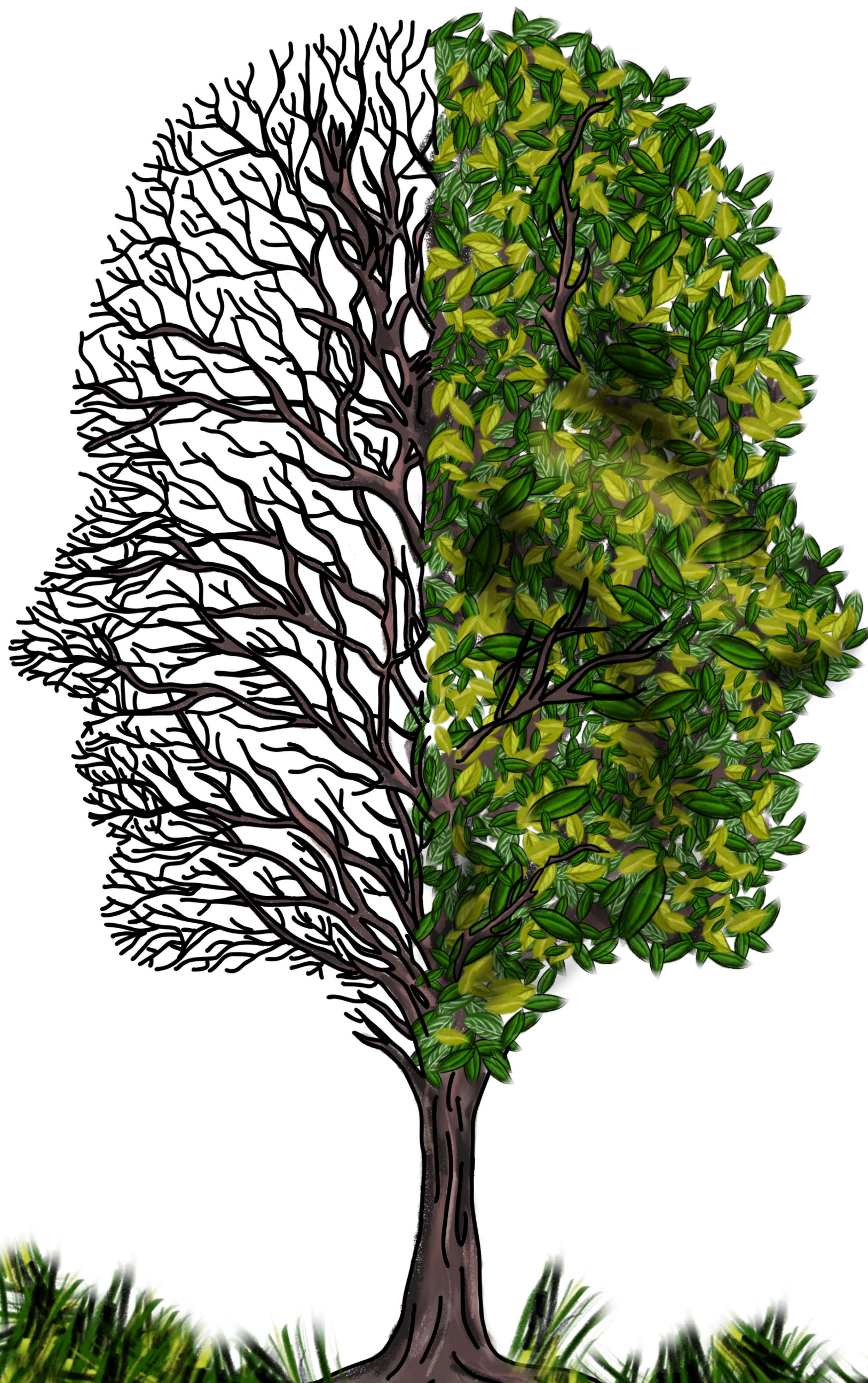


The Price of Ignoring Employee Experience





The Price of Ignoring Employee Experience

*Why Overlooking EX Could be
Your Costliest Mistake*

The Mirage That is EX

Employee experience is like a mirage in the desert. Everyone talks about it, but it's hard to find and even harder to sustain. According to a Gartner survey, only 13% of employees are fully satisfied with their experience. This is contrast to the fact that EX has been consistently featuring as one of the top priorities for HR leaders in many major surveys.

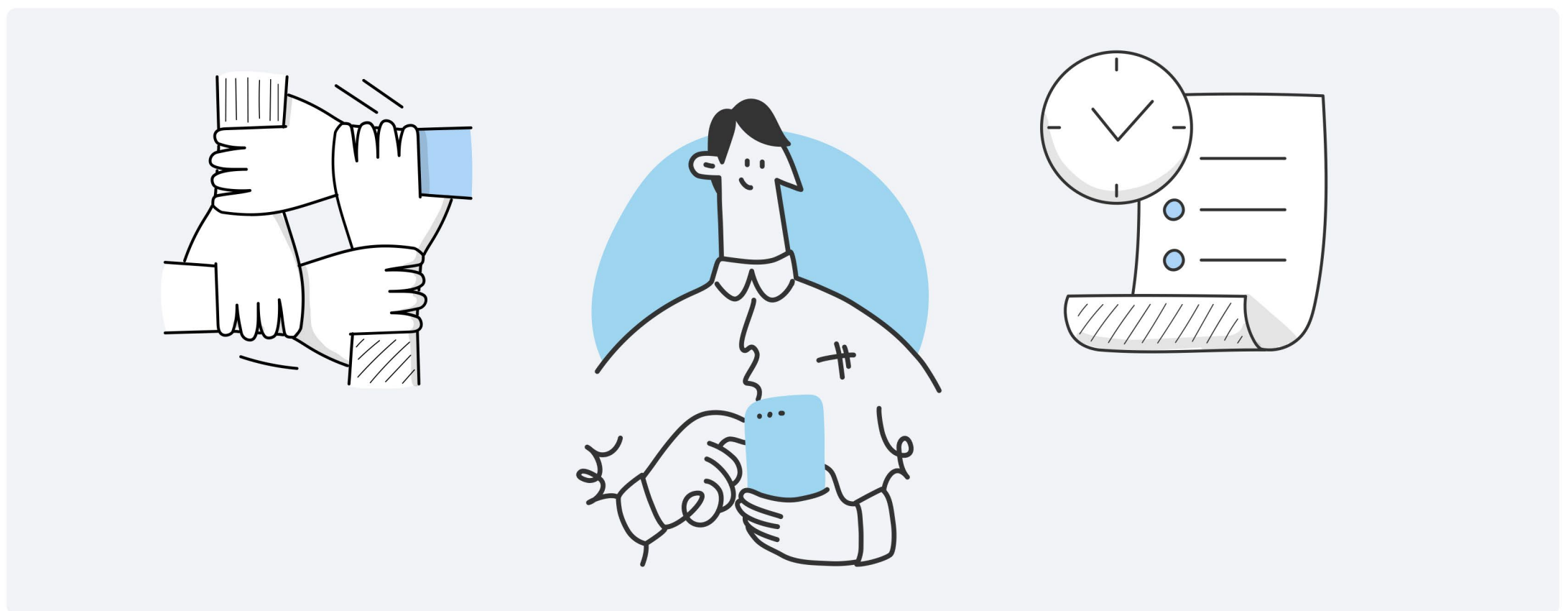
Let's have a look at what famous business leaders and experts say about EX:

