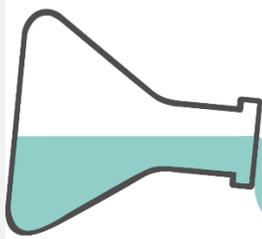


IMPROVING THE EMPLOYEE EXPERIENCE THROUGH DATA

Étienne Laliberté

HR Innovation

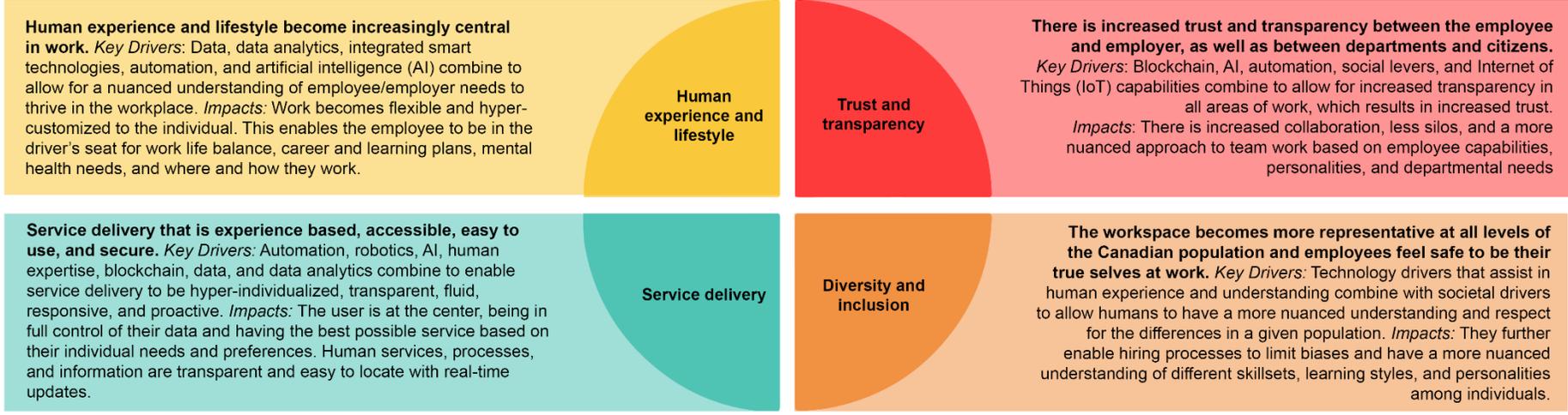


Innovation en ressources humaines

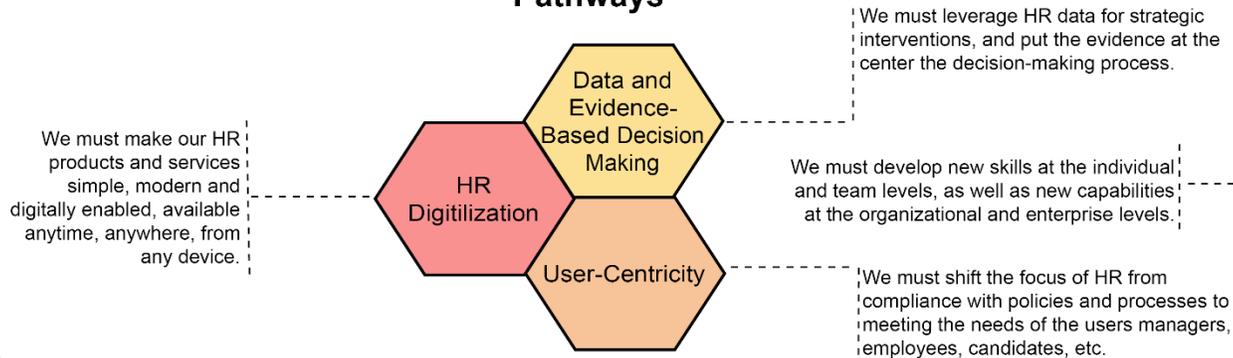
Human Resources Innovation

HR
2030

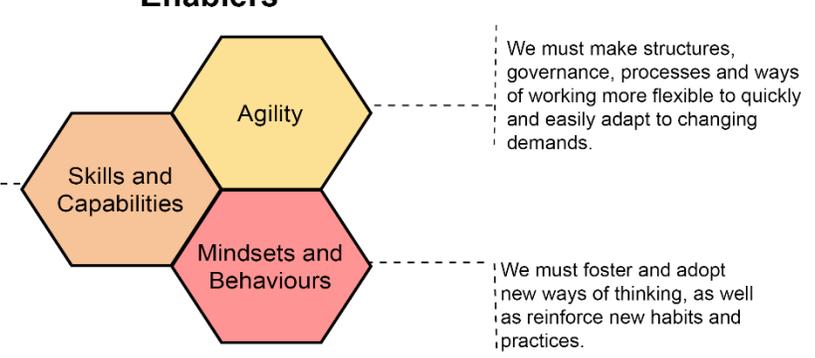
Preferred Future



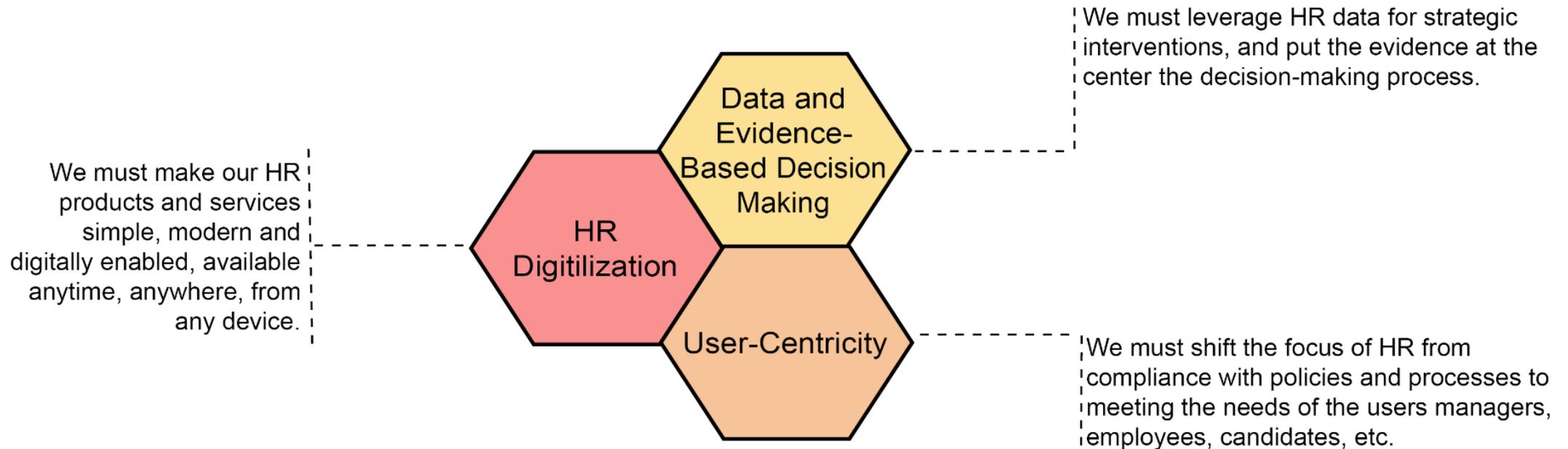
Pathways



Enablers



THREE PATHWAYS TO IMPROVE THE EMPLOYEE EXPERIENCE



HR PROCESSES FRAUGHT WITH FRICTION, AND PAIN ARE AN OPPORTUNITY

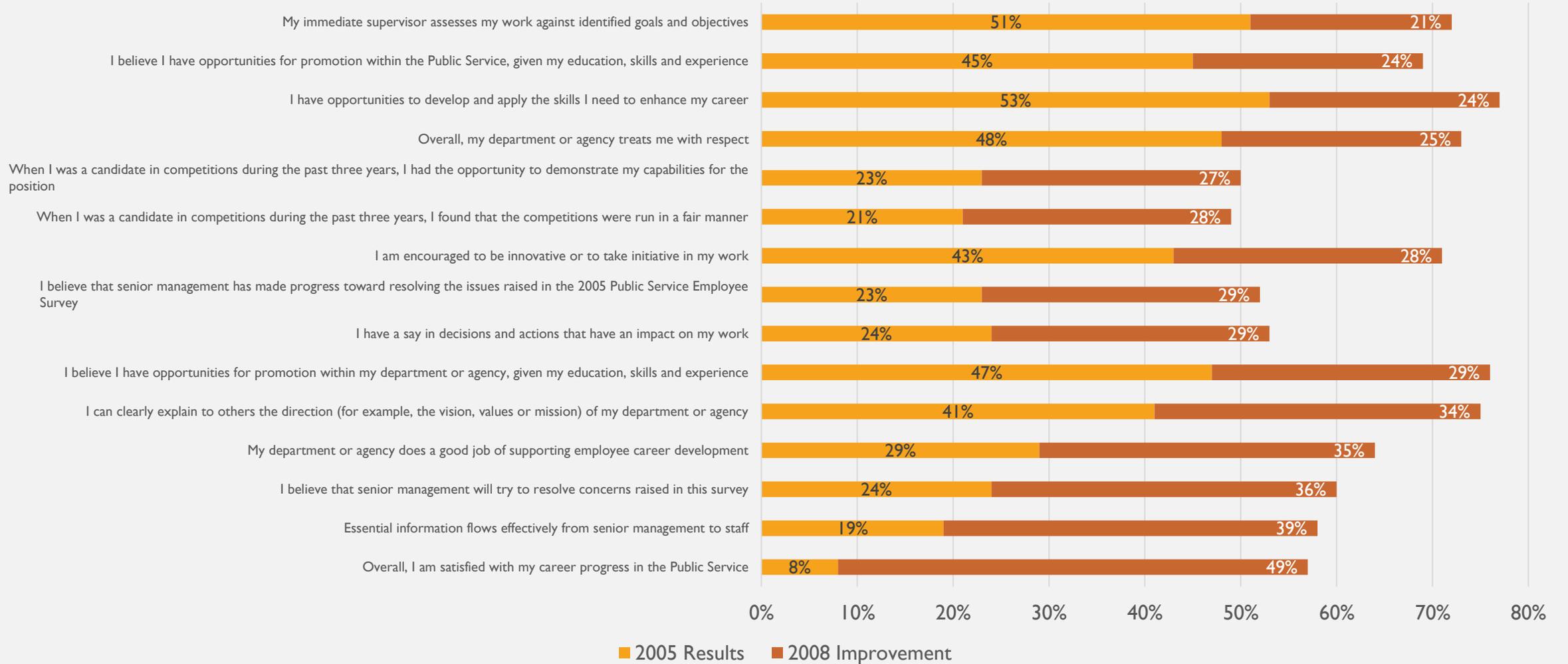
- Recruitment and staffing (candidate experience)
- Pre-onboarding and onboarding (new employee experience)
- Performance management
- Pay and compensation

DESIGNING THE EMPLOYEE EXPERIENCE FOR TRUST AND INCLUSION: SIMPLE PRACTICES

- Staffing
- Onboarding
- Communications from senior management
- Performance management



Top Improvements on the Public Service Employee Survey Indicators from 2005 to 2008



SURVEYS: A GOLDMINE OF INFORMATION (THAT IS SUB-OPTIMALLY USED)

- Beyond reporting: can serve both as a baseline for future improvements and help identify where to intervene to have the most impact
- Opportunities for much more advanced analytics (e.g. correlations, multivariate analysis, etc.) – but departments and agencies must have access to the raw data
- Data and insights must be shared with the people who can directly influence and shape the employee experience, i.e. line managers and team leaders
- There is no such thing as “survey fatigue” (when you act on it and fix the issues raised by employees!)

GET IN TOUCH / FOLLOW ME

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- Twitter: <https://twitter.com/EtiennLaliberte>
- YouTube: <https://www.youtube.com/channel/UCxi9DOwcEkXjq6hpngbKwSw>
 - HR Innovation “à la carte” series: Human Resources in 2030
 - Here’s My Take S01 (aka “50 ideas to improve staffing and recruitment in the PS”)
 - Fed Talk 2019...