Employee Journey & the Agile HR

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Talent Attract
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Hello, nice to meet you!

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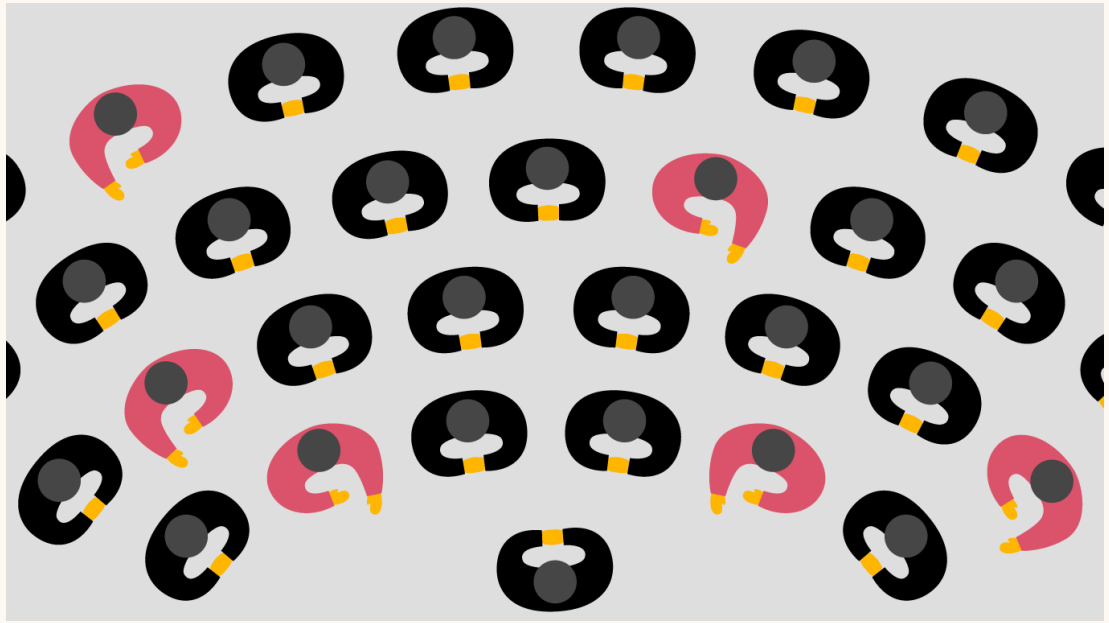
Certified Scrum Professional – SM (Scrum Alliance)
Certified Agile Leader (Scrum Alliance)

Agile Mindset & the value of Customer focus

Customers



Company

“How can I get customers to take what we make?”

Agile Mindset & the value of Customer focus

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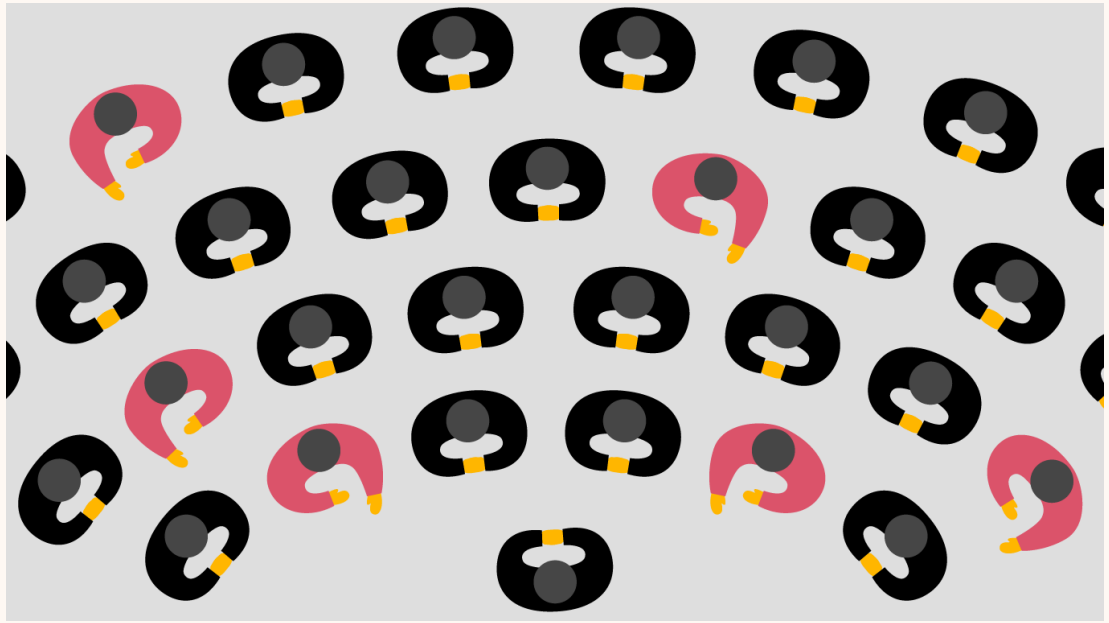

