



# Employee Experience Management

Getting your Employees  
engaged again

# Who is it for?



## Employee Experience Management

Getting your Employees engaged again

In today's business world, HR needs to provide more than a stable job and a pension scheme, you need to reshape the concept of work itself.

### The ideal programme for:

- Experienced HR managers and executives who want to help create a high-performance employee experience.
- Business leaders who are ready to look beyond the traditional rules of employee engagement and achieve their business goals through remarkable employee experiences.

### Why attend this programme?

- Tomorrow's workplace and talent market will be different and many employees want to structurally blend working at the office, personal development and recognition over a 'predictable career'.
- Uncertainty is reality. You need to reshape the organization and workforce to whatever new challenges appear on the horizon. **Are you ready?**

# Key Benefits and Learning

## NAVIGATE

the rational, emotional, aspirational and social aspects of employee satisfaction, engagement and motivation.

## EXAMINE

your company's workflow orthodoxies and re-determine where and when work sh/could be done.

## MEASURE

and demonstrate progress in terms that are relevant to the business, while continuously creating opportunities to improve.

## FORMULATE

clear and actionable employee experience standards for every stage of the employment journey.

## CREATE

@office, @home and @ontheroad workspaces that foster productivity, connectedness and wellbeing.

## GET

leadership team buy-in and support for your 'employee experience' efforts.

## USE

diagnostics to understand how your department or function currently operates, identify how you would like your function to operate and conduct a three month follow up to identify the changes you have implemented from the courses.

### *Key Competencies*

- Employee Experience Management
- Employee Insights Analysis
- Workspace / flow Diagnosis
- Leadership
- Motivation
- Influence

# Learn and Practice

Employee Experience Management - Getting your Employees engaged again is **highly interactive and will include 'real cases'** from organizations that recently re-imagined their employee experience, workflow and office reality.

## Principles of Employee Experience Management

1

- How the right employee experience creates engagement and business results.
- The employee experience framework as a step-by-step action guide.
- How to plan your employee experience programme.

## Setting Experience Standards

- The role of employee experience basics, delighters and career highlights.
- Case: The Europe HQ Experience: making experience standards actionable.
- Application: Prototyping first employee experience standards in your business.
- Group discussion: Individual experience standard prototypes.
- You can't do it all: simplify and prioritize employee experience standards.
- A practical guide to introduce employee experience standards to the organisation.

2

## Working with Employee Insights

- The importance of rational, emotional, aspirational and social employee insights.
- Case: The Europe HQ Experience: Describing employee insights.
- Individual work: Prototyping first employee insights in your business.
- Group discussion: Individual employee insight prototypes.
- How to further refine and validate first employee insights.
- How to communicate employee insights to the rest of the business.

3

# Learn and Practice

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## The new workplace/flow

4

- The natural hybrid workflow vs. the traditional office orthodoxy.
- How the work environment can influence behaviour.
- CASE: The London City Project: Crafting the post-covid office.
- Application: Prototyping a new workflow/office for your company.
- Group discussion: Individual workflow/office prototypes.
- You will get it wrong: how to use experimentation and measurements to continuously improve.
- How to gain support for your new workflow/office ideas to the business.

5

## Implementing the new employee experience reality

- Crafting an employee experience programme that your leadership teams are willing, skilled and able to support.
- How to measure and demonstrate the impact of an 'upgraded' employee experience.
- Application: develop your personal employee experience action plan.

# The MCE Difference

1

## International Programmes

MCE Participants come from over 100 countries and all the main industries. Network and exchange experience with other international business professionals.

2

## All about YOU

This programme is about you! You will get intensive feedback from your faculty and a multi-cultural group of participants.

3

## Personal Management challenges

You will bring your own management challenges and these will be addressed in the programme with solutions and input from the whole group.

4

## Experienced International MCE Faculty

The programme is facilitated by an experienced senior manager who knows what it is like to work in an international business environment and how to leverage diversity to the team's advantage.

5

## Implement what you learn

Everyone knows the theory. But can you do it? MCE's programmes allow you to practise and to implement what you learn as soon as you are back in the office.

6

## Action Plan

You will leave the programme with a concrete action plan to ensure you are implementing the learnings back at work and become a successful manager.

# Practical Details

This programme is available in 2 formats:  
Face-to-Face & Live Online

## Face-to-Face



### Employee Experience Management - Getting your Employees engaged again

Employee experience management, employee insights analysis, workspace / flow diagnosis, leadership, motivation, influence

 Face-to-Face

 2 Days

 € 2,950

## Live Online



### Employee Experience Management - Getting your Employees engaged again

Employee experience management, employee insights analysis, workspace / flow diagnosis, leadership, motivation, influence

 Live Online

 4 X 3 hours

 € 2,450



Also available for your teams as an In-Company programme

To register or find the latest dates:

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 [info@mce.eu](mailto:info@mce.eu)

 [www.mce.eu](http://www.mce.eu)

# 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.*