"If you can put staff first, your customer second and shareholders third, effectively, in the end, the shareholders do well, the customers do better, and yourself are happy."

- **Richard Branson, Founder of Virgin Group**

"Employee experience is not just about what happens at work. It's about the employee's overall journey with the organization, from the moment they apply for a job to the day they leave."

- **Dave Ulrich, Co-founder of the RBL Group and Renowned Author**



"The way your employees feel is the way your customers will feel. And if your employees don't feel valued, neither will your customers."

- **Sybil F. Stershic, author of 'Taking Care of the People Who Matter Most: A Guide to Employee-Customer Care.'**

"Great vision without great people is irrelevant. You need to have a team of people who are not just aligned with your vision but who feel empowered, supported, and motivated to bring that vision to life."

- **Jim Collins, Author of 'Built to Last' and 'Good to Great'**

The Origins of EX

The origins of EX could be traced back to Human Relations Movement which emerged as a response to the emotionless and purely scientific management approach in workplace. The work of **Elton Mayo**, a well-known industrial researcher and organizational theorist, helped in laying the foundation of the movement which focused on the social and psychological aspects of employees. The movement sought to replace the notion that workers were just cogs in a huge machine, and that positive work environments would result in improved productivity.

The Human Relations Movement

Back in the 1900s, workplaces were managed by a purely scientific approach devoid of empathy and warmth towards employees. After 1920s, a revolutionary movement arose, that presented an alternative view of managing the workspace and workers. The movement was sparked by the findings of Hawthorne Studies and founded on the works of George Elton Mayo, an industrial researcher and organizational theorist.

The movement's approach was based on creating positive work environments by focusing more on employee happiness, engagement, and motivation. Through its tireless efforts, the movement left a lasting legacy that transformed workplaces for better.

In the mid-20th century, the focus of EX tilted more towards employee engagement, with a greater emphasis on emotional connection. Companies began to help employees find a sense of purpose and belonging at work, implementing initiatives such as team building activities and rewards & recognition programs.





EX in a New Avatar

As technology, social media, and the internet took the world by storm, EX emerged in a new avatar in the business world. The proliferation of mobile devices has also allowed for more flexibility in work arrangements, such as remote work and flexible scheduling. Online training, instantaneous communication, and flexibility became some of the visible hallmarks of employee experience.

Today, EX has transformed and moved beyond mere engagement and entered the realm of employee experience design. EX design involves intentionally crafting the employee experience to meet the needs and expectations of employees, taking into consideration the entire employee journey, from pre-hire to post-employment, and creating a cohesive and personalized experience.

Overall, the evolution of employee experience reflects the changing priorities and values of society and the workforce. As companies continue to recognize the importance of EX in attracting and retaining top talent, it is likely that the concept will continue to evolve and become even more integral to business strategy in the years to come.

Why is Employee Experience Important for Organizations

As businesses are emerging and rebuilding themselves in the post-covid world, they have realized that employees and employee experience is the first line of defense against any potential threat to business continuity. Organizations are now giving more importance to employee experience because they understand that a positive work environment is essential to attract, retain, and engage employees. In the post-COVID world, they are also realizing that flexible work arrangements, mental health support, and a sense of purpose are essential to employee well-being.

According to a Deloitte Global Human Capital Trends report, “80% of executives believe employee experience is important, but only 22% say their companies are excellent at building a differentiated employee experience.”

Following are reasons that denote the importance of employee experience for businesses, especially SMEs:

1

The Talent Temptation: You will be fighting a tough battle when it comes to hiring good talent since you will be up against enterprises and larger establishments. Among the things that would shore up your advantage is great employee experience. When employees feel valued and supported, they are more likely to stay with the organization and contribute to its success.

2

Performance Power up: Another major benefit of great EX is the boost it provides to productivity and performance. Engaged and motivated employees are more productive and have higher levels of performance, leading to better business outcomes.

3

Brighter Brand Reputation: Employees are the face of the organization. Investing in a great EX will lead to a better brand reputation. A positive employee experience builds a stronger employer brand, attracts customers, partners, and investors.

4

The Cost Saving Factor: Employee absenteeism and high turnover result in increased hiring costs. Improving employee experience not only prevents this but also ensures your operations are dented and there is no threat to business continuity.

5

Ignition for Innovation: Employees who feel that their organization cares for them and has their back are more likely to be more innovative, leading to better problem solving, competitive advantages and growth opportunities.

Investing in employee experience gives SMEs a major boost against better-funded or large enterprises. It is no secret that a smaller, more engaged group of employees of an SME could prove to more passionate and extremely productive compared to their counterparts in larger companies where it's relatively difficult to improve EX due to the scope and scale of the organization.

EX Means Business

Employee experience has a direct impact on customer experience. When employees are engaged, satisfied, and motivated, they are more likely to provide high-quality service, go above and beyond for customers, and create a positive and memorable customer experience. On the other hand, when employees are disengaged or dissatisfied, they may not provide the level of service that customers expect, leading to decreased customer satisfaction and potentially lost business.



A report by Forbes found that companies with high employee engagement had a 10% higher customer satisfaction rate and a 20% increase in sales compared to those with low employee engagement.

Businesses have concluded that EX, combined with CX would ultimately result in a rapid movement towards growth.

In simpler words, CX+EX = 10X Growth !

"If you treat your staff well, they will treat your customers well. And if your customers are happy, they will come back for more."

- Richard Branson
Founder, Virgin Group



In his book "The Virgin Way: Everything I Know About Leadership," Branson writes about the importance of putting employees first and treating them like family. He believes that if you take care of your employees and create a culture of trust, respect, and collaboration, they will be more committed to the company's goals and more likely to deliver excellent customer service.

