

Together We Create.

2019 Co-Creation Proposal

Digital EX Listening



Why consider:

Actively managing the employee experience has a huge impact on engagement and performance. Measuring the employee experience at touchpoint level is the game-changer: With a rich set of EX data, the employee experience at touchpoint level will become visible to HR, enabling HR to manage its improvement actively. 'Digital Listening' is an advanced, effortless way to collect EX data from existing data sources, like HR IT systems, Office 365, Glassdoor, Twitter, LinkedIn and others. This cocreation is the first initiative ever to develop a concept for digital listening of employee experience.

Deliverables:

Whitepaper encompassing a...

1. Detailed description of data sets and data sources for digital EX listening
2. Link between EX data sets and touchpoints of employee journeys
3. Data privacy model for digital listening
4. Predictive model to analyze touchpoint experience
5. How-to-guide for digital EX listening

Co-creation process:

- Explorational pre-work in H1/2019
- Live kickoff meeting
- 3 virtual sprints (*Empathize, Ideate, Prototype*) with ½ day virtual reviews

Resource commitment:

Co-creators are holding 1 or 2 seats in this co-creation, with an estimated resource commitment of approximately 5 days each.

Potential 'How-might-we-question' for this co-creation (to be finalized during 'empathize' phase of co-creation)

How might we measure the customer experience of HR indirectly from existing data sources (HRIT systems and digital listening) at touchpoint level?

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2019 Co-Creation Proposal Skill Platform



Ideate



Co-Create



Learn

Why consider:

The 4th industrial revolution requires the re-skilling of the workforce at a level unheard of before. At the same time, work will be organized more by skills and in agile environments. Companies are lacking ways to manage and build skills. This co-creation builds on the results of a previous one, where 21 of the 'Global 2,000' companies jointly defined the concept for managing and building skills and assessed vendors of AI fueled technology. Now this next round of co-creation will build a minimum viable product of a skill platform for 'Global 2,000' companies.

Deliverables:

Solution ('minimum viable product') to...

1. Identify the current skill-set of critical talent groups
2. Identify the skills to be acquired for better job experience and employability
3. Learn the required future skills 'on-the-job' in short term engagements

Co-creation process:

- Explorational pre-work in Q1/2019
- Live kickoff meeting
- 3 virtual sprints (*Empathize, Ideate, Prototype*) with ½ day virtual reviews

Resource commitment:

Co-creators are holding 1 or 2 seats in this co-creation, with an estimated resource commitment of approximately 5 days each.

Potential 'How-might-we-question' for this co-creation (to be finalized during 'empathize' phase of co-creation)

How might we identify skill gaps and provide on-the-job learning opportunities to acquire relevant new skills for critical talent groups?

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D&I Touchpoints



Why consider:

Companies seek to both improve the diversity & inclusion of their teams and to live up to their D&I policies. To prevent D&I issues from happening, D&I officers must detect potential problems early and change the behaviors of individuals. Yet, in large organizations issues that lead to D&I concerns are often invisible until it is too late. This co-creation is looking to enable D&I in HR journeys. More particularly, it will find ways to measure issues at the touchpoint level to better enable D&I teams to manage them.

Deliverables:

D&I measurement pilot plan

1. Effective D&I personas to help teams empathize design for D&I
2. Questions companies should ask to be able to measure D&I
3. Communication efforts to support the initiative, signpost the change, etc.
4. HR journeys prioritized for a D&I measurement pilot

Co-creation process:

- Exploration workshop (*based on workshop results, co-creators will decide on an appropriate 3-months co-creation process and deliverables*)

Resource commitment:

Co-creators are holding 1 seat for D&I officers in the exploration workshop, with an estimated resource commitment of 1.5 days including workshop preparation.

Potential 'How-might-we-question' for this co-creation (to be finalized during 'empathize' phase of co-creation)

How might we identify touchpoints of the D&I journey at which microaggressions happen, and measure them to pro-actively manage D&I at touchpoint level?

Why consider:

In a VUCA world, HR product owners need to manage innovation and quality of their products from their customers' perspective. Journey Networks are the most effective way to do so: Exchange on latest innovation with product owners of peer companies, co-creation of solutions to common pain points, documentation of solutions in journey map templates.

Resource commitment:

Companies are holding 2 seats in the Journey Network. Delegates are journey owners, in a F500 company often at level 'CHRO minus 2'. The resource commitment is 5 days per person p.a. or less (2 days design thinking workshop, 3 x ½-day virtual update meetings, 1.5 days for preparation). Participation in 2019 is free of charge for companies that are members of the 'Digital HR Program' on 31 Dec 2018.

Journeys per Network:

- *Joining & Onboarding:* I join / I onboard
- *Learning:* I grow my skills
- *Managing my team:* I plan my team / I hire for my team / I set objectives / I manage performance / I resolve team issues / I restructure my team
- *Performing:* I define my objectives / I review my performance
- *Advancing:* I plan my next step / I change locations / I change roles
- *Consuming HR services:* I request info, approval, advice / I inform / I change my data

Kickoff agenda:

- Mission statement of the journey network
- Pre-kickoff survey results on most pressing pain points per journey
- Innovation influx: Research and reference practices of peer companies
- Co-creating innovative solutions per journey (design thinking)
- Updating the journey map template

Kickoff Proposal Journey Networks



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Company name:

Sign-up form for co-creation kickoffs of the 'Digital HR Program' in 2019

Our company signs up for these co-creation activities of the 'Digital HR Program' in 2019:

- Co-Creation 'Skill Platform'** - kickoff meeting on 15 May 2019 in London
Participant 1: _____ Participant 2: _____
- Co-Creation 'Digital EX Listening'** - kickoff meeting on 16 May 2019 in London
Participant 1: _____ Participant 2: _____
- Co-Creation 'D&I Touchpoints'** - exploration workshop (dates/ venue tbd.)
Participant: _____

Sign-up form for 'Journey Networks' kickoffs in 2019

Our company signs up for these Journey Networks in 2019

- Journey Network 'Joining & Onboarding'** - kickoff on 20/21 February 2019 in Hamburg
Participant 1: _____ Participant 2: _____
- Journey Network 'Learning'** - kickoff on 20/21 February 2019 in Hamburg
Participant 1: _____ Participant 2: _____
- Journey Network 'Managing my Team'** - kickoff on 20/21 February 2019 in Hamburg
Participant 1: _____ Participant 2: _____
- Journey Network 'Performing'** - kickoff on 25/26 June 2019 in London
Participant 1: _____ Participant 2: _____
- Journey Network 'Advancing'** - kickoff on 25/26 June 2019 in London
Participant 1: _____ Participant 2: _____
- Journey Network 'Consuming HR Services'** - kickoff on 25/26 June 2019 in London
Participant 1: _____ Participant 2: _____

>>> All further dates will be announced in due course <<<

USE THIS LINK TO SIGN UP ONLINE