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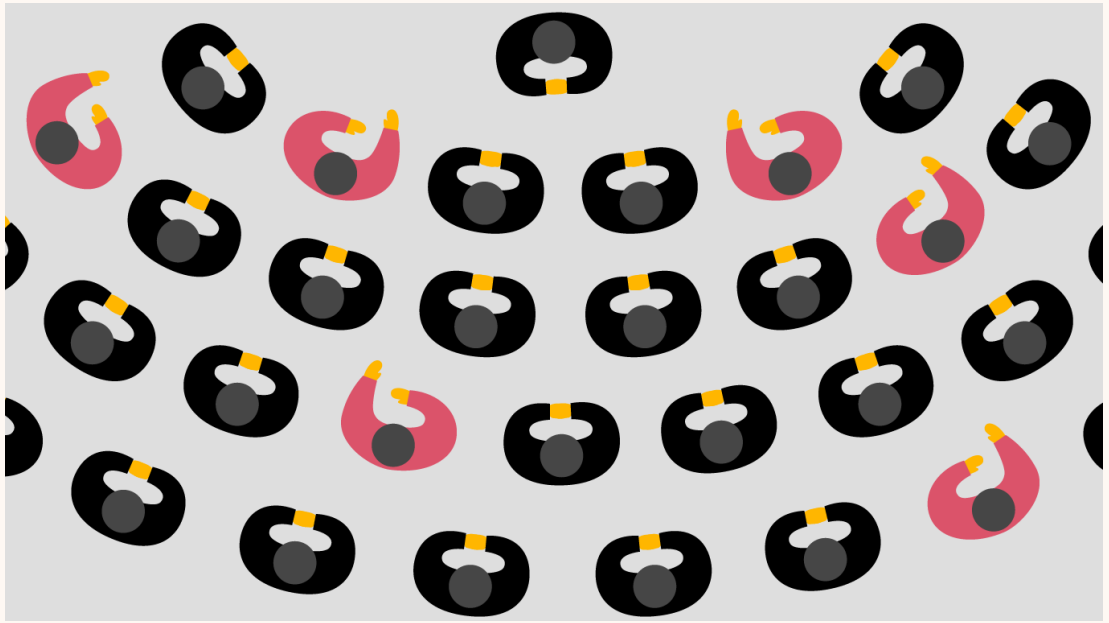


