



The Employee Experience, *Discovering Everyone's Role In Creating a Fantastic Workplace*

HRLA Dinner Meeting

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Before We Get Started



This may feel like drinking from a fire hydrant



You will be taking in a lot of information

A Meaningful Solution



You'll only need to remember 4 key messages
from my entire presentation

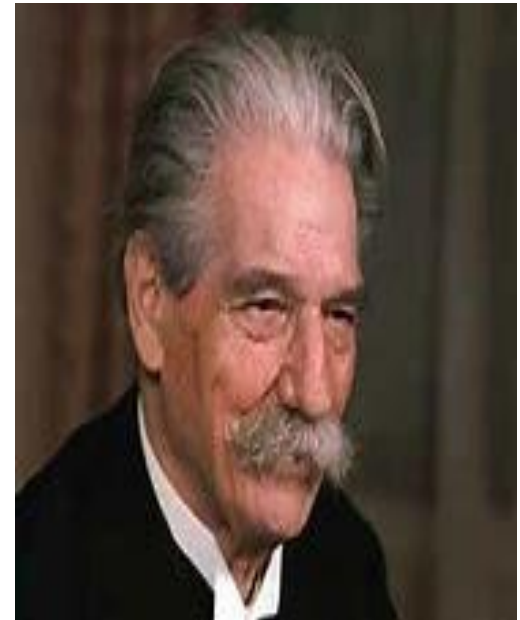


Setting The Stage



**“Example is not the main
thing in influencing others,
it’s the only thing.”**

– Albert Schweitzer





What is your
Definition of a
Fantastic
Workplace?



What role can
you play in
creating a
Fantastic
Workplace?



From your perspective, what are the barriers to a fantastic workplace?

How can you overcome these barriers?

What's the cost of not trying?



Creating Another Context

A Gentle Reminder



Workplace Behavioral Choices

Victim



Critic



Bystander



Navigator



Disclaimer: These behaviors are not age specific, only the pictures are

Creating A Framework of Understanding



Navigating = Being the best that I can be in all of my roles, being a positive role model, personal accountability

Personal Accountability = Doing more than is expected of me well and with a good attitude, owning my happiness and my success



Workplace behavior is a choice



Choose to Navigate



What is the Employee Experience?

“A positive, powerful and ultimately, human experience in which employees are able to invest more of their whole selves into the workplace”

“A set of perceptions that employees have about their experiences at work in response to their interactions with the organization”

Source: IBM Smarter Workforce Institute and Globoforce's WorkHuman® Research Institute 2018



The Employee Experience Index®

By IBM Smarter Workforce Institute and Globoforce's WorkHuman Institute 2018

- 23,000 employees in 45 countries
- Five (5) Key Dimensions
- Seven (7) Key Drivers
- Three (3) Key Outcomes

The 5 Key Dimensions



1. **Belonging** — feeling part of a team, group, or organization
2. **Purpose** — understanding why one's work matters
3. **Achievement** — a sense of accomplishment in the work
4. **Happiness** — the pleasant feeling arising in and around work
5. **Vigor** — the presence of energy, enthusiasm and excitement at work

The 7 Key Drivers



- 1. Leadership actions and behavior**
- 2. Organizational trust**
- 3. Coworker relationships**
- 4. Meaningful work**
- 5. Recognition, feedback and growth**
- 6. Empowerment and voice**
- 7. Work-life balance**

The 3 Key Outcomes



1. **Work performance**
2. **Discretionary effort**
3. **Retention**

Bonus questions:

- What does the Employee Experience mean in your organization?
- What role do all leaders play in the Employee Experience equation?
- What impact do your Onboarding efforts play in the Employee Experience?

Something Else To Consider



**“Very great change starts
from very small conversations,
held among people who care.”**

- Margaret Wheatley



Self-Reflection Questions:



- Who in my organization will be the biggest champion of improving our Employee Experience?
- What's the cost of not initiating this conversation?



Something To Consider



- “Studies show that roughly 33 percent of employees decide to stay onboard with an organization or jump ship within their first 30 days of employment.”
- “Nearly 89 percent of new hires said that they wanted to meet with their new manager on the first day of employment, while 83 percent said they had the expectation of being introduced to colleagues on their first day in order to start off on a positive note.”

