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Employee Experience

Workshop

Practical steps to improve your employee experience and shape your employee journey in line with modern worker expectations.

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Business Transformation

Employee Experience is a worker's perceptions about their journey in the company through all the interaction touchpoints, starting with job candidacy through to the exit from the company.

The company's physical workspace, culture and technology are all important components of the employee experience (EX).

Why is managing the Employee Experience important?

10%	17%	20%	21%
Higher customer ratings	**Higher** productivity	**Higher** sales	**Higher** profitability

Impact of a positive employee experience on business performance

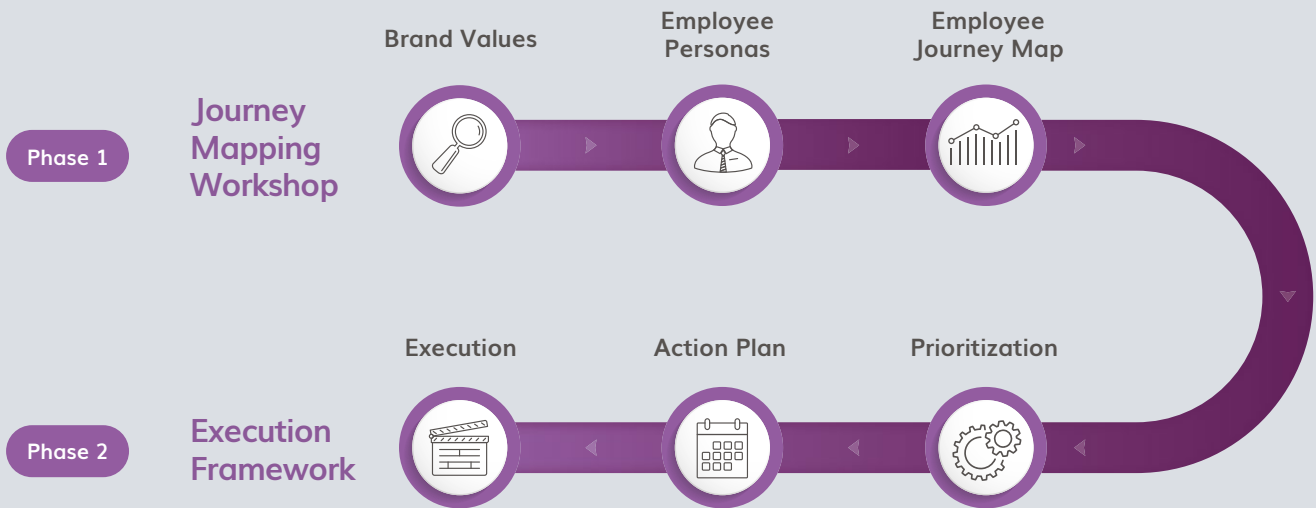| 24%	41%
Less turnover (in high turnover organizations)	**Less** absenteeism

Source: team engagement and performance study Gallup 2019

A practical first step in focusing on your EX is the **Employee Experience Journey Mapping Workshop**. Our consultants help you discover the current state and define your future state in two key areas – both the employee journey and the employee persona.

We help you pinpoint challenges and opportunities in the relationship cycle between employee and company plus who your employee personas are, identify persona gaps and develop your company brand values.

From the workshop you will have an action plan in order to move forward, to retain and attract the right talent.

Employee Experience Management methodology

Phase 1 — **Journey Mapping Workshop**
- Brand Values
- Employee Personas
- Employee Journey Map

Phase 2 — **Execution Framework**
- Execution
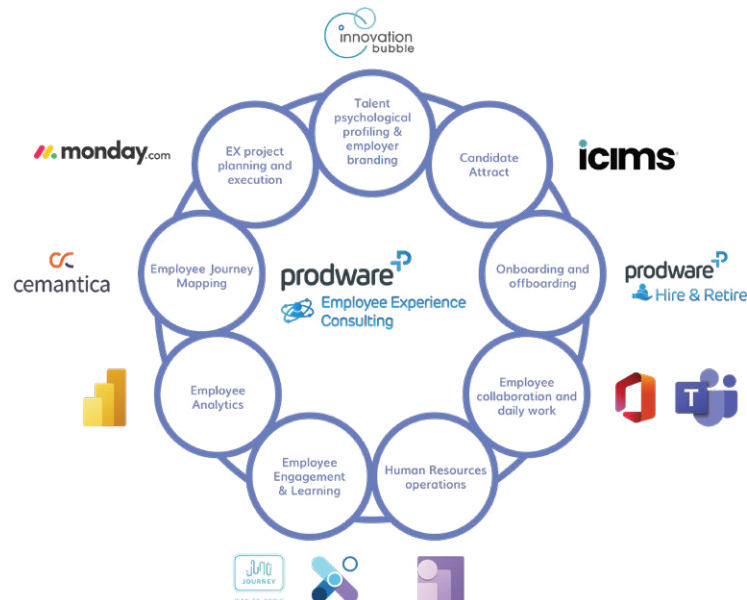- Action Plan
- Prioritization

Virtual or physical, what's involved in a typical Employee Experience Workshop?

- Brand values Do's & Don'ts
- Employee persona empathy map
- Journey stages - Hire to Retire
- Interactions & touchpoints
- Positives & Pain Points
- Preferred communication channels, moments of truth, employee sentiment level

- Organizational communication lines
- Backstage swimlanes, systems, departments, policy
- Opportunities for EX improvement
- Action list
- Next steps

Moving to execution phase with best practice processes and technology

Speak to Prodware to support your people investment and the employee experience, so you can directly impact engagement, customer satisfaction, retention and profitability.

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