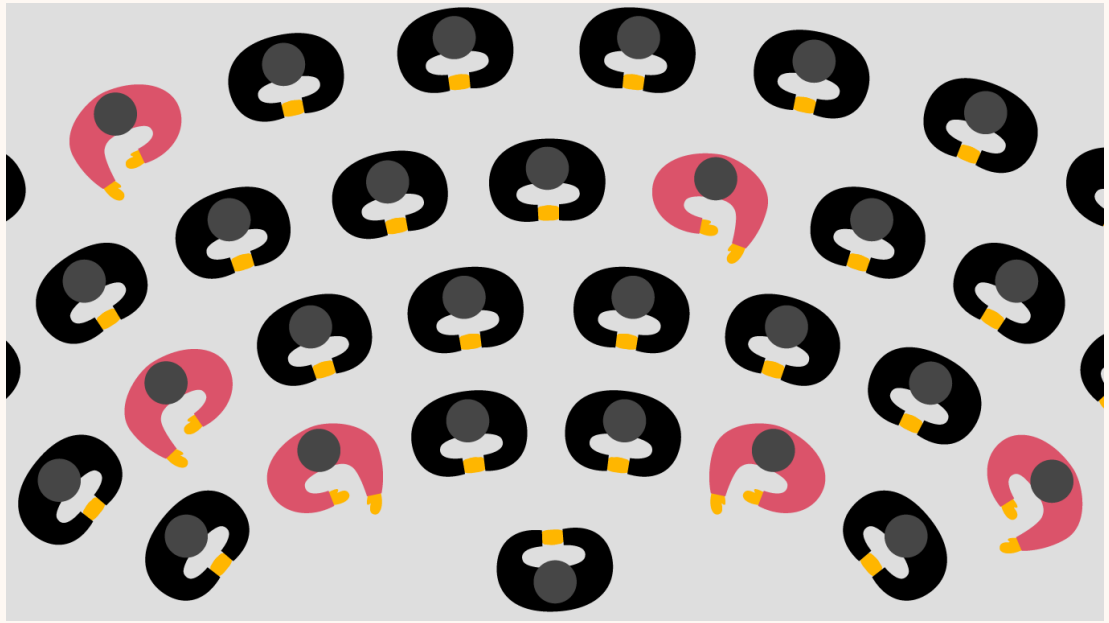
Companies

“What are the unmet needs of the customer that I can find ways to satisfy?”

In attraction of talent, talents are your customers

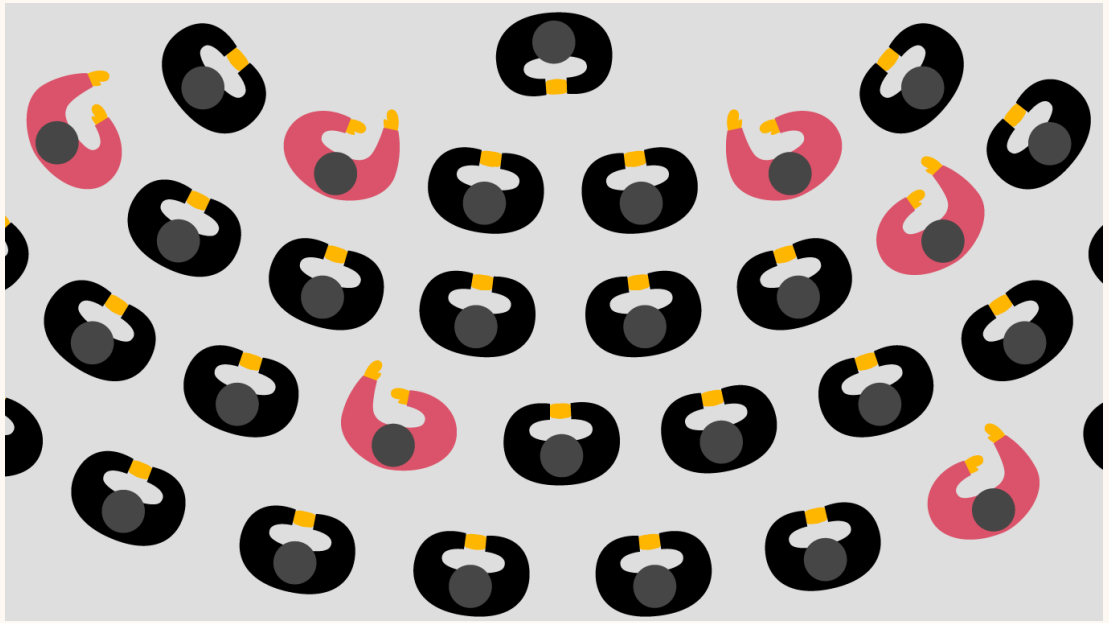
“How can we apply to your company?”

