



HR &
STRATEGIC CHANGE

Employee Experience (EX) Management

Getting your employees
engaged again



Why you should care

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.



What we can do for you

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

What we do

We help you create a vision and clear experience standards for what a bad, good and great employee experiences (should) look like every working day.

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.

The result

A practical vision of the employee experience that your business should deliver to maximise employee engagement and align behaviour to the company values.

(*) To avoid getting stuck in today's thinking, we can (optionally) expand this step with a visionary concept experience that helps you imagine the way your business will work 5 years in the future.



Plan

What we do

We help you translate your employee experience vision and standards into a prioritised and 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.

The result

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



Implement

What we do

We help you start a company-wide movement to continuously improve your employee experience and demonstrate the progress you make.

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.

The result

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



Key Facts *About MCE & AMA*



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



1,000+

expert
facilitators
globally



100+

Open Training
Programmes running
throughout EMEA



98

year's experience
working with our clients
around the globe

MCE Management
Centre Europe®

*One of the largest providers of
International Management Development services
in Europe, Middle East and Africa.*