Companies that faced failure due to their lack of focus on EX

Unfortunately, not many organizations understand the importance of EX and many of them have paid the price. In the following, let's explore some examples where major brands or its business units suffered setbacks. The common theme across all examples is how important aspects related to employee experience were ignored, resulting in bigger problems.

Uber

In 2017, Uber faced a major backlash when a former employee published a blog post exposing a culture of harassment and discrimination at the company. The post resulted in an investigation that uncovered a toxic work environment, and also sparked debates around the world about workplace harassment.



Enron, once one of the largest energy companies in the world, collapsed in 2001 due to a massive accounting scandal. One of the reasons for the scandal was a corporate culture that valued profits over ethical behavior and employee well-being.

amazon

Amazon came under heavy criticism for its treatment of warehouse workers during COVID-19. Employees were required to work long hours in close proximity to each other, and they were not provided with adequate safety equipment. As a result, Amazon was hit with a number of lawsuits, and it lost a significant number of employees.

sears

In 2018, Sears - a retail giant- filed for bankruptcy due to a lack of innovation and failure to adapt to changing consumer behavior. The company also had a reputation for mistreating employees, with reports of low pay, long hours, and poor working conditions.



Circuit City - a popular electronics retailer - went bankrupt in 2009. One factor in its demise was a culture that did not prioritize employee training or engagement, resulting in a lack of innovation and poor customer service. On the other hand, its competitor, Best Buy, invested in employee training and development, and was able to weather the economic downturn.



Borders Group was a major bookstore chain that filed for bankruptcy in 2011. Among the reasons behind its failure was inadequate employee training, resulting in poor customer service and a failure to keep up with the rise of e-books and online retailers like Amazon.



Tower Records was a popular music and entertainment retailer that filed for bankruptcy in 2006. The company had a culture that did not prioritize employee engagement and development which impacted customer service. It also failed to adapt to changing consumer preferences.

What do employees expect from their employers

80%

A study by TinyPulse found that 80% of employees would be more loyal to their employer if they received more recognition.

76%

According to a report by ADP, 76% of employees expect their employers to provide opportunities for ongoing feedback and coaching.

77%

According to Glassdoor, 77% of employees say they would consider a company's culture before applying for a job.

43%

A study by Deloitte found that 43% of employees believe that their company's leadership doesn't communicate effectively.

60%

The Society for Human Resource Management found that 60% of employees say they would take a job with lower pay if it offered better career development.

62%

According to a report by Accenture, 62% of employees believe that they should be able to access HR services and support via mobile devices.

57%

A survey by Gartner found that 57% of employees say that trust in their manager is the most important factor for a positive employee experience.

95%

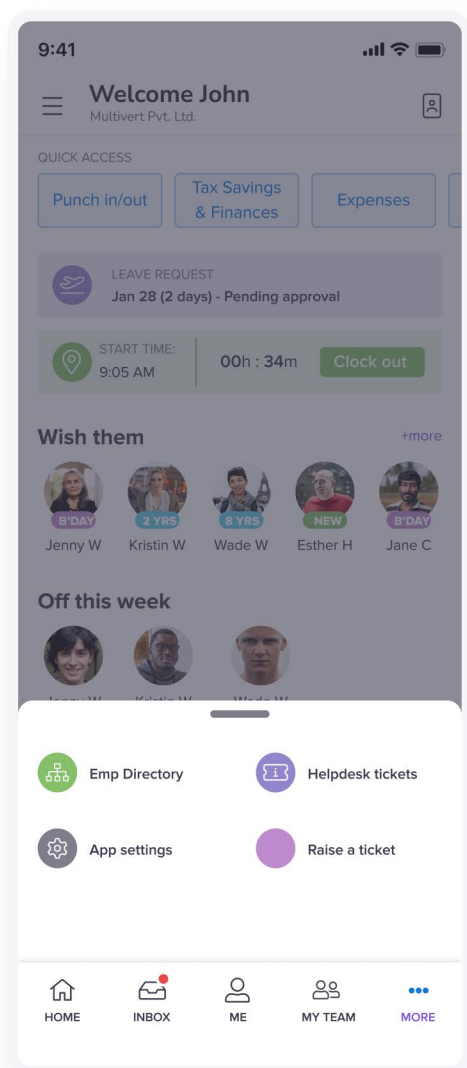
According to a report by Human Resource Executive, 95% of employees believe a positive onboarding experience is important for their overall job satisfaction.



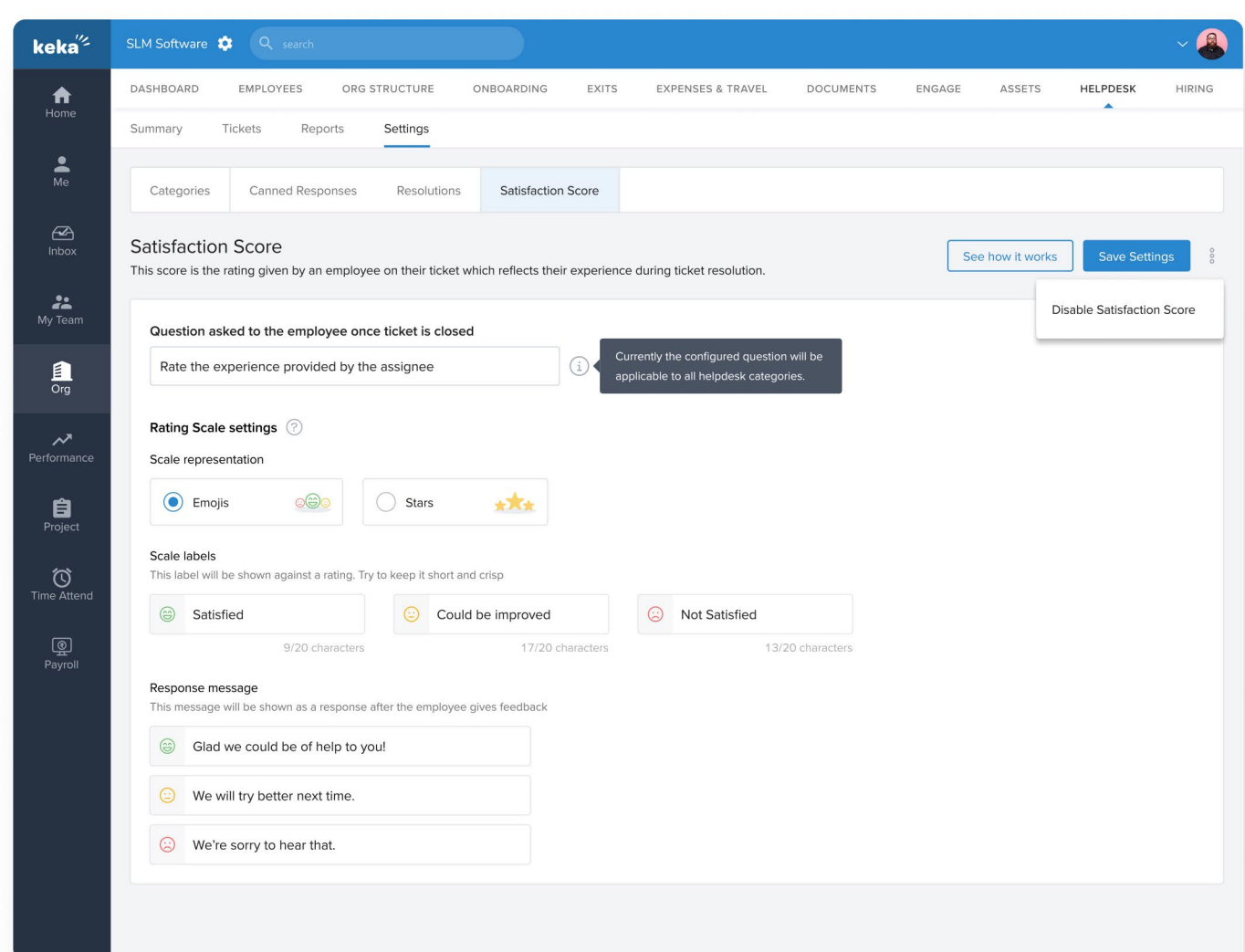
Keka's EX Solution to Employee **Expectations**