Talents



Company

Talent



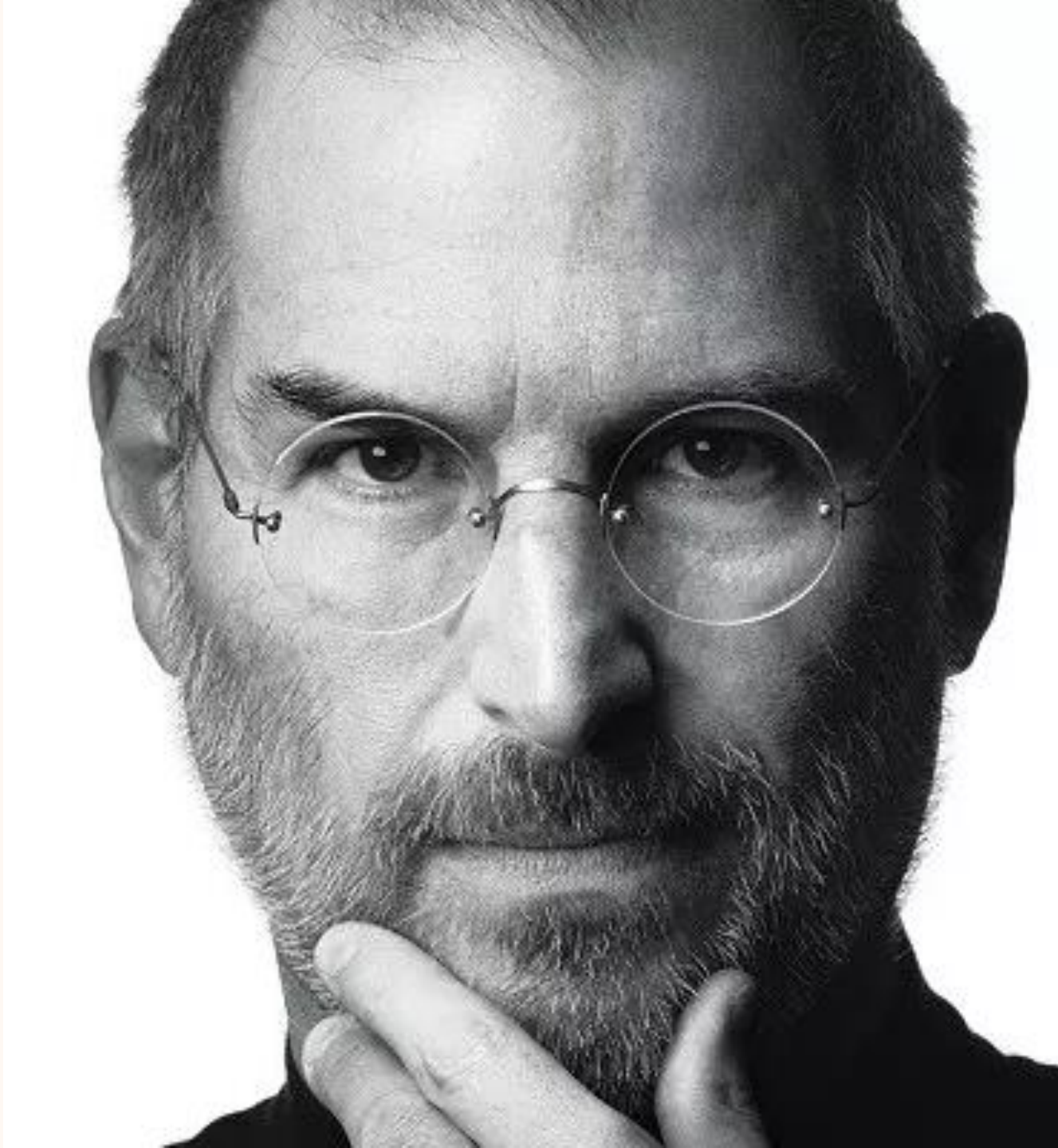
Companies

“What are the values and experience I can offer them to apply my company?”

