





HEAD OF EX STRATEGY SOLUTIONS EMEA QUALTRICS

## Sally Winston



VP, HR ADVISORY & DIGITAL TRANSFORMATION SAP SUCCESSFACTORS

## Mike Theaker

"In a world where money is no longer the primary motivating factor for employees...

EMPLOYEE EXPERIENCE IS THE MOST PROMISING COMPETITIVE ADVANTAGE that organisations can create."

JACOB MORGAN, AUTHOR OF 'THE EMPLOYEE EXPERIENCE ADVANTAGE'



## The business context is changing

Businesses are reinventing themselves

Relentless cost pressure

The technologyrace

We're not fast enough

Money is no longer enough

Personal doesn't mean human

qualtrics

## We are at a significant turning point

"

The companies who start to think about every **EMPLOYEE AS A CUSTOMER** will be the ones who win...

### qualtrics

- Digital channels are the dominant ways people interact with companies

People expect great experiences in every interaction...and don't have to stay if they don't get it

Data insight allows for highly personalised experiences

## The rise of the digital experience

"

Digital is **something you are**, not just something you do...It's about how you **think,** how you **behave**, what you **value**, and what **drives decisions** in your organisation.

### qualtrics

- Understand what changes are taking place in the work and home environment
- Put users at the heart of the organisation
- A bold, open, curious leadership culture
- Implement highly-agile technology, data and processes that serve the organisation's goals





#### **Planning**

#### **Workforce Planning**

Organisation generates a plan by modelling the demand for talent



Individual project planners identify needs



#### Staffing



Search for existing resources with the required skills



#### **Recruit New Hires**

Open requisitions, find candidates, make offers



#### Source Contingent Workers

Open reqs, create PO, work with Suppliers

#### **Onboarding**

Complete paperwork, receive equipment, take training, meet team members, etc.



