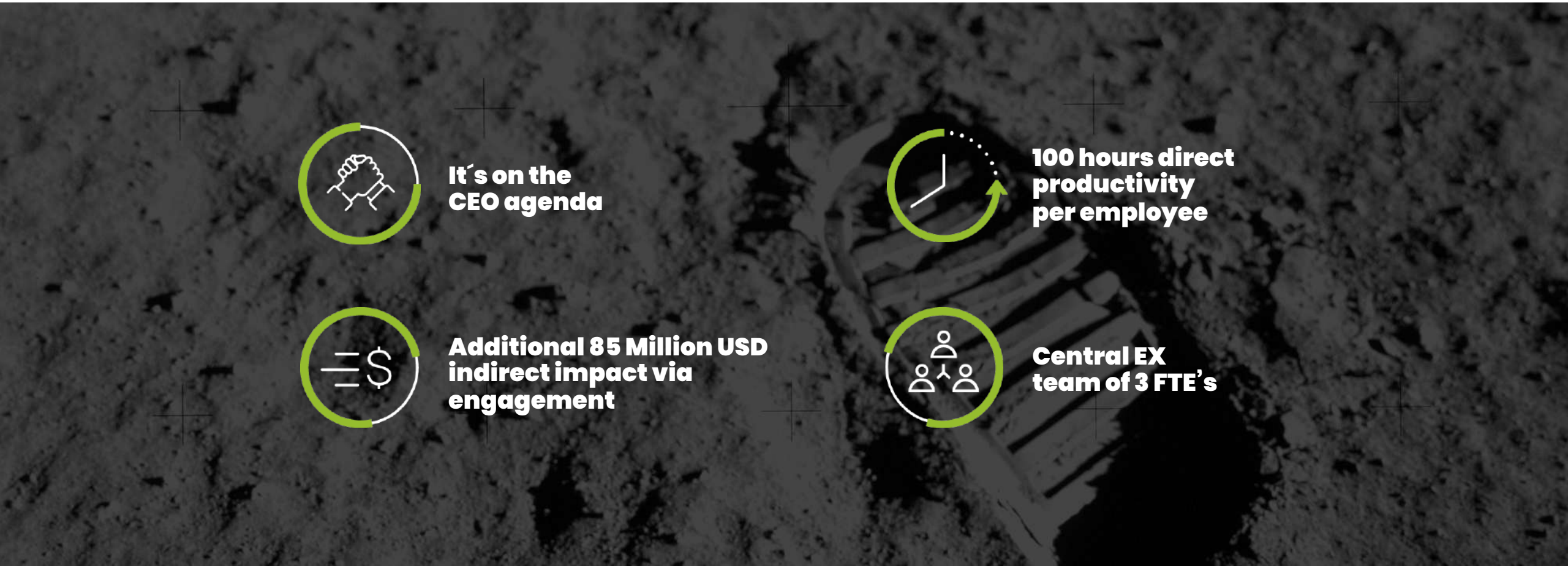
TI people

3... 2... 1...
ON THE LAUNCHPAD
FROM STRATEGY TO EXECUTION

The State of Employee Experience 2019

A MOONSHOT FOR HR

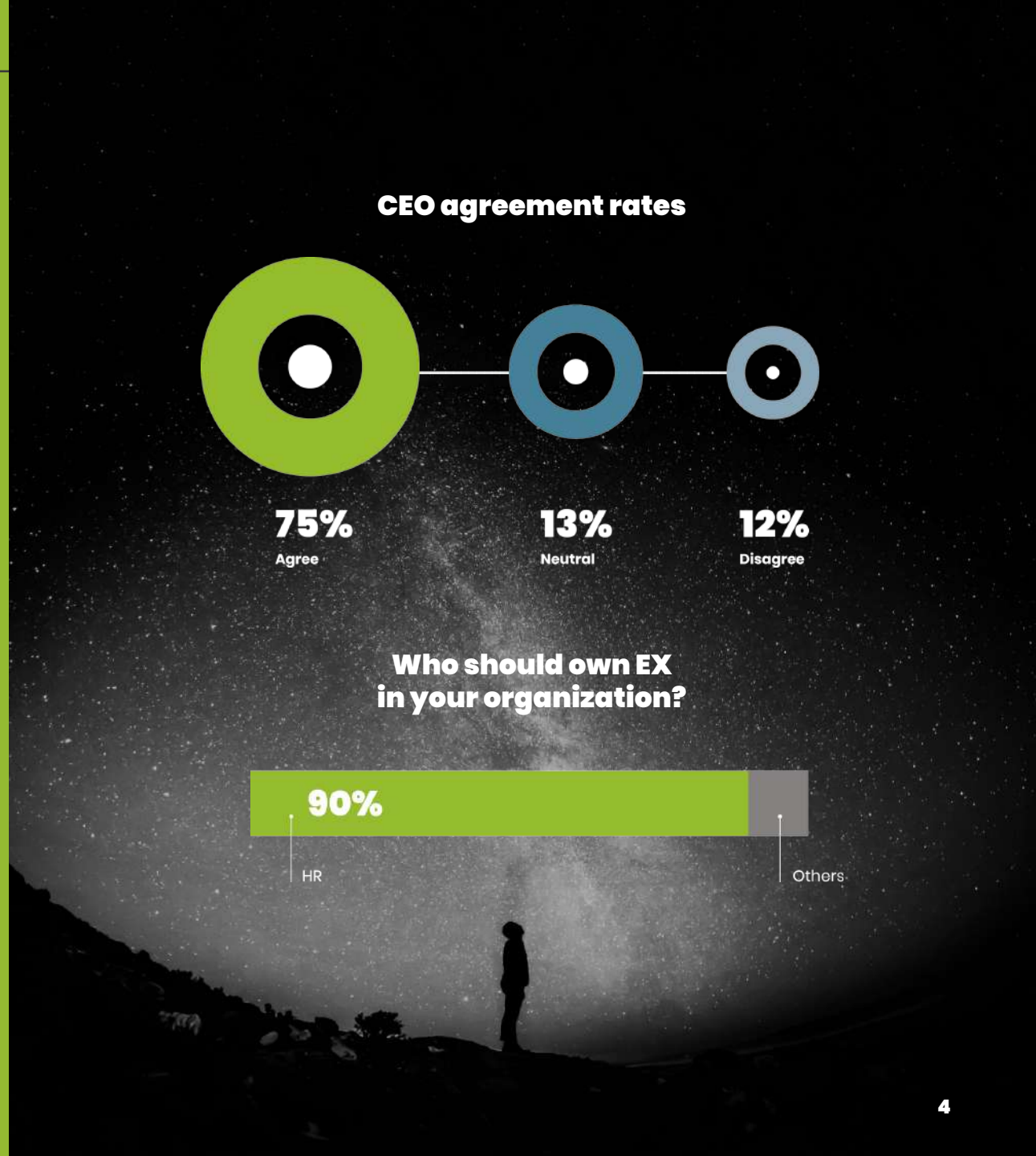



The rocket is planned and built, pointed towards a very ambitious target, and ready to launch.

ON THE CEO AGENDA AND ON THE DESK OF THE CHRO

Customers do not come first. Employees come first. If you take care of your employees, they will take care of your customers.

