Employee Experience Methodology: Creating Happy and Engaged Employees Training

Duration: **2 Day**

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Overview

- To introduce participants to the concept and importance of employee experience.
- To teach the fundamental principles and processes of the employee experience methodology.
- To demonstrate methods for measuring, analyzing, and improving employee experience.
- To equip participants with practical skills to enhance employee experience in their own organizations.

Outline

1. Module: Fundamentals of Employee Experience • What is employee experience? • Importance and benefits of employee experience • Factors affecting employee experience • Differences between employee experience and employee satisfaction • Employee experience journey
2. Module: Employee Experience Methodology • Design Thinking approach • Creating employee personas • Mapping the employee journey (Employee Journey Mapping) • Touchpoint Analysis • Data collection and analysis methods
3. Module: Measuring and Improving Employee Experience • Employee experience metrics and KPIs • Employee feedback tools (surveys, focus groups, etc.) • Employee experience analysis techniques • Creating and implementing improvement plans • Managing employee experience projects
4. Module: Employee Experience Applications • Recruitment and onboarding processes • Training and development programs • Performance management and feedback culture • Work environment and technology • Employee recognition and reward programs • Digitalization in employee experience
5. Module: Case Studies and Applications • Successful employee experience examples • Developing employee experience projects within participants' own organizations • Group work and presentations