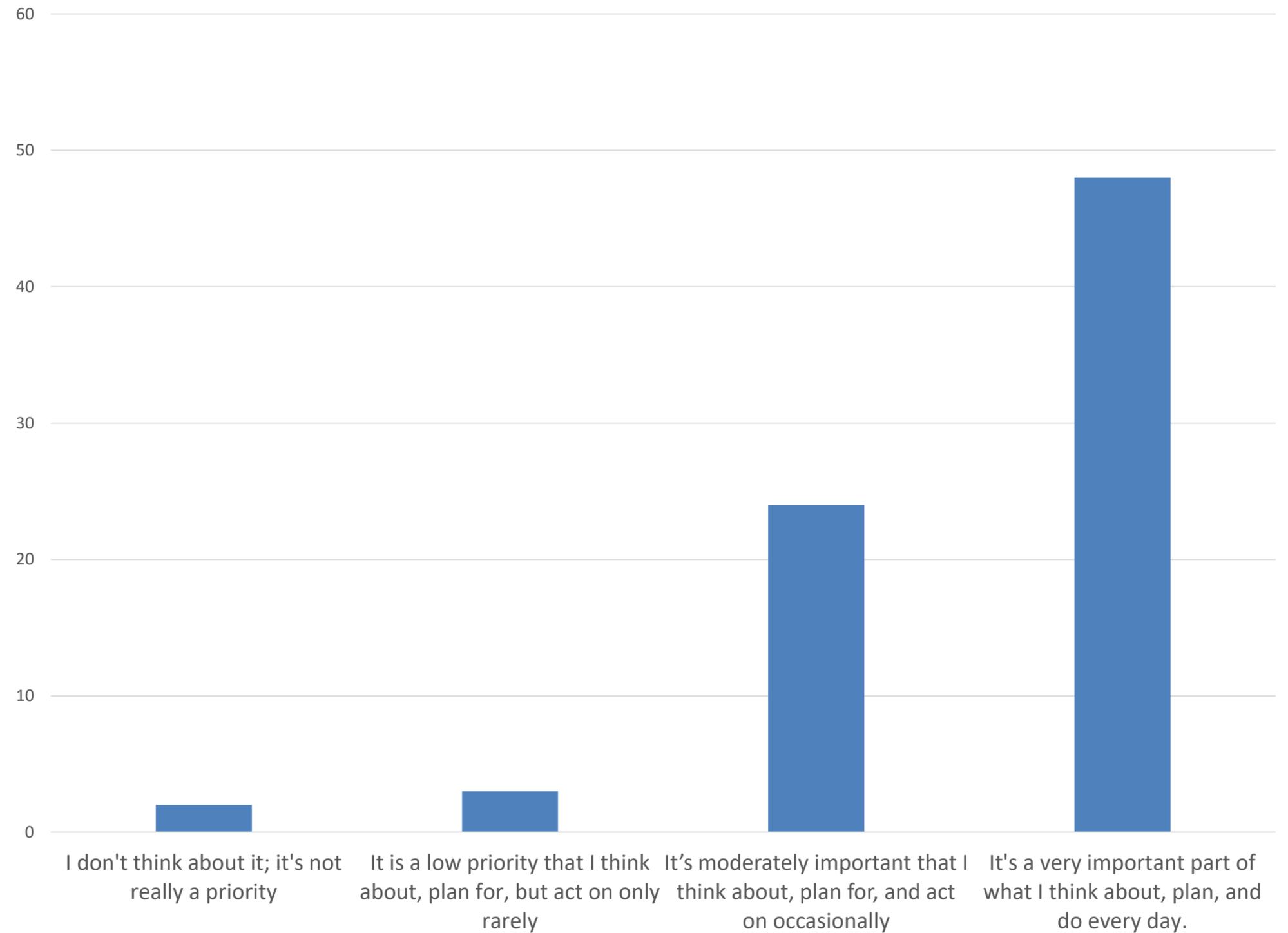# Navigating the Employee Experience

It's time to go all in!

Morris & Garritano

M&G

How engaging your employees fits into your work priorities?

PURPOSE

Understand the impact of the employee experience in the workplace and how to design an effective engagement strategy that enhances company culture and aligns with business outcomes.

OBJECTIVES

- Identify influences of the employee experience and where engagement opportunities exist.

- How to develop an effective employee engagement strategy.

- Why prioritize people in business.