Employee Need: Accessing all required information seamlessly through mobile
Keka's Solution: Helpdesk via Mobile App

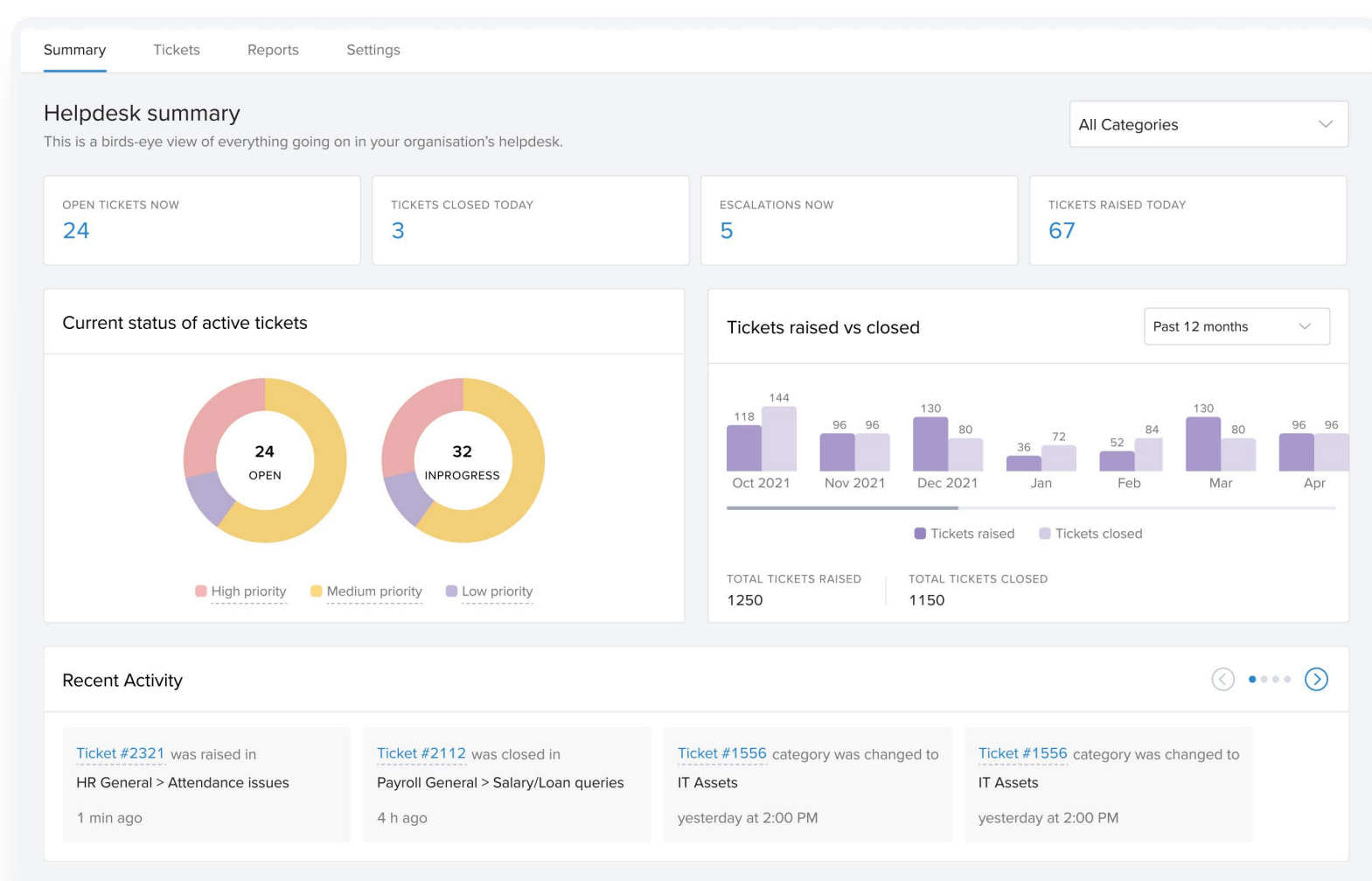
Employees can raise tickets right from their cell phones.



Employees could rate how effectively their query was resolved.



A detailed summary of total tickets raised, how many are pending, and how many were closed.