Sources: HRDrive.com and Inc. Magazine

10 Onboarding Strategies That Work



1. Reach Out to the New Hire Before Their Start Date
2. Make Their First Day Memorable
3. Keep Their Schedule Tightly Structured (at Least to Start)
4. Form a Cross-Departmental Onboarding Team
5. Spread Out the Paperwork
6. Get the Whole Company Involved
7. Set Expectations Early and Often
8. Allow New Hires to Give Their Own Feedback
9. Communicate the Culture Early and Often
10. Don't Expect New Hires to Hit the Ground Running



- What onboarding strategies have you used that have had a positive impact on the Employee Experience?
- Have you encountered any obstacles with the onboarding process?
 - If so, what were they and how did you overcome them?

Bonus Question: What role does employee attitude play in the success of the onboarding effort and overall Employee Experience?



**“Ability is what you’re
capable of doing.**

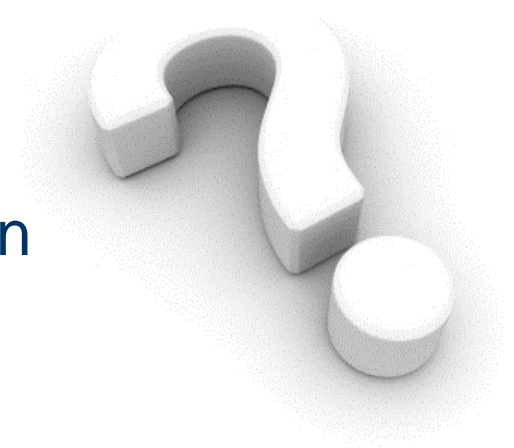
**Motivation determines
what you do. Attitude
determines how well
you do it.” – Lou Holtz**



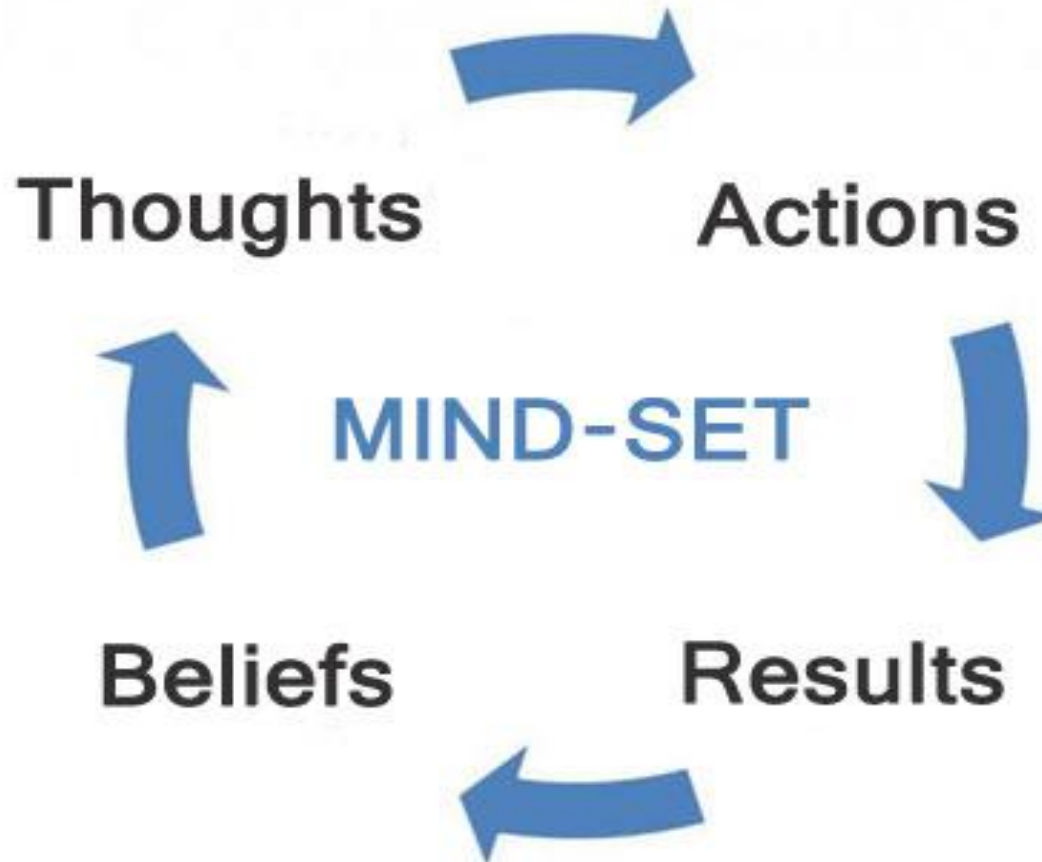
Gaining Your Perspective



- What are some examples of negative attitudes that you might hear or observe in any workplace in 2019?
- What are some examples of positive attitudes that you might hear or observe in any workplace today?
- In 10 words or less, please describe what it feels like to be on the receiving end of both scenarios