“

Talents on the market are customers, ‘buying’ your **story**, and **product**.

For HR,
Employee Experience =
Customer Experience.

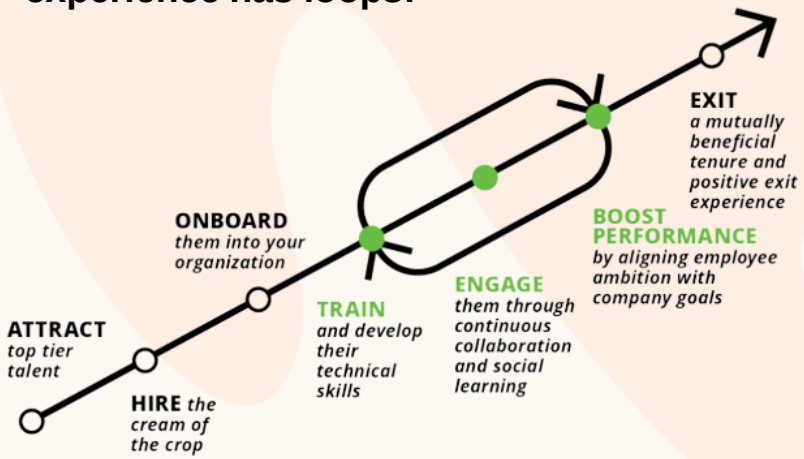


What does it mean for companies? Providing an Employee Experience (EX) goes way beyond just HR Engagement

What Is the Employee Experience?

The employee experience is **the journey an employee takes with your organization**. It includes every interaction that happens along the ‘employee life cycle’, plus the experiences that involve an employee's **role, workspace, management and wellbeing.**

Similar to the CX* framework, employee experience has loops:



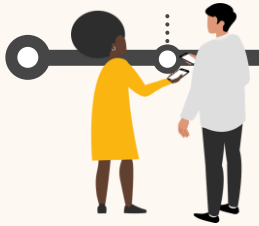
*Customer Experience

Success factors of a good EX:

- consistent throughout the seven critical stages of the employee life cycle
- aligned with your organization's purpose, brand and culture
- supported by strategic workforce planning
- Make the experience count!

So how does an Employee Journey look like?

Attract
Top tier talent.



Hire
The cream of the crop.

Onboard
Them efficiently and comprehensively.

Train
And develop their potential.

Engage
Them through constant collaboration and social learning.

Boost Performance
By aligning employee ambition with company goals.

Exit
With mutually beneficial outcome & positive exit CX.

Employee journey - Attract

Attract

Top tier talent.

- Company Image
- Values & Corporate culture
- Attractiveness
- At arms reach
- Job ad design & content

Employee journey - Hire

- Customer-centric hiring process
- Job fit VS Efficient Process
- Personal & Meaningful
- ‚Selling it right‘

Hire
The cream of the crop

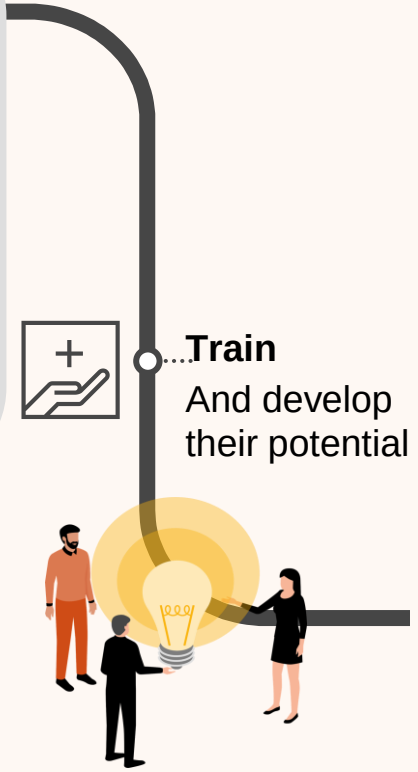
Employee journey - Onboard

Onboard
Them efficiently and comprehensively.