Employee Need: A memorable and easy onboarding experience

Keka's Solution: Simplified collection of all documents prior to onboarding

The task list shared with employees would ensure there is consistency in the onboarding process and no tasks are missed out.

keka

SLM Software

search

VY

Home

Me

Inbox

My Team

Org

Performance

Project

Time Attend

Payroll

DASHBOARD

EMPLOYEES

ORG STRUCTURE

ONBOARDING

EXITS

EXPENSES & TRAVEL

DOCUMENTS

ENGAGE

ASSETS

HELPDESK

HIRING

Summary

Initiate Onboarding

Onboarding Groups

Tasks

Onboarding task lists

These are predefined list of tasks that are reusable in different onboarding flows. Ex: IT System Setup Tasks, New Joinee Intro Tasks, Orientation Tasks etc

+ Add task list

ONBOARDING TASK LIST

Interns tasks

12 tasks

General onboarding tasks

9 tasks

IT tasks

7 tasks

Sales tasks

16 tasks

Tasks

Choose from task library

+ Add task

Assigned To

Search

Remove

Total: 5

TASK NAME	DUE IN	ASSIGNED TO	REQUIRE VALIDATION?	ACTIONS
Reference check	4 days before joining	HR Manager	No	
Update PF information	2 days before joining	Employee	Yes Payroll Admin	
Assign asset	0 day after joining	Asset Manager	Yes Candidate / Employee	
Team intro lunch	1 day after joining	Employee	Yes HR Manager	
Bio-metric access	7 days after joining	Reporting Manager	No	

05 records Show 08 < 1 >

The creation of department-specific onboarding groups ensures a personalized and easy onboarding experience for new employees.

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Summary

Initiate Onboarding

Onboarding Groups

Tasks

Onboarding groups

Define onboarding groups that can be used while onboarding an employee.

+ Add onboarding group

ONBOARDING GROUPS

Freshers

2 task list

DEFAULT

Sales onboarding flow

0 task list

Software flow

5 task list

Interns onboarding flow

9 task list

Test

3 task list

Freshers

For the candidates/employees' having zero years of work experience.

Stages

Assigned Tasks

Pre joining stages

+ Add stage

Week before joining

Triggers 7 days before joining

→

Day before joining

Triggers 1 day before joining

Joining day

Joining day

Triggers on joining day

Post joining stages

+ Add stage

Day after joining

Triggers 1 day after joining

→

Week after joining

Triggers 7 days after joining



A detailed profile view enables recruiters and other stakeholders to have total visibility over the candidate and their onboarding progress.

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Inbox

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Org

Performance

Project

Time Attend

Payroll

Madelyn Dokidis

Candidate to join on 24 Jan

Wayne Corp, Hyderabad

16ucc038@lnmiit.ac.in

+91 9234125678

JOB TITLE

DEPARTMENT

REPORTING TO

EMPLOYEE NO

Product Designer

Studio UX Department

Not assigned

Not assigned

Actions

PROFILE

JOB

DOCS

TIME

FINANCES

ONBOARD

Job info

Preboarding

Hiring Data

Joining date

24 Jan 2022

Documents

3/8 pending

Last login

24 Jan 2022 03:00 PM

Preboarding tasks

Pending (5)

All (4)

AFTER PREBOARDING INITIATION

2 tasks

Submit Documents

Immediate

In Progress

Candidate/ Employee

Submit Payslips of last 3 months

Immediate

In Progress

Candidate/ Employee

AFTER OFFER RELEASE

1 task

Upload your previous experience letters

Immediate

In Progress

Candidate/ Employee

BEFORE JOINING

1 task

Update your personal Information

Due In 10 days

In Progress

Candidate/ Employee

AFTER PREBOARDING INITIATION

2 tasks

Submit Documents

Completed on 24 Jan 2022

Completed

Candidate/ Employee

Submit Payslips of last 3 months

Completed on 25 Jan 2022 (Overdue by 2 days)

Completed

Candidate/ Employee

Timeline

Portal activity

Add note

Offer revoked

24 Dec 2019

Note by Ramprasad Sukender

Candidate attitude doesn't seem right and he isn't fit to work in our culture

Offer declined by candidate

24 Dec 2019

Note by Ramprasad Sukender

His current employer retained them since they are in a mission critical global good project!

Background check - Pass

24 Dec 2019

by Ramprasad Sukender

Overall report is ok.

Report from Checkrr

Note - Ramprasad Sukender

24 Dec 2019

He called me this morning and shared his concerns over the delay in releasing process with his current employer. His joining might get delayed

Profile updated

24 Dec 2019

By Ramprasad Sukender - Personal Information, Identity Information

Document(s) uploaded

24 Dec 2019

By Ram Kumar Previous employment Relieving confirmation.pdf

Join date changed - 24 Jan 2022

24 Dec 2019

By Ram Kumar

He confirmed on call and confirmed he could join within a month

Offer Accepted

24 Dec 2019

By Ram Kumar - Offer letter

Offer Released

24 Dec 2019

By Ram Kumar - Offer letter

Offer Approved

24 Dec 2019

By Rajnikanth

Offer template created

24 Dec 2019

By Ram Kumar

Onboarding started

24 Dec 2019

By Ram Kumar

Interview feedback

24 Dec 2019

Face-Face discussion

Assesment taken

24 Dec 2019

Programming in C#

Interview feedback

24 Dec 2019

Telephone discussion

Note - Ram Kumar

24 Dec 2019

When I first spoke to him on call I was impressed by his ability to strike a conversation. I strongly think he will be good in sales role

Resume uploaded

24 Dec 2019

Resume

Candidate applied

24 Dec 2019

Application form



Employee Need: Recognition

Keka's Solution: Feedback, peer-to-peer recognition, gamified recognition, and celebration of wins

Praises on Keka's social wall, viewed by all employees. Praises could also be shared on social media

keka

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search

HOME

Quick Access

Holidays

Dusseera

Sun, 25 October, 2020

Attendance

6.8

AVG HOURS/DAY

60%

ON TIME ARRIVAL

Time Today - Jan 24, 2018 Thu

CLOCKED TIME

08:45:56

BREAK TIME

08:45

Clock Out

End Break

Inbox

123

Tasks waiting for you - Leaves, attendance, Reviews and other approvals

Take Action

Holidays

Gandhi Jayanti

Sun, 25 October, 2020

Organization

Engineering

Post

Announcement

Poll

Praise

Write your post here

Today

8 Birthdays

2 Work Anniversaries

4 New Joinees

Praveena Muvva praised Harsha Vardhan

12 Oct 2020

The Firecracker

The way you work in the organisation is priceless. People like you always important to our company

Insightful

Comment

Share

21

3 Comments

Praveena Muvva praised Harsha Vardhan

12 Oct 2020

The Firecracker

The way you work in the organisation is priceless. People like you always important to our company. Thank you for the amazing support in the... see more

Insightful

Comment

Share

21

3 Comments

Praveena Muvva praised Harsha Vardhan

12 Oct 2020

The Firecracker

The way you work in the organisation is priceless. People like you always important to our company