Exploring The Attitude Cycle



Something To Consider



Your
Attitude
is like a price tag,
it shows how
valuable
you are



Attitude Really Is Everything



According to our
alphabet system, if you
assign a numerical
value to each letter (1-
26), attitude will equal

100%

A	=	1
T	=	20
T	=	20
I	=	9
T	=	20
U	=	21
D	=	4
E	=	5
<hr/>		
ATTITUDE	=	100



Your Attitude is a choice



Choose to be a leader / role model

Our Shared Reality



- On average, we all have somewhere between 35,000 and 50,000 thoughts per day
- On average, 80% of our daily thoughts are recycled from yesterday
- On average, somewhere around 50% of our daily recycled thoughts have the potential to be negative
- Each of us has the power to manage our thoughts and choose our attitude

Source: National Science Foundation

Recognizing The Cycle



When we become heavily invested in negative thoughts, we tend to act in ways that make our false assumptions seem real.

The 21 Day Challenge



- Examine and challenge your negative self-talk
- Give yourself permission to change the channel
- Focus on your influence and the opportunity it presents
- Choose to Navigate 5% more often
- Calibrate your compass every morning

What you think, you become

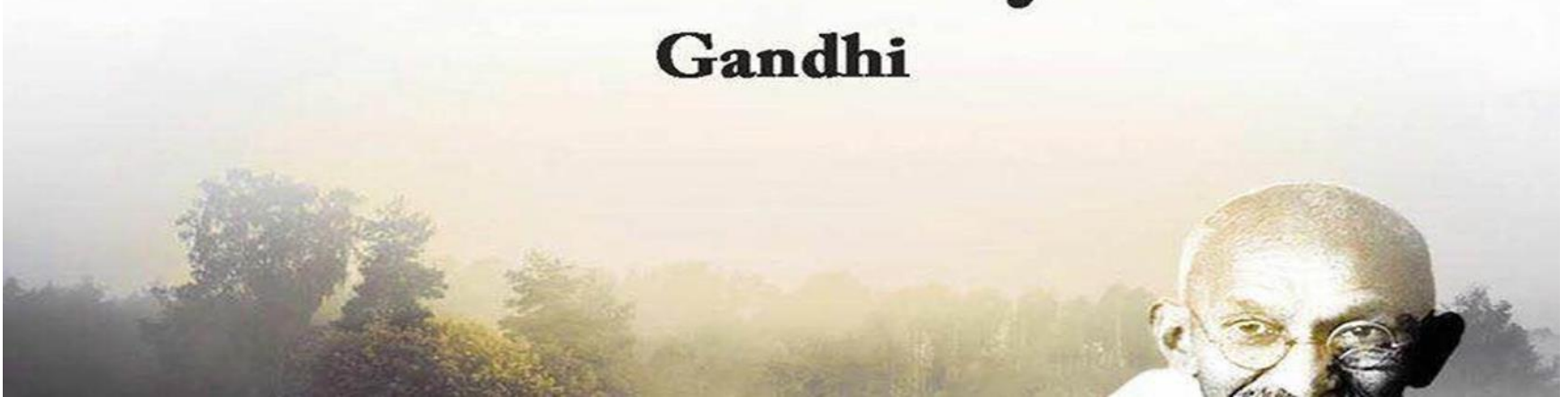
What you feel, you attract

What you imagine, you create



**I will not let anyone
walk through my mind
with their dirty feet.**

Gandhi





Everyone plays a role in the quality of the Employee Experience



Not just HR

The 24 Hour Challenge



Your Input Please

What is one thing you can do tomorrow to apply today's lessons, insights and reminders?



More Food For Thought



Watch your thoughts,
they become words

Watch your words,
they become actions

Watch your actions,
they become your reputation



You are the Chief Architect and Sculptor of the Employee Experience



It starts with you