- Well structured
- Comprehensive
- Human-centric
- Team-based

Employee journey - Train

- Learning pathways
- Company incentives
- Part of perfomance goals
- Individual based careers



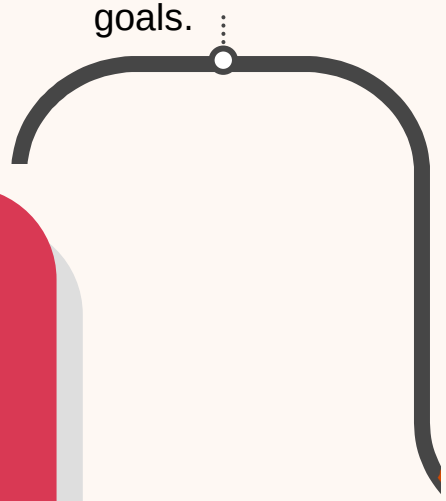
Employee journey - Engage

Engage
Them through constant collaboration and social learning.

- Activities & Team-building
- Great Coach vs Good Manager
- Time to reflect
- Mentorings, Incubators etc..

Employee journey – Perf. Boost

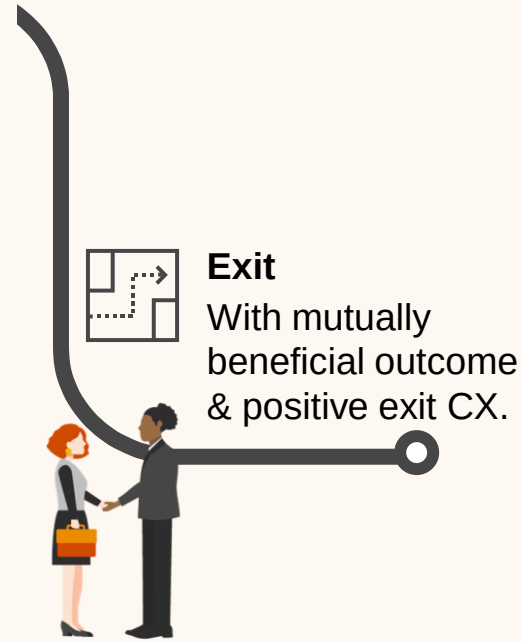
Boost Performance
By aligning employee
ambition with compar
goals.



- Purposeful workplace
- Values and norms are lived
- Collaborative office
- Connex with Vision and Mission

Employee journey - Exit

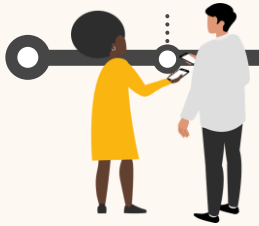
- Understanding and respectful
- Benefitial outcome – that carries good experience on the market
- Alumni as mutual added-value



Exit
With mutually beneficial outcome & positive exit CX.

Your Employee Journey defines your Employee Experience!

Attract
Top tier talent.



