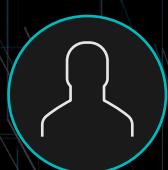


EMPLOYEE EXPERIENCE (EX)

AN INTRODUCTION

EMPLOYEE EXPERIENCE (EX) IS A HOLISTIC HUMAN-CENTRIC APPROACH ORGANIZATIONS TAKE TO ENGAGE WITH THEIR EMPLOYEES ACROSS ALL STAGES OF THE EMPLOYEE LIFECYCLE

WHAT IS EX?



EMPLOYEE

- Feelings
- Perceptions
- Interactions
- Needs
- Connectedness



EMPLOYEE EXPERIENCE

EX is the intersection of the Employee and Organization



ORGANIZATION

- Personalized Experiences
- Digital Toolsets
- Opportunities for Engagement (i.e., social events)
- Open and Transparent Communication

WHY IS EX IMPORTANT?



DRIVING EMPLOYEE ENGAGEMENT, WELL-BEING



PRODUCTIVITY



OVERALL BUSINESS PERFORMANCE

87%

OF SENIOR BUSINESS LEADERS SAY DIGITALIZATION IS A PRIORITY AND IN MANY CASES IS A DO-OR-DIE IMPERATIVE¹

RE-INVENTING EMPLOYEE EXPERIENCE



COMMUNICATION

CENTRALIZE DIGITAL TOOLS AND CHANNELS TO KEEP EMPLOYEES ENGAGED, PRODUCTIVE, AND SATISFIED

The typical knowledge worker spends

2.5 hours a day

searching for information²



CONNECT ON PURPOSE

CREATE AN AVENUE FOR INCLUSION AND FUN

Highly engaged employees are

87% less likely to leave

their companies than their less engaged counterparts³



ONBOARD, RETAIN AND NURTURE TALENT

DIGITIZE TRAINING SESSIONS AND ENSURE NEW HIRES CAN FORM MEANINGFUL CONNECTIONS WITH THEIR NEWFOUND COLLEAGUES

Organizations with a strong onboarding process

improve new hire retention by **82%**

and productivity by over **70%**⁴



FOCUS ON EMPLOYEE WELL-BEING

EMPLOYEE WELL-BEING DIRECTLY AFFECTS EMPLOYEE ENGAGEMENT AND SATISFACTION

53% of employees say a role that allows them to have greater work-life balance and better personal well-being is “very important” to them⁵



¹. Harvard Business Review, November 28, 2018, <https://hbr.org/sponsored/2018/11/every-organizational-function-needs-to-work-on-digital-transformation> | ². Smarp, April 30, 2019, <https://blog.smarp.com/what-is-the-true-cost-of-poor-employee-communication> | ³. Qualtrics XM Blog, June 25, 2019, <https://www.qualtrics.com/blog/employee-experience-stats/> | ⁴. HR Exchange Network, January 8, 2020, <https://www.hrexchangenetwork.com/employee-engagement/articles/the-onboarding-process-and-its-link-to-retention> | ⁵. Gallup, March 1, 2017, <https://news.gallup.com/businessjournal/204533/dream-job.aspx>