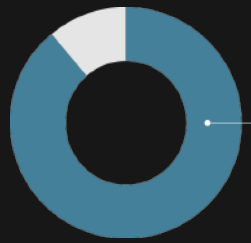
/ Richard Branson



A GROWING CHRO RESPONSABILITY

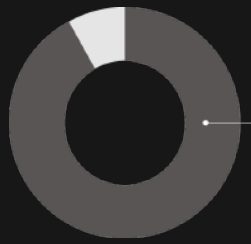
55%

EX is a declared 2019 priority for the CHRO



89%

EX in 2019 is more important than it was in 2017



92%

EX in 2021 will be more important than it is in 2019

Agreement rates by company size

XXL	95%
Average	89%

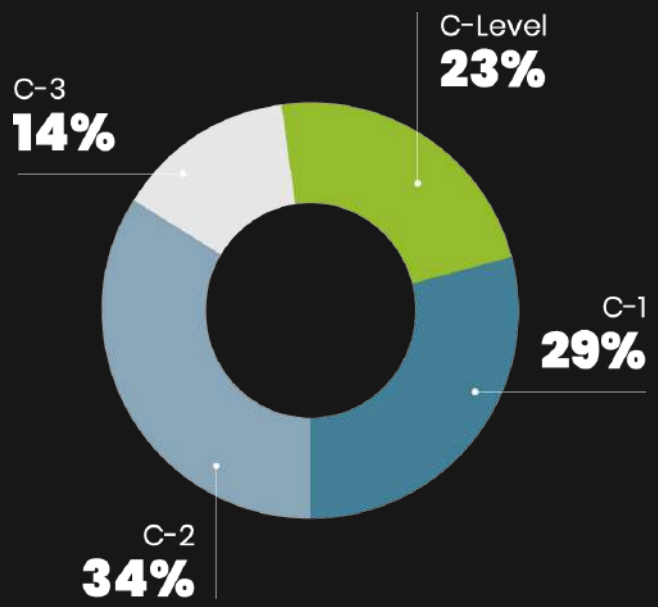
More important than in 2017

XXL	89%
Average	92%

More important in 2021

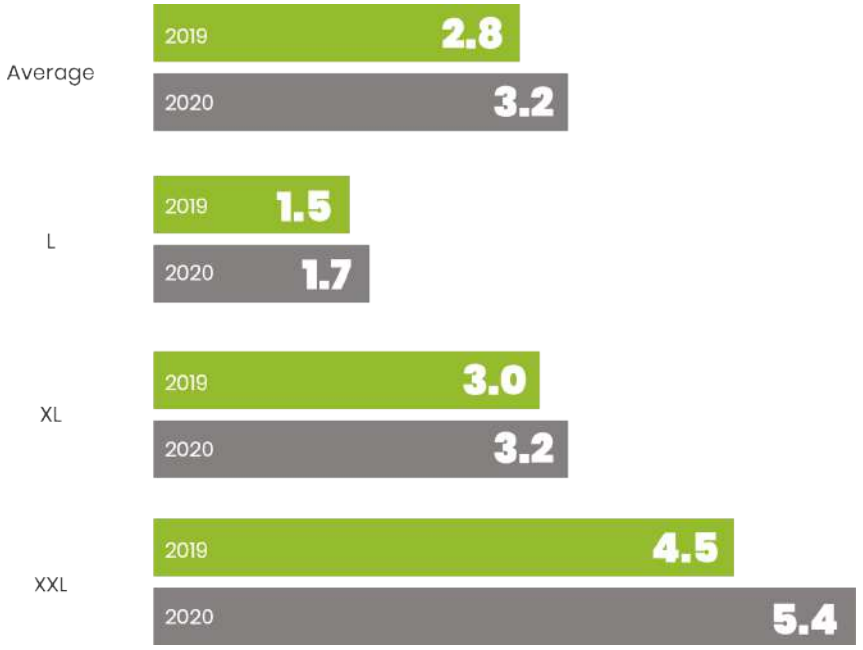
THE CENTRAL EX TEAM

Level of Head of EX



Size of central EX teams

(FTE, per company size, 2019 vs 2020)



Employee experience is the connecting force behind our employment value proposition and our customer value proposition.

CEO of a F500 bank

THE CHRO SCOPE OF EX

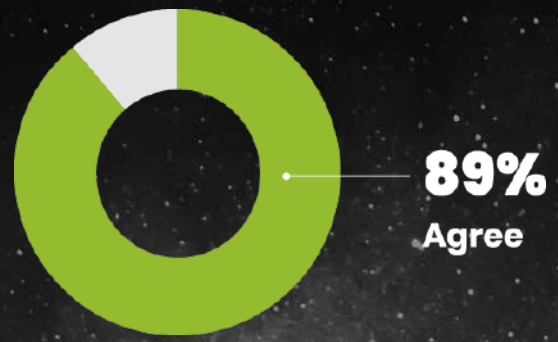
Employee journeys

- I join the company
- I onboard
- I grow my skills
- I define my objectives
- I review my performance
- I change roles
- I change location
- I leave
- I face a life event
- I seek information
- I request approval
- I change my data

