



Employee experience

sesamehr.com



Table of contents

In this guide you will find all about employee experience.



- 1 |** What is employee experience?
- 2 |** Benefits obtained by companies that improve their employee experience
- 3 |** Tools, technologies and data to measure employee experience
- 4 |** Top factors that have a positive impact on employee experience
- 5 |** Top factors that have a negative impact on employee experience
- 6 |** Keys to improve employee experience in your company
- 7 |** Design of your employee experience program
- 8 |** Employee Journey Map

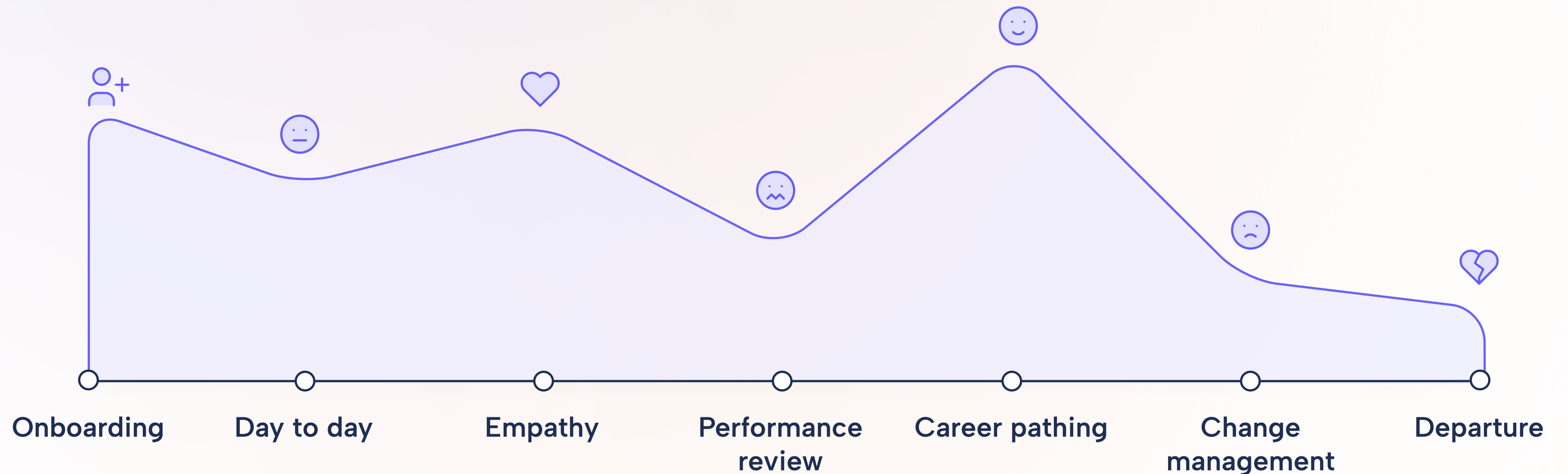
1.

What is employee experience?

Employee experience is a worker's perceptions about his or her journey through all the touchpoints at a particular company, starting with job candidacy through to the exit from the company.

Analyzing it provides us with tailored information on employee satisfaction in the company.

This experience begins in the recruitment process and continues until the end of the employment relationship.



2.

Benefits obtained by companies that improve their employee experience

By creating the right employee experience, companies can attract and motivate their human capital and retain internal talent.



Companies that invest in employee experience are four times more profitable than those that do not.

Jacob Morgan



x10 ⚡

more likely that employees feel empowered.

x6 ⚖️

more likely to say that employees have a good work-life balance.

