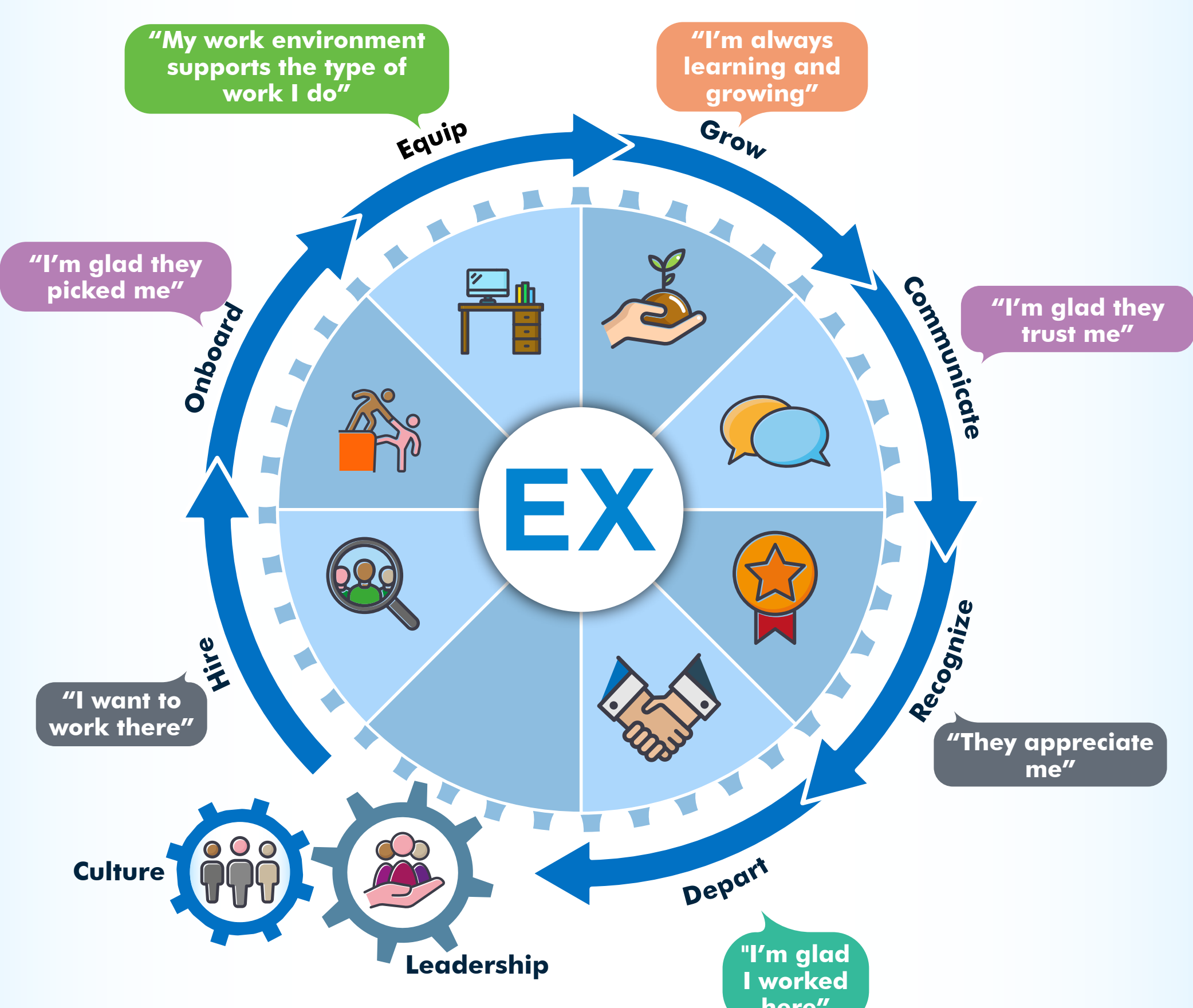
Includes 3 Core Elements:



Difference between Employee Experience (EX) and Employee Engagement (EE)