Submit and approve timesheets



Provide feedback and complete ongoing skills assessments



Deliver ongoing training and development



Monitor
deliverables,
costs and
margins Close
quarter end

#### **Paying**

Pay internal employees via Payroll



Process invoices from Suppliers for contingent workers

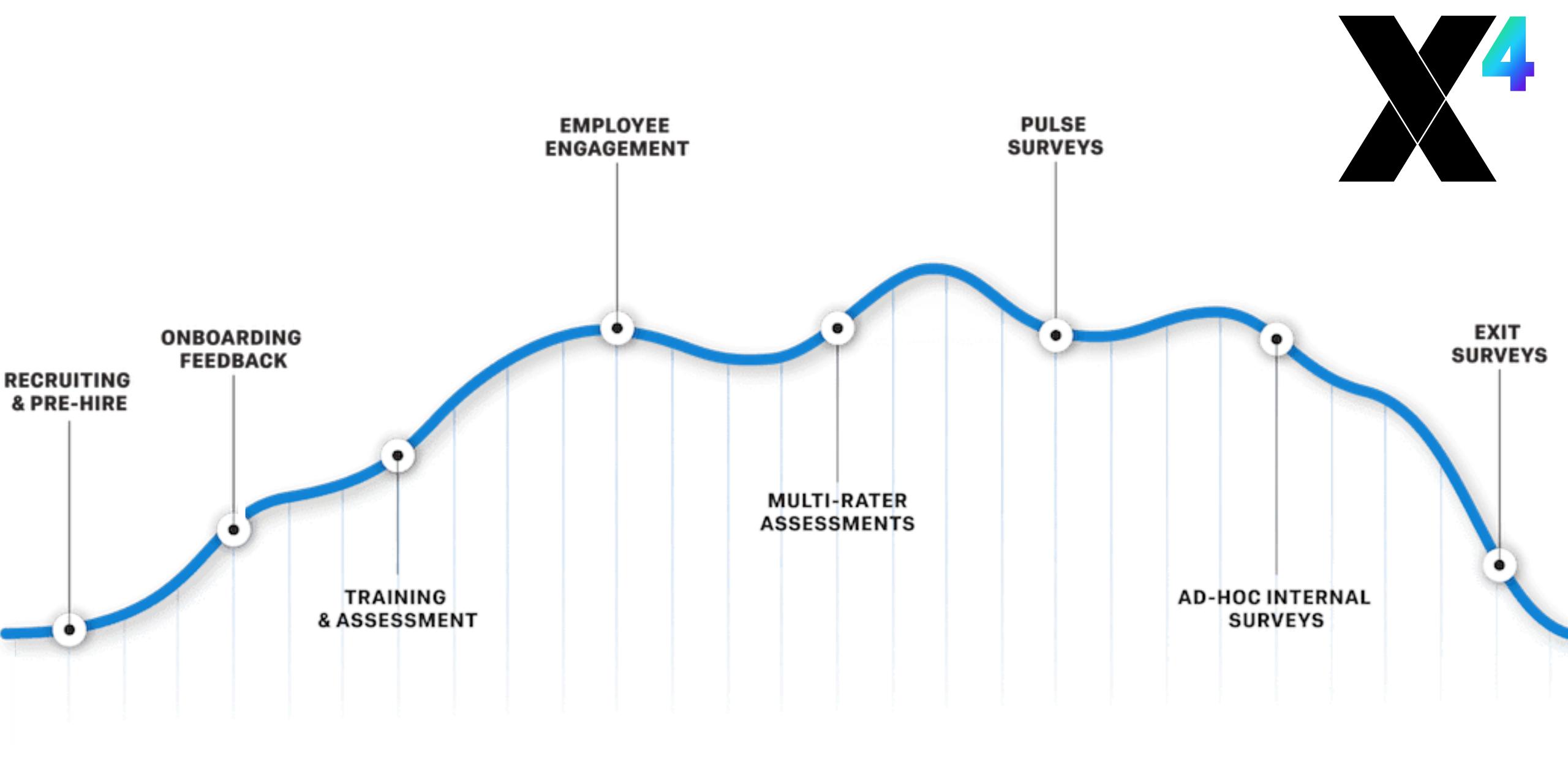
#### Closing

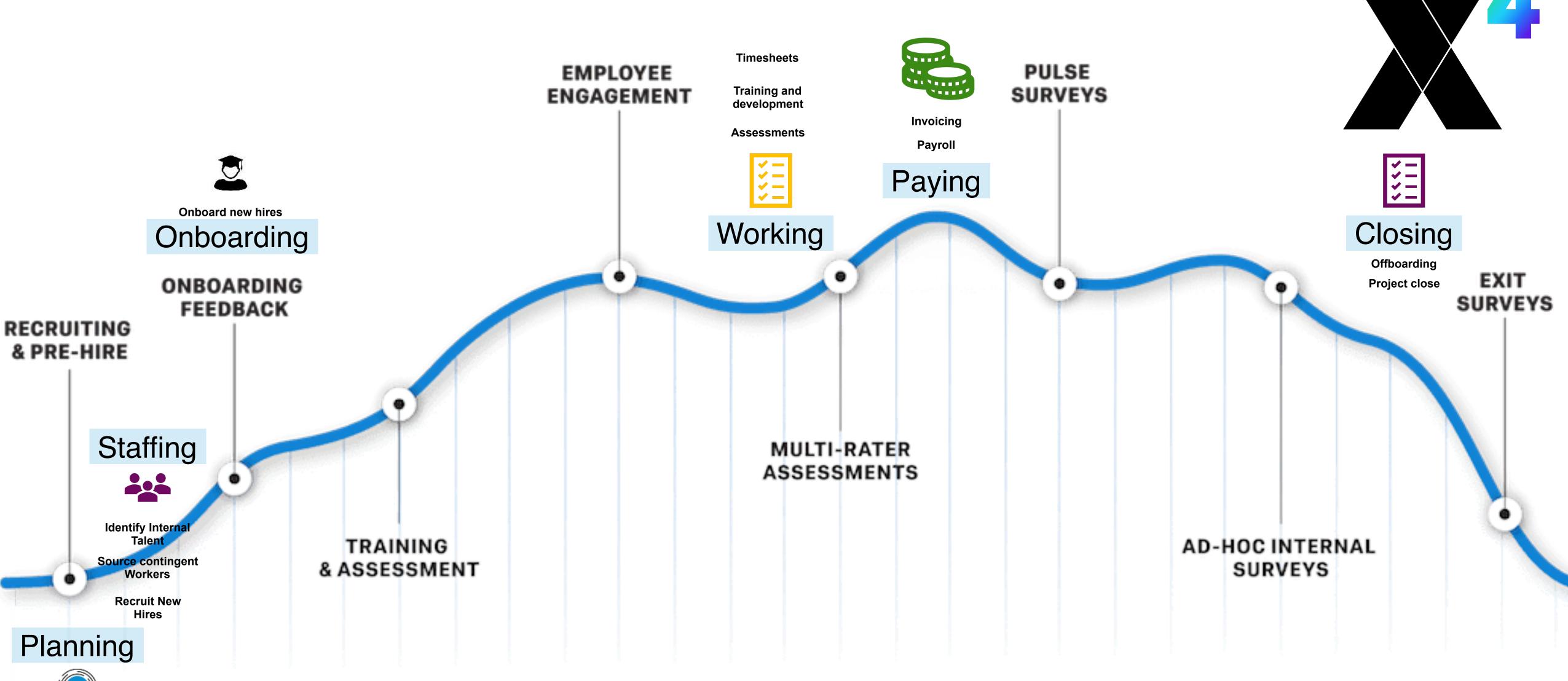
Working



Submit final time and expenses and Close Project

Offboard internal and external resources





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**Workforce Planning** 

Project Planning

The most popular frequency for being surveyed for feedback

Employees who say their employer acts on feedback are

# 4XMORE LIKELY

to stay with the company than employees who don't think their feedback changes anything

of CHROs say employee experience is a top 3 priority in 2019

## HOW DO YOU MAKE THIS A REALITY?

## Think people first, measurement second



Merge X+O data



## Focus and act on the things that matter

## Start anywhere, then go everywhere





HEAD OF CULTURE & ENGAGEMENT I HR BARCLAYS

## Laura Farrelly



HEAD OF ENGAGEMENT THREE

## Simon Daly