Insightful

Comment

Share

21

3 Comments

Share to social media

Learn more

in

f

t

Copy Link



HRs could view the praise dashboard to find out how many praises were recorded

keka

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search

Home

Me

My Team

Org

Time

Payroll

Timesheet

Performance

DASHBOARD

REVIEWS

OBJECTIVES

CONTINUOUS FEEDBACK

COMPETENCIES & CORE VALUES

JOB FUNCTIONS

SKILLS

REPORTS

SETTINGS

Summary

Praises

Personal Feedbacks

Internal Notes

Continuous Feedback Summary

All Departments

Nov 23, 2020 - Nov 29, 2020

Total praises given

223

View

Feedbacks given

2,345

View

Internal Notes given

39

View

Give Praise

ONS

Trend

27 Oct 2020

Praises : 8

Personal Feedbacks : 6

Count

150

120

90

60

30

0

22 Oct

25 Oct

28 Oct

31 Oct

03 Nov

Praises

Personal Feedbacks

Most Praises

Teaser

Benedita Tavares

Network analyst

12 praises

Carlota Monteiro

Project manager

9 praises

Sudanka Bakalowits

Website administrator

5 praises

Kun Chang-Min

Business analyst

5 praises

Nonkosi Joyi

Rapid prototyper

5 praises

View All

Most Personal Feedbacks

Teaser

Anton Brownstein

Business analyst

12 feedbacks

Nuria Pelayo

Software analyst

9 feedbacks

Sofia Alcocer

Software design

5 feedbacks

Igor Antonovich

Database administrator

5 feedbacks

Lara Madrigal

Software project manager

5 feedbacks

View All

Badge usage analytics to measure appreciation and praises

Praises

This section contains the praises that your employees received.

OPTIONS

Reset

Date Range

Jan 24, 2020 - Dec 30 2020

Sort By

Recent first

Badges

All Badges (30)

The Firecracker (3)

Growth Seeker (12)

Great Programmer (10)

Relentless cogwheel award (5)

Received By

Search employee

Given By

Search employee

Department

All

Business Unit

All

Location

All

Jube Bowman

User interaction designer

Pan Hyuk

Solution architect

23 Dec 2020

The balance minded

I really appreciate all your help in getting the restaurant ready for opening night.You've been right there, helping out whenever

Like

Comment

21

3 Comments

Nuria Pelayo

Sales Executive

Marco Alves

Website administrator

Relentless Cogwheel Award

I really appreciate all your help in getting the restaurant ready for opening night.You've been right there, helping out whenever

Like

Comment

21

3 Comments

Jube Bowman

User interaction designer

Pan Hyuk

Solution architect

23 Dec 2020

Perfect Programmer

I really appreciate all your help in getting the restaurant ready for opening night.You've been right there, helping out whenever

Like

Comment

21

3 Comments

Nuria Pelayo

Sales Executive

Marco Alves

Website administrator

Team Player

I really appreciate all your help in getting the restaurant ready for opening night.You've been right there, helping out whenever

Like

Comment

21

3 Comments

Showing recent 7 of 28. Keka upgrade is required to see more. Request Upgrade



Employee Need: A positive work environment and good culture

Keka's Solution: Features that improve transparency and simplify top-to-bottom as well as bottom-to-top communication

Create surveys to obtain employee feedback and opinions.

Create Survey

1 PRIMARY DETAILS

2 SCHEDULE & CHOOSE TARGET AUDIENCE

3 QUESTIONS

4 SUMMARY

Back

Continue

Create Survey Questions

Preview Survey

QUESTIONS(1)

Text question?

Are you satisfied with the recent townhall activity that was conducted by the CEO?

Which types of feedback do you prefer the most from your manager?

How much would you rate the new appraisal process conducted this month?

+ Add question

Question Type

★ Likert Scale

Question

E.g. - How satisfied are you with your organization

+ Add description

Scale Type

Select Option

Not Likely - Extremely Likely

Strongly Disagree - Strongly Agree

Not Satisfied - Extremely Satisfied

Very Poor - Very Good

Never - Always

Polls and survey results with employee comments help gauge employee mood.

Viewing stats for this poll

List of all the Operating Systems (OS) used by employees in the organization

Please select which OS you are using in your systems.

ACTIVE POLL

Poll by Satya Sundari N, on 21 Mar 2022 300 / 1500 employees voted 20% participation

300 votes

174

60

36

27

Windows 10 x64

174 votes (58%)

Windows 10 x32

27 votes (6%)

Windows 7 x64

60 votes (20%)

Windows 7 x32

36 votes (12%)

Other Responses

12 votes (4%)

Comments (2)

Ezequiel Dengra

21 Mar 2022

The operating system that we were using earlier was faster and easier to use. The new one is not as fast as the old one.