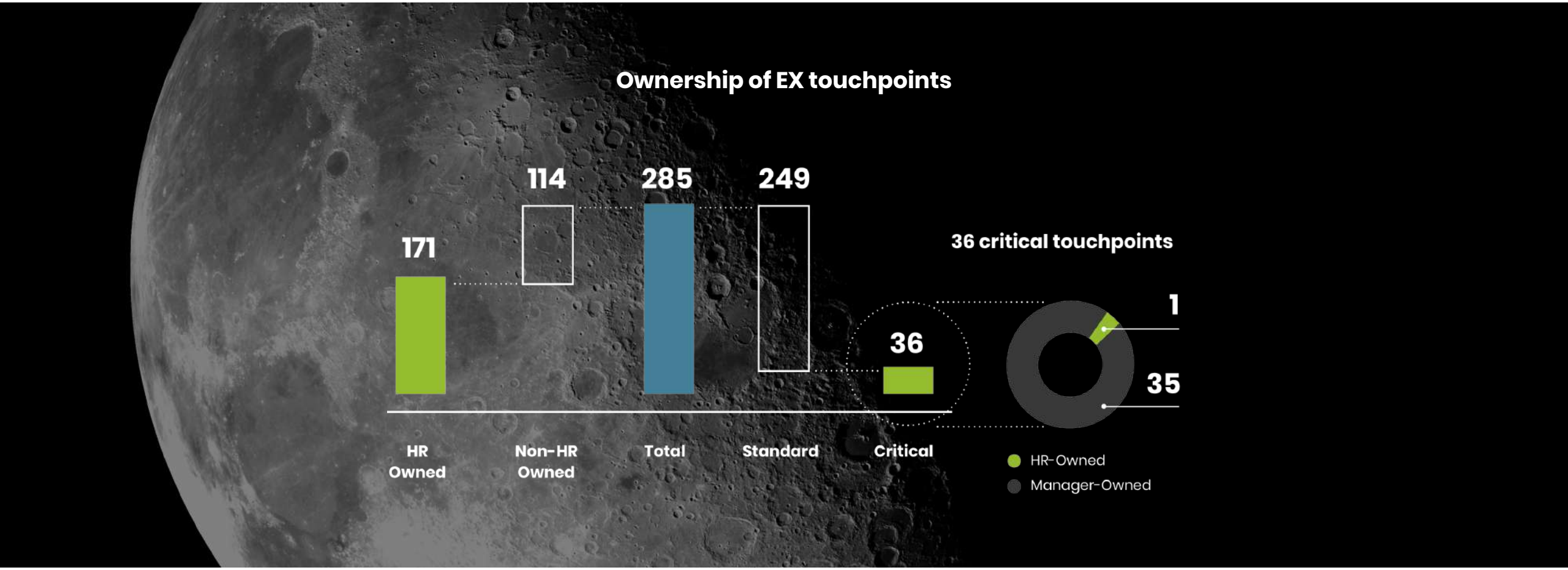
Manager journeys

- I plan my team
- I hire for my team
- I set objectives
- I manage performance
- I resolve team issues
- I restructure my team

EX cuts across internal 'silos' of HR and other support functions



THE MANAGER IT IS!