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AGENDA

1. Understanding Employee Engagement and Company Culture

2. Making the connection between Employee Experience and Culture

3. Getting Started: Designing an Employee Experience Strategy

4. Why prioritizing employees and culture matters

5. Live Q&A Session
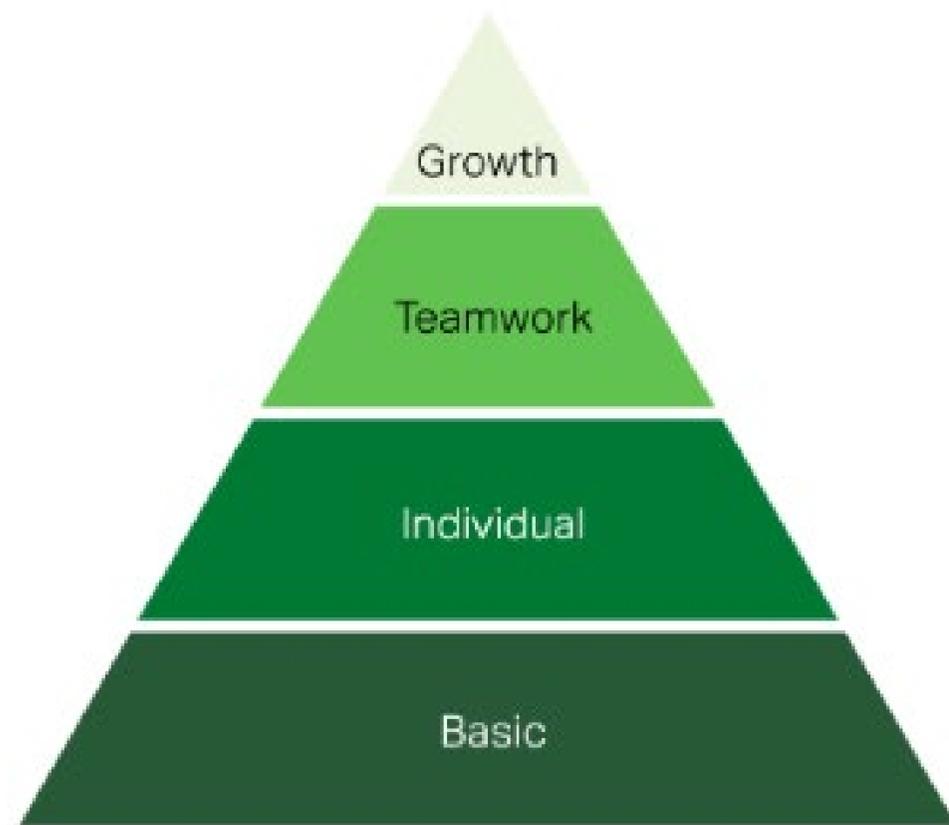
Understanding the Employee Experience & Culture

What is the Employee Engagement

- *"An employee's involvement and enthusiasm in their work and workplace."* (Gallup)

- *"Engagement represents the energy effort and initiative employees bring to their jobs."* (Harvard Business Review)

- *"The emotional commitment the employee has to the organization and its goals."* (Forbes)

- *"An employee's commitment to the organization and willingness to 'go the extra mile."* (SHRM)

The Past	Our Future
Paycheck	Purpose
Satisfaction	Development
My Boss	My Coach
Annual Review	Ongoing Conversations
Weaknesses	Strengths
Job	Life

