

Employee Experience Management

Getting your employees engaged again



HR leaders need to become true talent managers.

Covid has accelerated many of the workplace trends. Talent wants autonomy, personal development and recognition. The business needs employees to be more flexible and engaged than ever before.

In this new reality, HR needs to provide more than a stable job and a pension scheme. It needs to create a work experience that attracts, engages and retains talent. Every single day.



We help you envision and implement a great employee experience.

We can help you to (better) clarify and implement an employee experience that resonates with your people and encourages them to behave in line with your company values and strategy.

We do this by rolling up our sleeves to co-create an inspiring yet pragmatic set of experience standards, align your leadership around them and accompany you to 'get the job done'.



Clarify

We help you create a vision and clear experience standards for what a great employee experiences looks like.

How we do it

1

Understand

We use informal conversations and formal assessments to understand what matters to your people and to which degree you allow them to do their job. Realising that today, their workplace can be 'anywhere'.

2

Formulate

Based on the inputs from STEP 1, we help you prototype, validate and finalise a set of employee experience standards that resonate with your people and encourage them to behave in line with the company values/strategy.

3

Validate

With a representative sample of your workforce, we co-assess whether the employee experience standards resonate with your people and your Sr. leadership. Where required, we help you align views and calibrate your EX standards.

Result

A practical vision of the Employee Experience that your business should deliver to maximize employee engagement and align behaviour to the company values.



Plan

We help you translate your vision into a pragmatic roadmap that can be aligned with your leadership team.

How we do it

1

Gap analysis

Before moving to action, we co-create a gap analysis that evaluates how your business currently performs against the employee experience standards. This provides a clear picture of the work to be done, as well as any priorities.

2

Leadership enrollment

No employee experience programme can succeed without active leadership support. We help you get buy-in from leaders at all levels and help them formulate the leadership behaviours required to deliver the EX standards.

3

Implementation plan

Once sufficient leadership buy-in is obtained, we help you co-create an employee experience roadmap with clear milestones, actions, resource requirements and targeted business outcomes.

Result

A roadmap & an aligned set of leadership behaviours to improve the employee experience in areas that will have the highest impact on your people and the business.



Implement

We help you start a company-wide movement to continuously improve your employee experience.

How we do it

1

Start an employee experience movement

Based on your zero-based assessment, we help you to continuously measure the degree in which your business and your people (are able to) live your company purpose. As well as identify potential bottlenecks.

2

Manage expectations

Employee experiences cannot be changed overnight. So we help you use your roadmap and a considered communication plan to shape expectations, demonstrate results and motivate your people whenever they face a setback.

3

Continuous improvement

Finally, we help you implement measures to track your progress against your roadmap and your targeted business outcomes. This will allow you to continuously close the loop on opportunities for improvement.

Result

A realistic implementation programme to embed employee experience thinking into your business culture while continuously achieving quick and structural wins.



Want to know more?

Because every company and situation is different, HR & Strategic Change will provide practical assistance directly to your company.

We will help you start a company-wide movement to continuously improve your employee experience specifically customized to your business. Want to know how we do it?

**SET-UP A FREE
MEETING WITH US**



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10,000,000

participants on AMA & MCE programmes in the last 10 years



92%

of Fortune 1,000 companies are our business partners



96%

of participants report they are using what they have learnt at AMA & MCE



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100+

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98

year's experience working with our clients around the globe



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