EX FOR EFFORTLESSNESS

71 Million USD savings per year
(20,000 employees company)

A more effortless experience will give time back to managers and employees

Effortlessness within EX business value tree

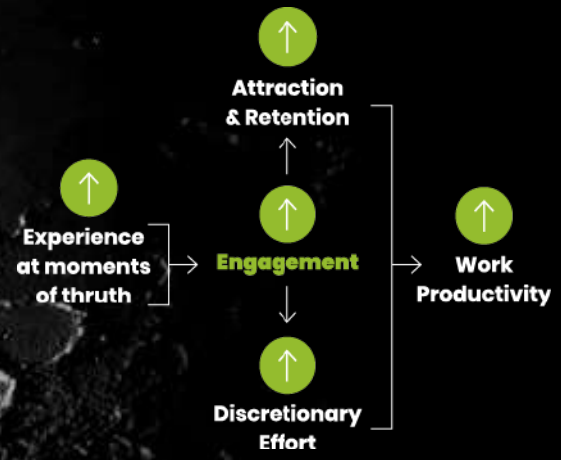
EX FOR MANAGEMENT

85 Million USD savings per year
(20,000 employees company)

EX delivers business value via work productivity, retention, and attraction

Engagement is the result, EX is the cause

Engagement within EX business value tree

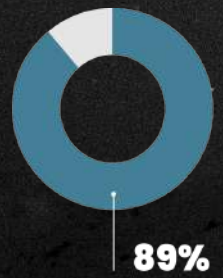


THE EX STRATEGY-TO-EXECUTION GAP

High strategic priorities for HR teams

EX is a declared 2019 priority for the CHRO

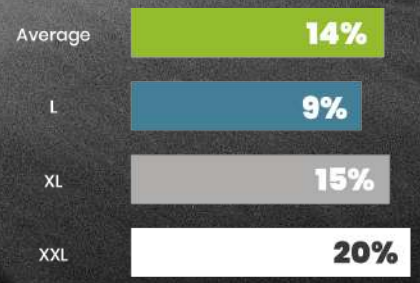
EX in 2019 is more important than it was in 2017



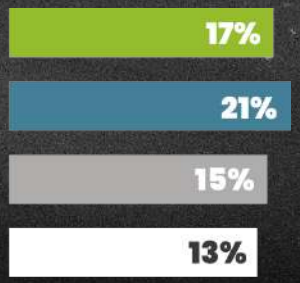
EX in 2021 will be more important than it is in 2019

Lagging readiness to implement

EX roadmap is in place (by size cluster)