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Experience is triggered and based strongly on emotions – they have a huge effect on employees' wellbeing, productivity and loyalty:

Nearly
6 times
More likely to feel engaged

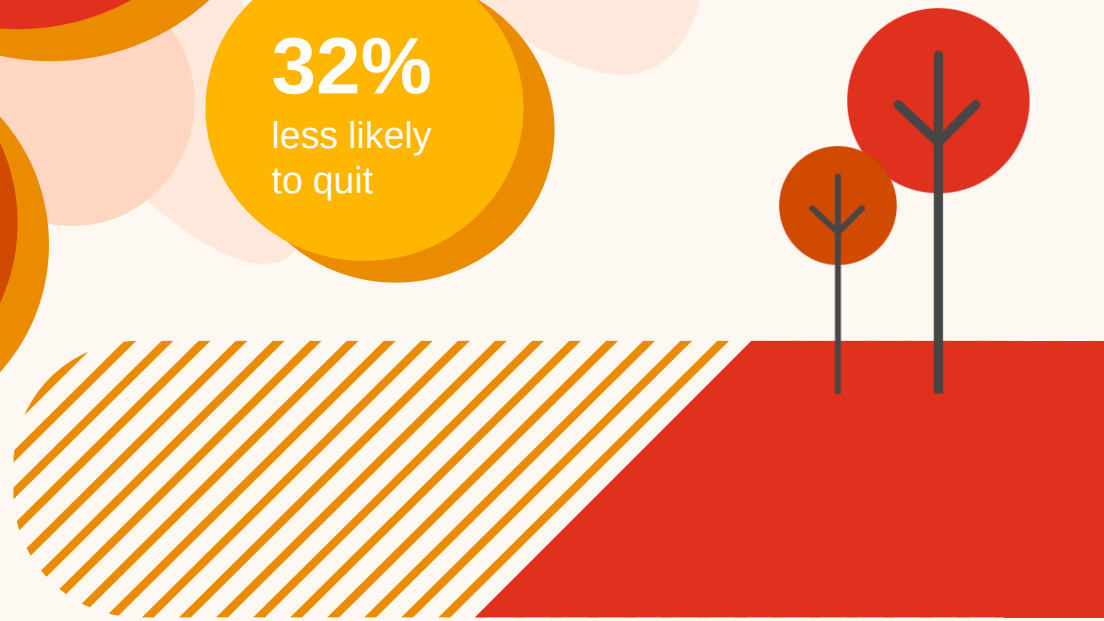
29%
more likely to be more productive

46% less likely to experience unhealthy days

32%
less likely to quit

125%
less likely to burn out

45%
more likely to be satisfied



So, what are the benefits of a good Employee Experience?

Benefits:

- Better talent attracted
- Identification with the workplace
- Happiness
- Better retention rates
- Better employees

How to get there? Make your HR Agile, so u go from HR to Human Capital

Agile HR department

- **Sourcing and onboarding**
  Setting up job descriptions, company image and attractiveness to attract the right talent
- **Lean processes**
  Processes should be customer-centered (and friendly)
- **Roles & Culture**
  Roles fit the needed skills and assignments, talents are working outside their job-silos. HR sets the standards for culture and behaviours
- **Agile Talent & Performance mgmt.**
  Adapt skillsets, value & team-based performance, short and frequent feedback cycles, transparent comp & ben, market-driven talent development
- **New Ways of working**
  Cross-functional, self-organized, feedback-driven, continuous improvement

Agile HR as a driver of change

Be the kickstarter
HR stirs up the awareness raising of Agility

Discover new roles
Fit for purpose-job roles, ambition and talent goes beyond job-roles

Purpose and ambition driver
Ensure that there is a sync between the individual, team and organizational objectives. Drive the ambition