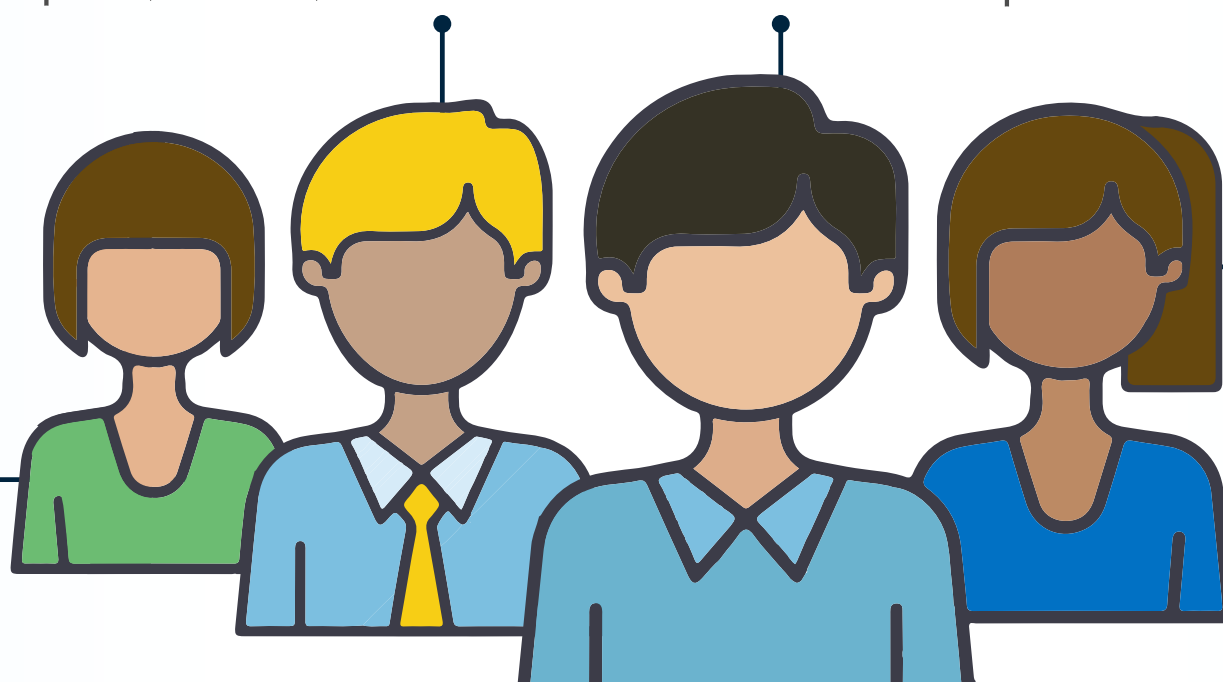
The EX Lifecycle



Roles Within The Company

CEO Responsible for corporate culture; establish and reinforce the CULTURE (purpose, vision, values)

Employees Responsible to give feedback and be part of the improvement process; give a platform to share ideas for improvement and ability to give feedback



Leaders Responsible for people; focus on people and inspire them to do their best work

HR Responsible for processes; be the keepers of EX, keep communication lines open for input from 3 sources:

- Competition** what others are doing in the market to stay competitive for great talent
- Employees** listen for what's not working
- Leadership** share the pulse of the organization

Benefits

FOR THE COMPANY

- High quality employees are attracted to want to come to the company
- Sought after employees want to stay at the company
- Talent (both attract & retain)
Productivity (results)
Creativity (innovation)

FOR THE EMPLOYEES

- Feel proud of where they work and appreciated for what they do
- Give all of their best effort into work product
- Have a connection between their personal values and the business values

5 Ways To Improve EX

Do a culture audit to ensure your culture is reflecting the values and behaviors you want

Create forums to get input from employees about their experience and allow them to help make improvements

Make sure your purpose is clear—what you are doing for your customers

Ensure leaders are leading and inspiring people—they have the closest connection to employees and should be modeling the way

Communicate, communicate, communicate—transparency and openness are the best ways to build trust and encourage people to bring their best selves to work



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