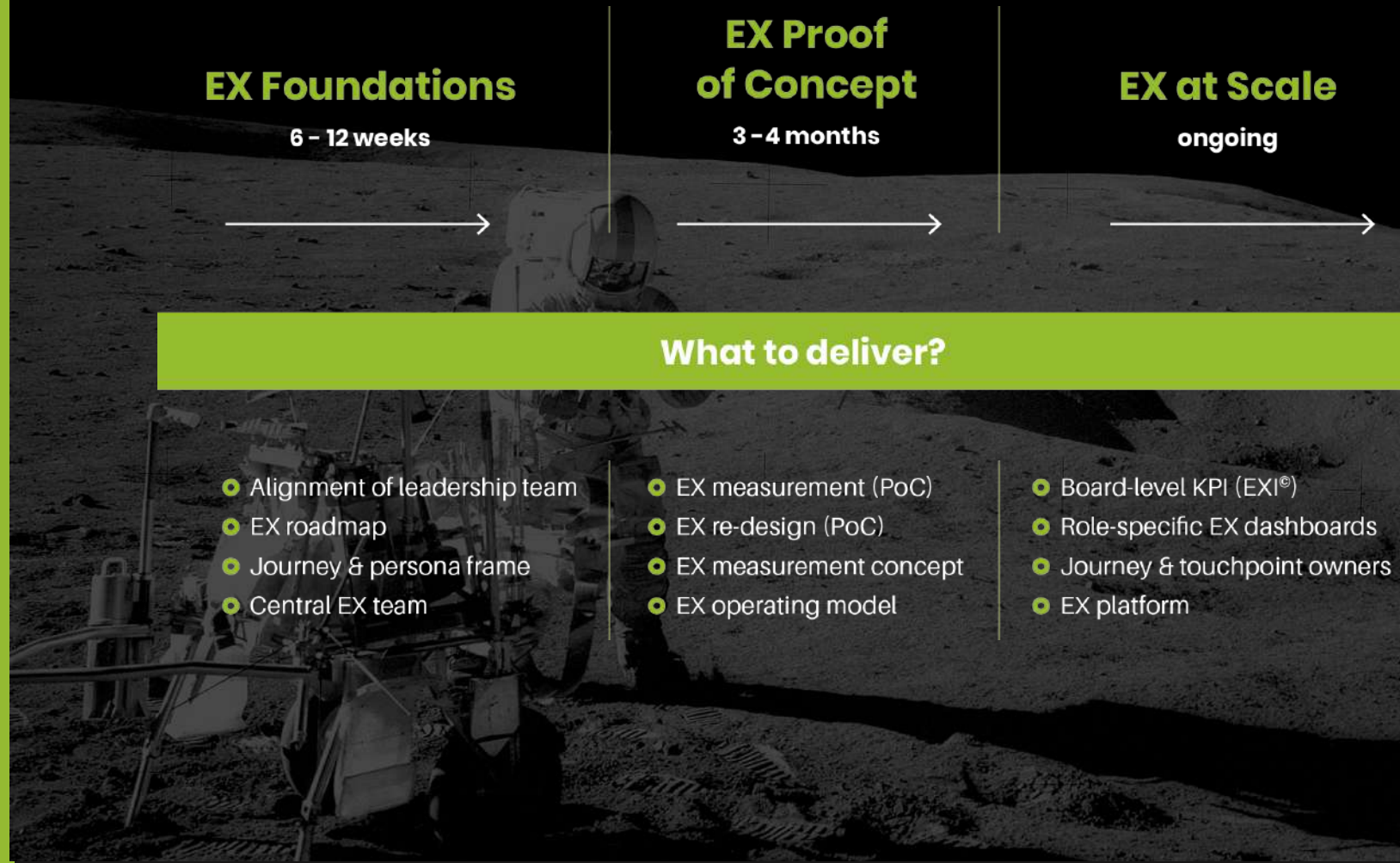


HR leaders can explain business value of EX (by size cluster)



CLOSING THE EX EXECUTION GAP

3 Stages of Implementing EX



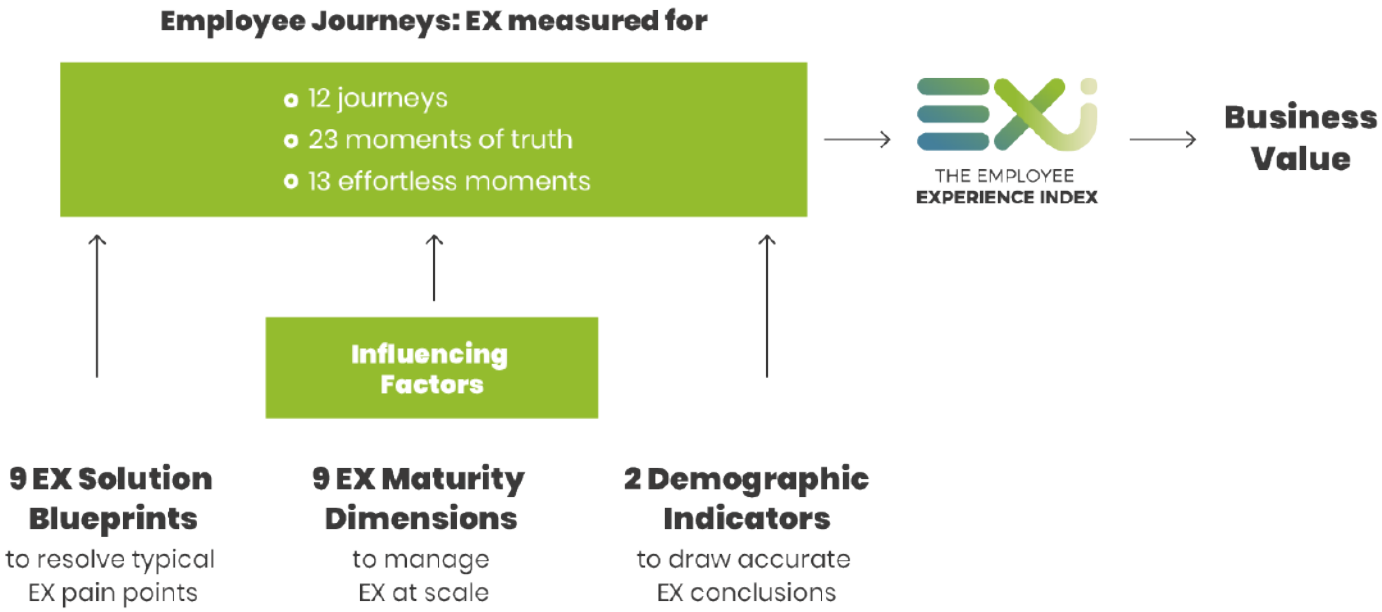
THE EMPLOYEE EXPERIENCE INDEX EXI©

What? EXI is a validated, benchmarked KPI to measure EX

Why? EXI is a systematic explanation of good and bad EX

How? EXI is a network of journey owners co-creating blueprints for better EX

The data universe of EX



TI people

Employee experience **data and solutions to change the design** of employee journeys and touchpoints, the **behavior** of people owning these touchpoints, and the way **technology** supports them.