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Model of Engagement

Drivers of Engagement

Purpose

Development
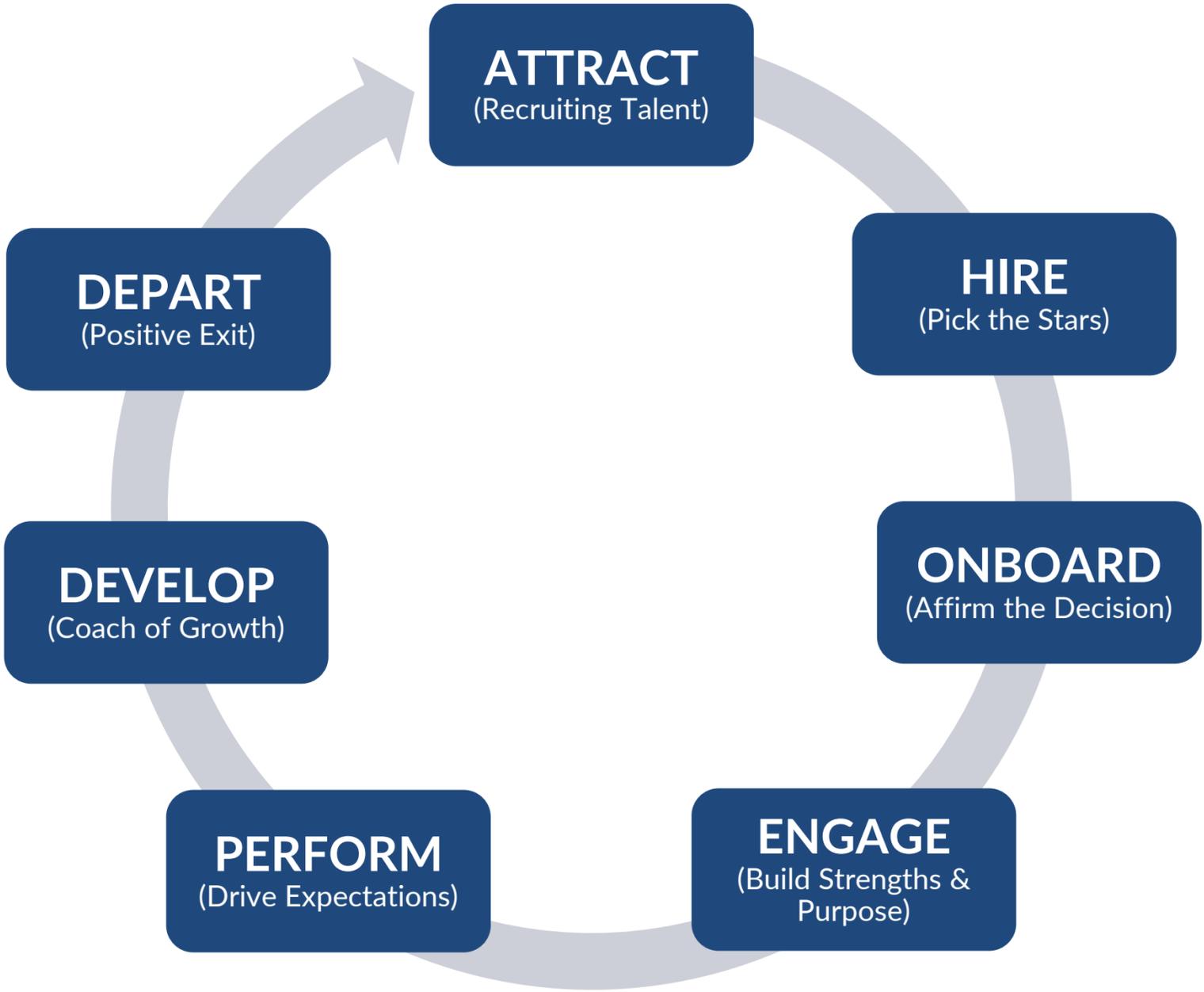
Conversations

Leadership

Growth Opportunities

Rewards & Recognition

Employee Lifecycle Model (ELM)

Engagement is Culture.

Their Experience

Level of Their Engagement

Organizational Culture

*When you engage in fulfilling the **needs of others**, your own needs are **fulfilled** as a by-product.*
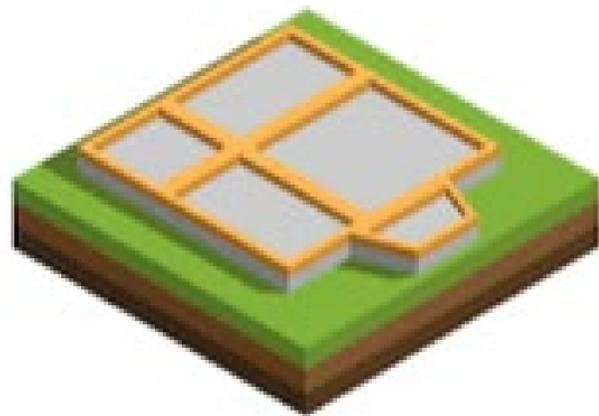(Dalai Lama)

Designing a People Strategy

What is keeping you from starting an employee engagement program?

Answer the poll question

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Taking Concept to Reality

Foundation (Purpose)   Walls (Business Activities)   Roof (Sustainability)

*Business Process Management House Program Strategy

Don't Let Your Size Fool You

Purpose

- Why do you want to focus on engagement?

Activities

- Identify who will be involved
- Develop the data collection instruments and resources to utilize
- Determine how will you analyze, act on, and share the information you discover

Sustain

- Establish monitor and assessments
- Develop a change management strategy

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How to Dive in Headfirst!

What questions should I ask to find out how engaged my people are?

How to communicate and launch a staff survey for maximum results?

How to deliver rapid change so your people feel heard and valued?
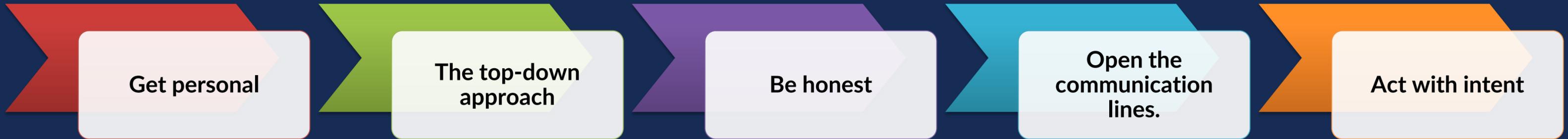
Everyone Plays a Part

Where do I impact employee engagement and how can I enhance it?

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Why Prioritizing Your People Matters

How to be Present for Your Employees

Get personal

The top-down approach

Be honest

Open the communication lines.

Act with intent

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Value in View

Outcomes of Highly Engaged Business Units & Teams

▼ Fewer Negative Outcomes
- 81% in absenteeism
- 64% in safety incidents
- 18% in turnover in high turnover in organizations
- 43% in turnover in low turnover organizations
- 28% in theft
- 41% in quality

▲ More Positive Outcomes
- 10% in customer loyalty/engagement
- 18% in productivity (sales)
- 14% in productivity (records & evals)

▲ Organizational Success
- 23% in profitability
- 66% in wellbeing
- 13% in organizational participation

* Employee Engagement and Performance: Latest Insights From Works Largest Study (Gallup, 2020)

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Thank You

This webinar will be available to replay online

Stay tuned for future webinars in this series

Morris & Garritano

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