

# 6 Winning Employee Experience Moves



With over 50% of the workforce actively job hunting,<sup>1</sup> there's never been a more critical moment to start treating your employees like customers. Companies that are able to unite disparate workforces through an intuitive employee experience will be better positioned to gain a competitive edge.

**Learn the winning employee experience strategies** that will empower your people to be at the heart of any transformation.



## 1 Live & Breathe the Employee Journey

Improving employee engagement can **reduce turnover** in critical roles by 36%.<sup>2</sup>

Onboarding is only one step of the employee journey. Keeping your employees engaged and fulfilled after Day 1 will be a reflection of their long-term satisfaction. Understanding the total lifecycle of all your employees—full-time, contingent or work-share—can help create more engagement while reducing inefficiencies and user fatigue.



## 2 Deliver Personalized Omni-Channel Experiences

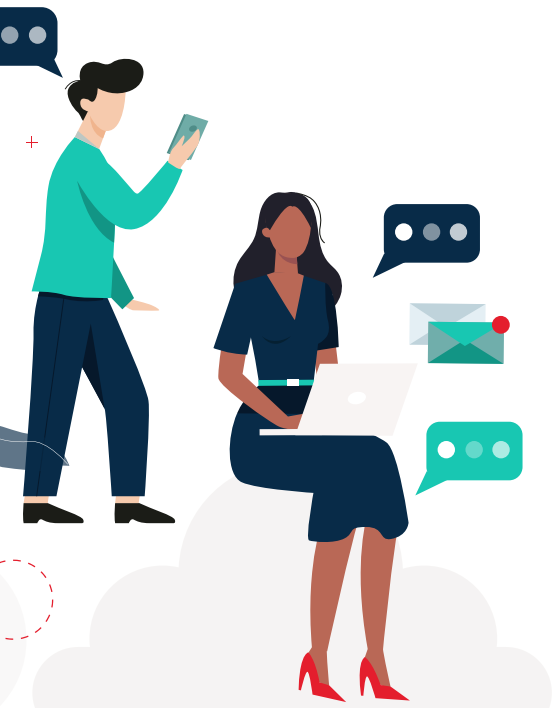
Companies with engaged employees **achieve 23% higher profitability**.<sup>3</sup>

Your employees don't suffer from a lack of information. They're drowning in it. Create personalized experiences that cater to individual needs by delivering relevant, targeted content and user-customized features across all platforms.

## 3 Create Environments for Collaboration

60% of companies report a **10% increase** in employee experience scores with improved technology satisfaction.<sup>4</sup>

Employees should be able to easily switch between collaborating with team members or across teams, using the same or similar set of tools. When it's easier to get things done and stay connected to the larger organization, passion and productivity tend to follow. Equip employees with the best tools internally to better serve your customers, which in return supports a more cohesive brand experience.



## 4 Modernize IT Systems

32% of HR leaders indicate that remote work has made **employee experience their top priority**.<sup>5</sup>

Not all technology is created equal. And when it comes to information technology, it's information that comes first. That's why it's crucial to understand how employees interact with your processes and systems and which are useful to their daily work. Listening to your employees' wants and needs can enable technologies that are not only intentional but also highly effective at increasing productivity and boosting morale.

## 5 Scale AI for Automation

8 in 10 employees at highly-automated companies report **automation simplifies work processes**, enhances efficiency and boosts productivity.<sup>6</sup>

By scaling your automation and AI efforts, you'll be able to automatically accomplish transaction processing, data manipulation and communication with other digital systems. This allows your employees to have more capacity to focus on higher-value work instead of time-consuming tasks, resulting in improved quality, increased efficiency and more empowered employees.



## 6 Manage & Sustain Change

79% of HR leaders say they are **investing in the future of work**, including digital tools and employee experience.<sup>7</sup>

Get your entire organization aligned by convening cross-discipline teams and coordinating hands-on training. Bringing together team members from different functional areas can break down silos and promote unique perspectives that lead to well-thought-out solutions. Executing these solutions in a crawl-walk-run approach allows organizations to grow in a manageable and sustainable fashion.



Sources:  
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