

Employee Experience

The wisest organizations understand that talent is their most valuable asset. As competition for talent remains fierce, as products become commoditized and replicable, and as more and more human tasks become automated, the feeling and faring of talent - their Employee Experience - matters now more than ever.

But “Employee Experience” is a chameleon of a phrase. It may be disguised as a platform or a program; confused with free food or foosball tables. It’s often considered an “extra” - a thing to attend to once the “real” work is done. But in reality, it’s none of these things.

The Employee Experience is not an afterthought to the “real” work. It has a Job To Be Done: to equip and empower talent to do incredible work - work that engages teams, delights customers, and drives business results. It fuels, rather than follows, the “real” work.

The following pages summarize the 4 key elements that unlock this brand of Employee Experience

Four Elements

One. Understanding

The Employee Experience need not be overwhelming. In fact, it's quite simple, when we understand where it lives. It is - quite simply - the collective degree to which your talent is able to...



Deliver

“I am equipped to get my best work done. Expectations are clear. I work without obstruction or inefficiency.”



Develop

“I am growing new skills and capabilities. I'm challenged and excited. I receive feedback, coaching and opportunity.”



Connect

“I belong here. I feel purpose, part of a team and community. My ideas are welcome to be spoken. All questions are welcome.”



Thrive

“My well-being matters. I'm recognized and appreciated. I set boundaries, manage my energy and feel respected.”

Two. Asking

Only your employees can tell you what their experience is, what they wish it was, and which actions, behaviors, and practices would close that gap. So you need to ask. Not through anonymous surveys, but through human dialog. A sampling of well-designed and facilitated focus groups will do the trick. Asking questions like:

- In which of these 4 areas (Deliver, Develop, Connect, Thrive) are we currently strongest? Weakest?
- What changes or actions do you wish you would see and why?
- What would the ideal Employee Experience look and feel like?
- What would you prioritize first?

Three. Acting

"Analysis Paralysis" is one of the most common Employee Experience crushers. Once you've asked and listened well, avoid the urge to build elaborate project plans. Just decide where the urgency is, where a small action could have a big impact, and put it into motion.

The keys here are to move quickly, test, learn, and just do it again. The Employee Experience can be crafted well through a collection of tiny actions and steps defined with and by your employees.

Involve them in the process. The smallest tweaks designed *with* employees will feel warm and whole and meaningful.

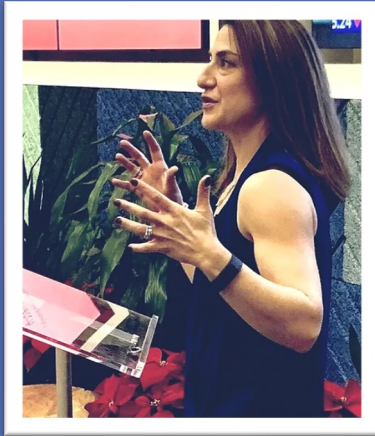
Four. Sustaining

The Employee Experience requires ongoing nurturing, commitment, and maintenance. It should never feel Herculean, but should always feel present, relevant. Here are some strategies for sustaining momentum and keeping employees doing - and feeling - their best.

- **Communicate:** Leaders should give Employee Experience air time. Talk about why it matters, how they are supporting it, what victories they've seen, and how they want employees to stay engaged in the process
- **Link:** Often, employees are seeking things - programs, benefits, mentors... - already present in your organization! Find ways to link existing assets to employee needs
- **Label:** When you action one of their recommendations, be explicit. Let employees see their ideas are being heard and implemented. Say "we did this in service of your Employee Experience."
- **Celebrate:** When the tiniest change is a success, throw a party. Success begets success. Every victory should be felt by all.

We'd love to be your partner

Which option suits you best?



EXECUTIVE KEYNOTE

Provides your executive leadership with buy-in and clarity around how the EX drives business outcomes – and provides them with a clear language and call-to action



HR TEAM WORKSHOP

This highly interactive program delivers to an HR team the clarity, tools, process and framework they need to “DIY” the Employee Experience



PULSE CHECK

We'd love to come into your organization, get to know your teams through targeted focus groups, and deliver you a clear, qualitative assessment of your EX with some actionable recommendations you can implement immediately...and over time



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