x5 👍

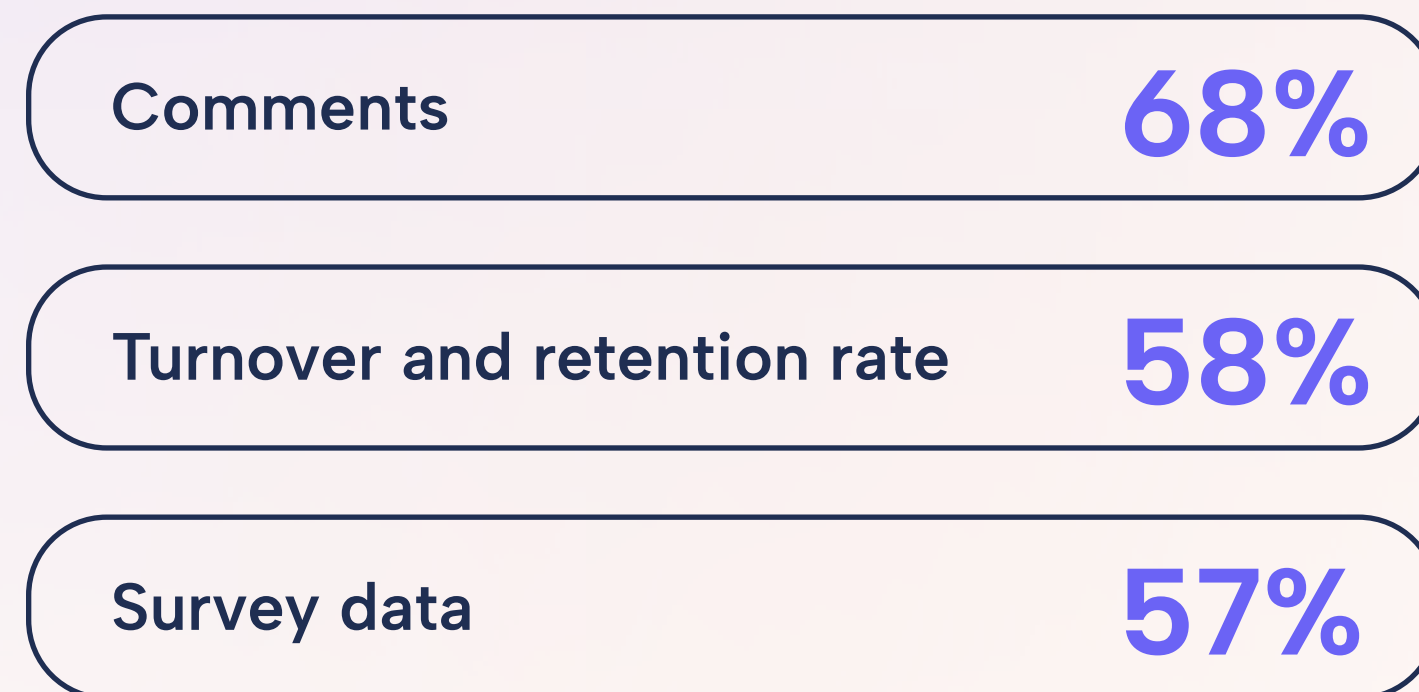
more likely to obtain a high or very high ROI from experience improvement programs/initiatives.

3. Tools, technologies and data to measure employee experience

The main **tools, technologies or methods** used to measure employee experience are:



The top **three types of data** that organizations use to measure employee experience are:



4.

Top key factors that have a positive impact on employee experience

There are many factors that can have a positive impact on employee experience.

But HR professionals and employees agree that compensation and benefits top the list.



5.

Top key factors that have a negative impact on employee experience

HR professionals and employees agree on three key factors that have a negative impact on employee experience:



Employee burnout or distress

48%

Excessive workload

48%

Not feeling listened by managers

36%

Opportunities for growth

33%

6.

Keys to improve employee experience in your company



Instill the importance of employee experience to leaders and managers.



Measure employee experience with several tools and metrics.



Find out what really worries your employees.



Research the employee experience offered by your competitors and based on that redesign your own.



Make sure your HR department **improves the employee experience continuously.**



Don't just stick to the basics regarding compensation and benefits.



Consider the pros and cons of remote and/or hybrid work.

7.

Design of your employee experience program



How is my employee and his/her experience?

The first step is to define where we are, what the experience of the company's employees is like. To do this, we can send work climate surveys. If not to the entire workforce, then to a significant sample.

We cannot forget to ask about the employee experience during their arrival to the company or their onboarding process. For offboarding, we can contact former employees and conduct exit surveys.

A growing trend is using pulse surveys that, among other things, can help us measure employee engagement.

The idea is to ask frequent, anonymous and segmented questions to our employees in order to create a heat map and to be able to study in more detail any topic that interests us.

7.

Design of your employee experience program



What is my EVP and the experience I want them to have? Design the ideal employee journey.

The employee value proposition (EVP) is the total of benefits (material or otherwise) that a company offers to its current and future employees.

It should be included in the Employee Journey Map, as it will define the company's experiences and characteristics or attractions when it comes to attracting and/or retaining talent.



Actions to implement the employee experience. Communication and awareness.

And how do we implement EVP? Transparency is key, so we will start by communicating the new measures, their importance and their advantages. We know that changes are not always well accepted, but a good pedagogy helps a quick implementation.



I measure employee satisfaction in the experience. How can I improve? Track, measure and plan for improvement.

We have already discussed the tools for measuring employee experience, but it is important not to lose sight of warning indicators.

