



# The Employee Experience Revolution

With the future of work unfolding in front us, we have witnessed employees lack motivation in their work life if they don't feel heard, supported, valued, empowered, and connected. If you've invested in engagement but haven't seen any real change, you're not alone. Many organizations have tried and fallen short. But there's still hope!

How do you drive the progress you crave? How do you weave it right?



# It's time for a new era of engagement.

This era calls you to go beyond employee satisfaction and brew in a beautiful experience that contributes to employees' sense of fulfillment.

When employees and their social, emotional needs are the centre of your business. That's when you embrace the paradigm of meaningful and long-lasting change in your organization. You must usher in a new era of engagement - **The one of Employee Experience**

## Employee evolution

	From	To
Nature of work	Siloed, pre-defined	Aligned, customized & networked
Communication & feedback	Top-down, hoards information	Up, down & across, transparent
Leadership	Managers who instructs	Managers who coach
Announcement, Information	Relies on email	Relies on collaboration technologies
Growth	Climb corporate ladder	Create own ladder
Recognition	Timely, top-down	Continuous, peer-peer, anyone in the org
Where we work	Office	Anywhere
When we work	9 to 5	Anytime
Key outcome	Satisfaction	Engagement
Company focus	Employee loyalty	Employee Experience

# An employee's unspoken words

---



## I want more than a job

I'm here for an experiences. You need me to be aligned, I want that too. But I also want to feel nurtured and inspired.



## I want to explore

I want to build my skills, explore my interests, achieve my goals and learn. I want to build on my strengths and learn new skills that will help me achieve my short-term goals. I also need to explore other areas of interest that can help set me up for future success.



## All work and no play makes jack a dull boy

Tapping the right balance at work is where an employee finds the golden nugget. An organization that encourages creativity or embraces a culture of fun at work is sure to boost an employees' overall sense of happiness and their desire to be productive at whatever they do.



## I want a career compass

I need easy access to mentors and learning paths that support my growth – in my current role or beyond. I want to understand how potentials are identified around here. So I know what I would need to ace any new role. When there is social & instant recognition for an employee's efforts, the behavior or performance that led to success and growth is also known to me.



## Think of me as your customer

It's not just one thing — it's the totality of experiences. Each bad experience chips away at the bond, and each good experience strengthens it.



## I want to work in an organization that's hearty in appreciation and lavish in recognition

I wish to take pride in my work and be motivated for reasons other than praise. When a company thoughtfully celebrates every milestone, personal or professional and recognizes every effort one puts in, be it small or big, it makes a mere satisfied employee into an employee who actively pushes for greater things each day.



## Constant collaboration builds better connections

If the colleagues I work with are able to freely share and exchange ideas, like friends over a cup of coffee, rather than remaining isolated individuals, companies can shine. Constant collaboration helps to reduce stress, increase socialization, and can often provide more creative solutions. Working as groups on projects is something that I would be thrilled to explore.



## I want to voice out my thoughts & feedback

I would love to work in a company where I can receive and share views about the organization, management, and work environment no matter where I may fall on the organizational chart. A work culture where I get to witness transparent actions on the meaningful feedback and firms up my trust with the organization. This will help me build confidence that being open about an issue is the first step to solving it.

# The employee experience fabric



Have opportunities for growth and development



Feel connected with their colleagues and the community



Collaborate & align with company goals



Be socially recognized & feel appreciated for their work



Voice out their ideas, opinions & feedback



Receive continuous feedback about their work



Work in an environment that promotes well-being



Know that their work is making a meaningful impact



Feel a sense of autonomy and individuality

If you can sew these threads into the fabric of an employee journey, that's when you spread a well woven **employee experience** in your organization

# The employee experience is:

---



## Organic

It's a growth of collection of day-to-day actions that happen at the org, department, team & personal level



## Ongoing

Its starts from the Day 1 of an employee and continues to evolve as the employee is with the company



## Interactive

Employee and organization both contribute to each employee's experience



## Motivating

A good employee experience builds employees' intrinsic (internal or self-driven) motivation to do the job



## Culture-Driven

A company that advocates a culture of belonging, gratitude and recognition will always be a determinant of employee experience



## Employee-Centric

When decisions are made the employee-centric way, keeping them in mind, It brews employee experience the right way

# The EX revolution is here.

---

## Are you ready for it?

Employee Experience (EX) is currently a hot cake in the HR circles. EX is not another name for EE. It is beyond that. It's a means to the goal, a holistic term that encompasses a full spectrum of experiences that the employees undergo during their tenure. EX is the vehicle to ensure engagement. It is the medium through which organizations achieve engagement goals.

Which means if EX is taken care of, the organization can have more engaged employees.

Companies flourish when their employees are connected, aligned, motivated, and empowered. This only happens when employees find inspiration and meaning in the work itself, and when employees feel appreciated by and connected to their colleagues and company.

To achieve this, you need to bid adieu to the age-old engagement models and adopt the new way that's continuous, manager- and employee-led, and people-first.

**We believe in building a happy and engaged workforce. And it's made possible by**



Naz Parveen  
**Employee Engagement Specialist**  
Xoxoday