

This Is...

creating better organisations



Workshop on Employee Experience Record of Interactive Session

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Human Resources Forum

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Objectives

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To understand better the concept of 'Employee Experience'

To do this in an interactive, engaging and experiential manner

Agenda

Introduction

- Objectives
- Definition of employee experience
- The importance of empathy

Exercise: What do we mean by employee experience?

- Interactive session in pairs
- Feedback and clustering

Summary & Concluding Remarks

Employee Experience

The sum of perceptions that employees have about their work, organisation and working life



Why?
War for talent
Millennials
Perennials
Indispensables

Impacts?
Recruitment
Retention
Engagement
Customers

*Overall Perceptions All interactions Many influences
Wellbeing: physical, psychological, professional, financial, spiritual
Demand for productive, fulfilling life*

Exercise ... Interactive work

What do we mean by employee experience

Pair up with someone different from you

Follow instructions from the facilitator

- Conversation: How would you describe your overall experience as an employee?
- Write up 'post-its' with the main points from your conversation

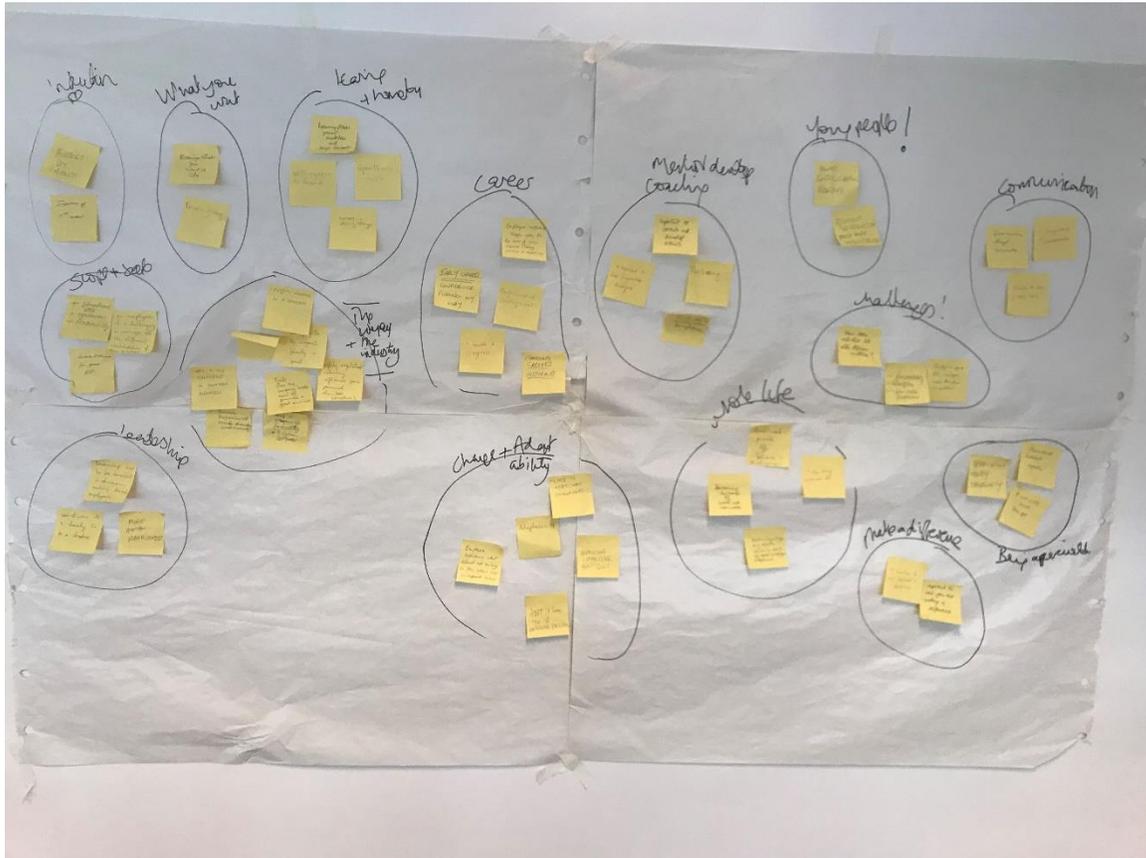
Following this exercise, in groups of 4 (2 pairs)

- Discuss your feelings and experience of the previous exercise
- What did it feel like to be listened to without interruption?

OUTPUT: The key things that make a difference Workshop Participants' Employee Experience

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Clustered post-its



Liking scope of job, company and industry
Supportive leadership and management
Good career progression and prospects
Good induction

Clarity of personal purpose
Being open to learning and being honest
Being flexible, adaptable and open to change

Good open communication and dialogue
Coaching and mentoring: giving as well as receiving
Being appreciated and cared for

Fit with rest of life, keeping fit, being young!

Challenges mentioned include :

Bureaucracy and bureaucratic processes
Unsupportive national and work culture
Afraid/not wise to speak out