Mila Vasquez

23 Mar, 2022

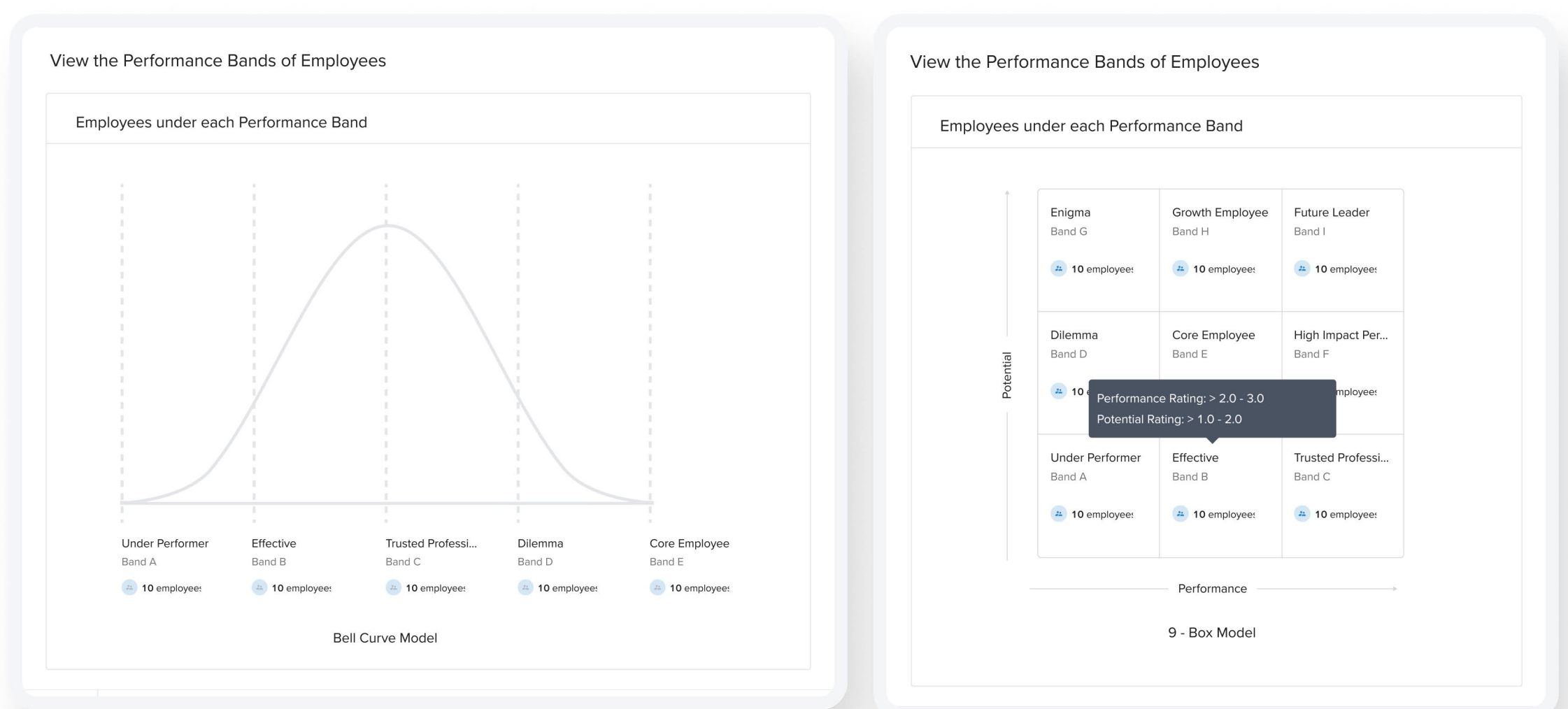
I love using Windows. Its so much better than MacOS.



Employee Need: Career Development

Keka's Solution: A reliable and transparent performance management system centered around employees and their performance

The 9-box grid matrix is an effective tool that helps organizations categorize employees in different performance groupings and visualize their performance and potential, while the bell curve will assist in planning appraisals. The 9-box grid matrix also helps in identifying suitable learning opportunities based on employee performance.



"In a world where money is no longer the primary motivating factor for employees, focusing on the employee experience is the most promising competitive advantage that organizations can create"

- Jacob Morgan





Employee Need: A healthy, collaborative and good relationship with their reporting manager

Keka's Solution: An end-to-end system for 1:1 meetings

Easy setup for 1:1 meetings with tools for scheduling, reminders, notes, and everything needed for an effective and result-oriented discussion.

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Timesheet

Performance

LEAVE

ATTENDANCE

PERFORMANCE

EXPENSES & TRAVEL

HELPDESK

Reviews

Objectives

Competencies & Core Values

Continuous Feedback

1:1 Meetings

Scheduled meetings

Past meetings

Schedule 1:1 meeting

1:1 meetings

Meetings which are created by you or you are the primary participant.

UPCOMING MEETINGS

1:1 meeting with Utkarsh Mishra

Today, 9:30 AM

Recurring every Thursday

1:1 meeting with Ashwin

Today, 10:30 AM

Recurring every Thursday

PENDING MEETINGS

1:1 Meeting

With Vijay

1:1 Meeting

With Shaym Kumar

1:1 Meeting

With Shaym Kumar

1:1 Meeting

With Shaym Kumar

1:1 meeting with Utkarsh Mishra

Today, 9:30 AM , occurs every Thursday

Scheduled by Ezequiel Dengra

Meeting Participants

Finish meeting

Talking Points

Progress in the product

Issues in ongoing project

Upcoming task

Add new talking point

Action items

Add new action item

Meeting summary

Write your meeting summary here.

Next

Comments

Write your meeting notes here.

Private

Next

Ezequiel Dengra

12:45 PM

Your dedication to work is resulting in an increased output for the company, which is increasing the client base. We expect to grow in the future if you deliver the same quality of work

Join from here

Your meeting is scheduled on 25th jan at 9:30 AM. You can join by clicking here.