Culture change
Coach, reflect and innovate to foster the change to Agile

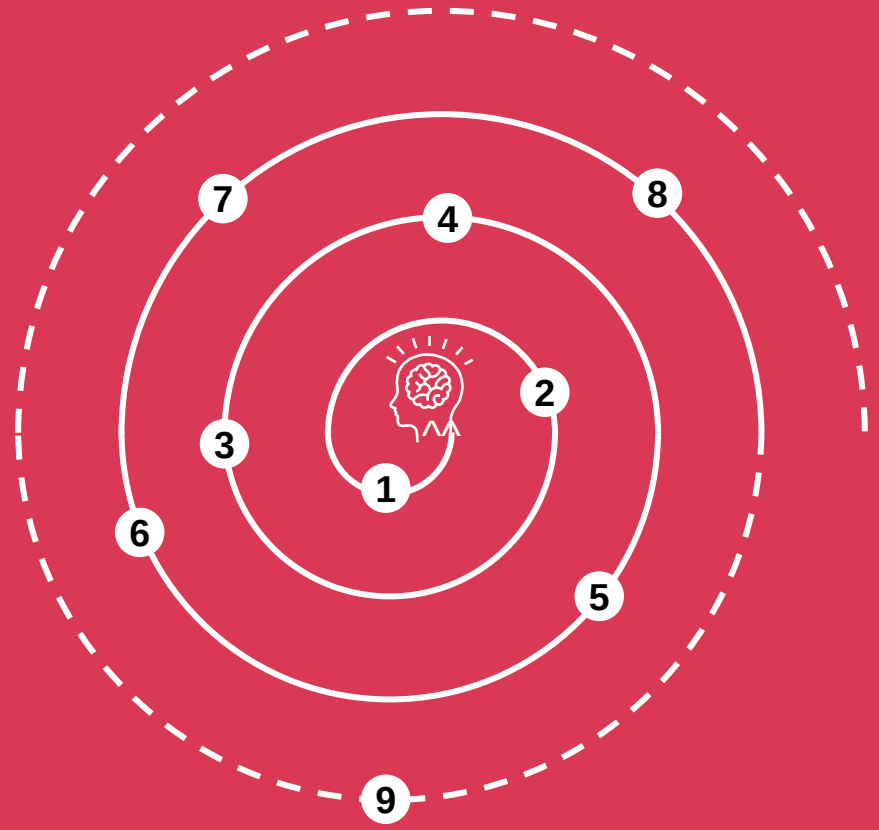
Example – Spotify model
Work organized in cross-functional self-organized teams – focused purely around value creation.

The Agile Mindset enables us to continuously succeed

Spiral of success

An employee with an agile mindset…

1. realises what he/ she is capable of
2. has boosted self-confidence
3. has strengthened poise
4. becomes fearless
5. can assess risks better
6. can assume more responsibility
7. has more freedom
8. has more fun at performing well
9. can achieve more success



Thank You!

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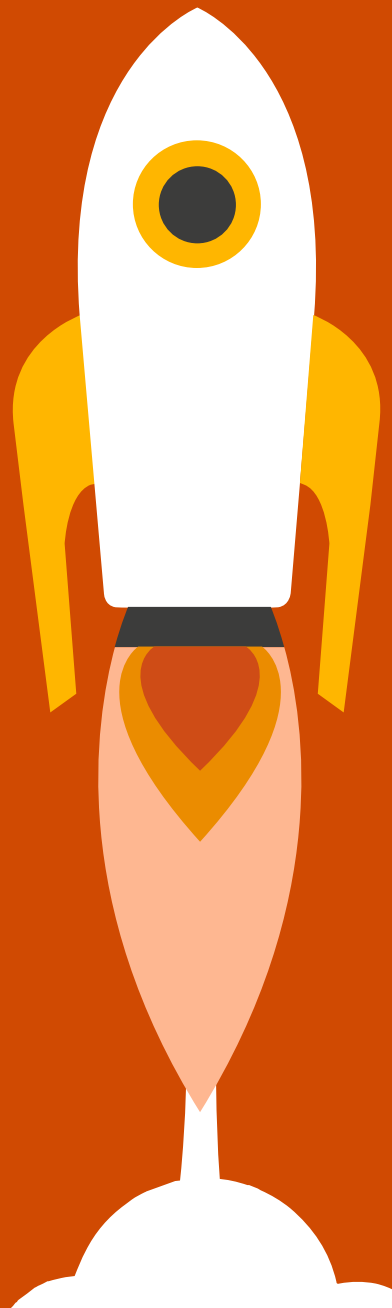

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