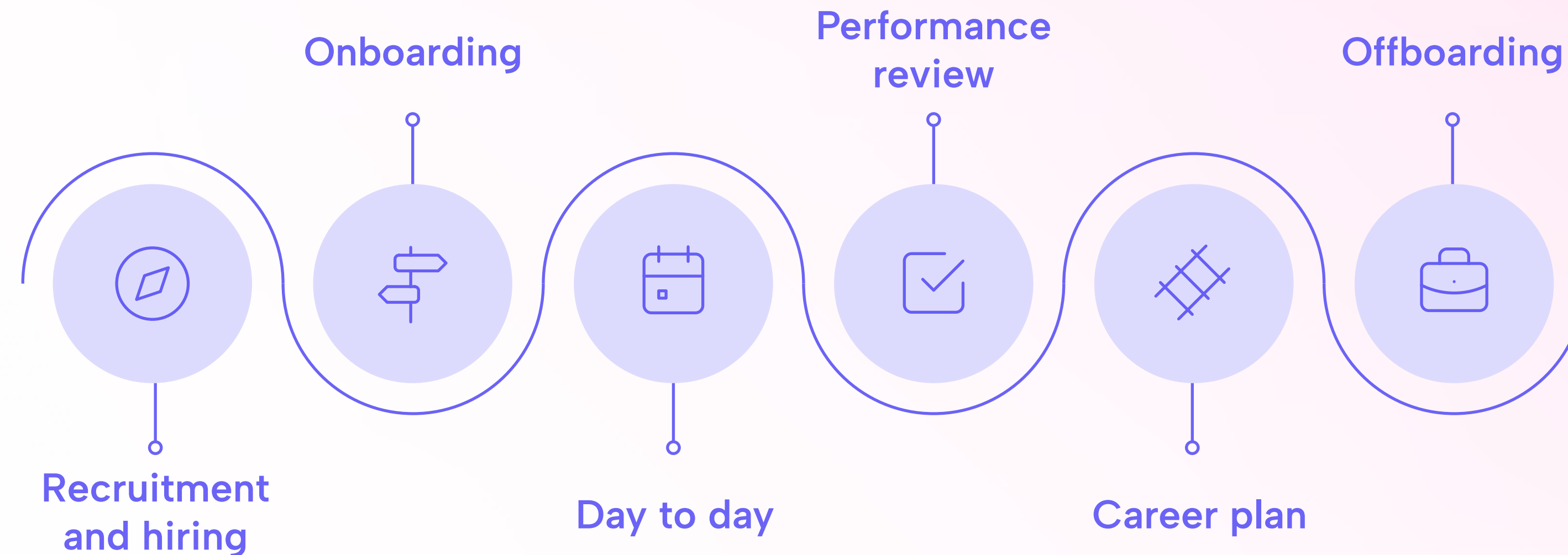
Even if employee satisfaction is positive, we cannot rest on our laurels. We must ask ourselves how we can further improve the employee experience and make the necessary improvements.

8.

Employee Journey Map

The Employee Journey Map is the graphical representation of the different phases that employees will go through during their relationship with the company.

It's basically the graphical representation of the Employee Experience, as it includes everything from the recruitment process to the offboarding.



8.

Employee Journey Map

1 Recruitment and hiring

The recruitment process is the first step of any Employee Journey Map. To make things easy for both the employee and the HR team, having a recruitment and hiring software like Sesame HR always comes in handy.

Streamlining the process to fill vacancies as quickly as possible improves the employee experience and is advantageous for the company.

- Keep candidates informed throughout the entire process
- Comply with deadlines and procedures
- Communicate candidates how important they are for the company
- Pre-Onboarding (initial information for engagement)

2 Onboarding

Sesame HR is once again our best ally in the second part of the employee experience: the digital onboarding process. It begins before employees join the company, when they are welcomed and receive their contract or employee handbook, and ends once they are a part of the team.

3 Day to day

What is the day-to-day life in your company like? This third part of the Employee Journey Map is the most extensive, as it refers to the career path. It allows you to gather information about your working environment and conditions, the relationship with the company's management, the EVP... all of this contributes to creating your employee experience, either positive or negative.

- Evaluations and questionnaires consistent with the previous info
- Buddy for initial support
- Evaluation follow-up or mentoring
- Breakfast with management

8.

Employee Journey Map

4 Performance review

We are talking again about another of Sesame HR's functions, this time as a tool for employee performance reviews. This type of software helps you know the strengths and weaknesses of your staff, their productivity, the level of adaptation of new hires, and so on.

All this is thanks to its feature to make work-related surveys. Thus, it is easier to manage employee performance.

- Monthly feedback one to one
- Continuous and quality internal communication

5 Career development or career plan

In order for employees to offer maximum performance to the company, it is essential to have a professional career plan that allows them to grow in the company. I

t is one more piece of the Employee Journey Map, as we will include deadlines for further growth, incentives for loyalty or performance, training, and so on.

6 Offboarding

Just as we face onboarding, offboarding contributes to making the departure of employees less traumatic for both the company and the employee. It allows for an orderly transition, avoids potential legal problems, and opens doors to rehiring. It is the time for employees to value their experience and for you to know why they are leaving.

- Exit interview
- eNPS



Discover Sesame HR

Join the HR revolution and reshape your team's work experience.