Join Teams

Ezequiel Dengra

Goals

Q2 2020

Last updated 4 days ago

Overall progress

20% ON TIME

Achieve a monthly recurring revenues of 4.5 L MRR this quarter

Please submit the new revenue projection report

Achieve a monthly recurring revenues of 4.5 L MRR this quarter

View all goals

Activity

View All

Hugo Saavedra

Nov 19, 2020

2 Action items are marked as completed.

Please submit the new revenue projection report

Please submit the new revenue projection report

Ezequiel Dengra

Oct 20, 2020

1 Action item added.

Please submit the new revenue projection report

Ezequiel Dengra

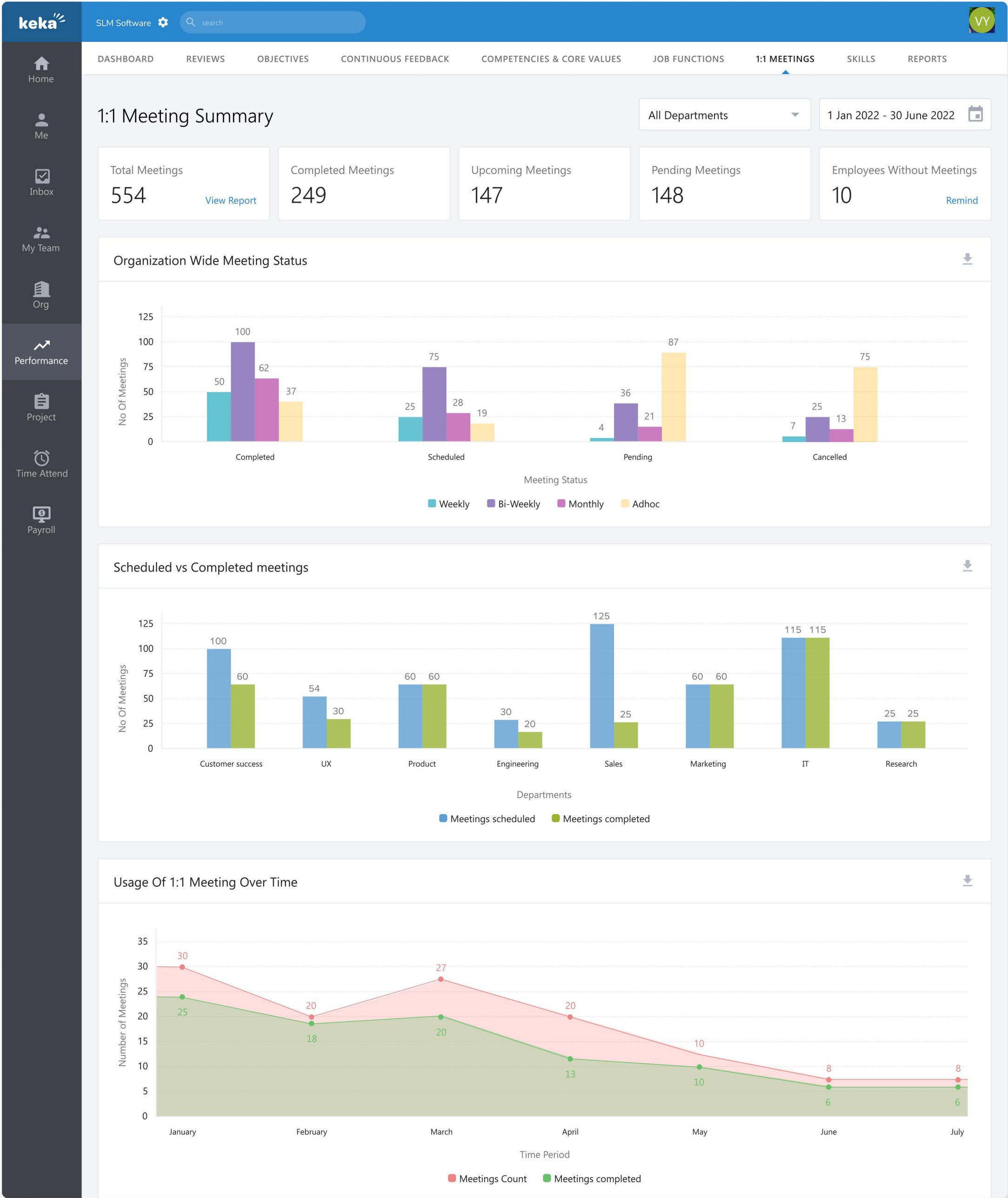
Oct 20, 2020

Changed talking points

Please submit the new revenue projection report



Find out the organization-wide status of 1:1 meetings, such as the total number of 1:1 meetings scheduled, and how many have been completed.





Offboarding Experience

While much emphasis is placed on the onboarding experience, the offboarding experience is just as critical in shaping an employee's overall perception of their employer. A positive offboarding experience can leave a lasting impression on the departing employee and may even influence their decision to refer others to the organization or potentially consider returning in the future.

Organizations that prioritize the offboarding experience are able to create a smoother transition for the departing employee and reduce the potential negative impact on their colleagues and the company as a whole. This includes properly managing the return of company property, providing clear guidance on any remaining tasks or projects, and facilitating a respectful exit interview to gain valuable feedback on the employee's experience with the company.

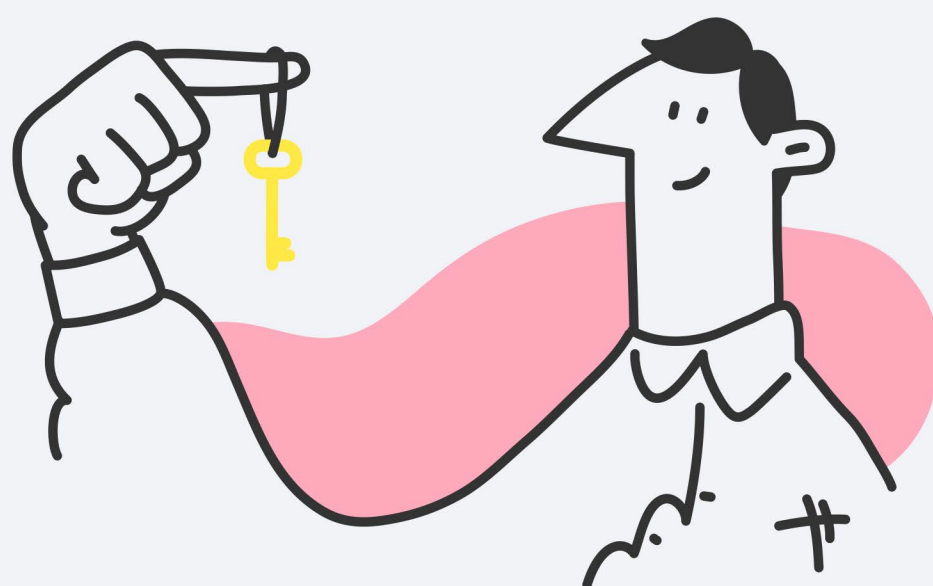
Moreover, a positive offboarding experience can also help protect an organization's brand and reputation. A departing employee who feels undervalued or mistreated during their offboarding experience may be more likely to speak negatively about their experience to others, potentially damaging the organization's reputation and even harming its ability to attract and retain top talent.

- 1 To ensure a positive offboarding experience for employees, HR functions and organizations should prioritize the following activities:
- 2 **Clear Communication:** Communicate the offboarding process and expectations to the employee, including timelines and any paperwork or procedures that need to be completed.
- 3 **Respectful Exit Interview:** Conduct an exit interview to gain valuable feedback from the departing employee, while treating them with respect and dignity.
- 4 **Return of Company Property:** Ensure that all company property, including laptops, equipment, and access badges, are collected and accounted for during the offboarding process.
- 5 **Knowledge Transfer:** Ensure that knowledge transfer takes place before the employee departs, including any critical information, contacts, or procedures that may be needed by their replacement.
- 6 **Benefits Administration:** Provide guidance and support to the departing employee regarding any outstanding benefits or COBRA coverage.
- 7 **Final Pay and Compensation:** Ensure that the employee is paid all outstanding compensation, including any accrued vacation or sick time, in a timely and accurate manner.
- 8 **Positive Reinforcement:** Acknowledge the departing employee's contributions and express gratitude for their service to the organization.
- 9 **Documentation:** Ensure that all necessary documentation is properly completed and filed, including termination paperwork, security clearances, and legal releases.

By prioritizing these activities, organizations can ensure that departing employees feel valued and respected, while also protecting the organization's reputation and potentially even benefiting from positive word-of-mouth referrals.

Key Trends That Are Going to **Impact Employee Experience** in 2023

1. **Continued Emphasis on Remote Work:** The pandemic has accelerated the shift towards remote work, and this trend is likely to continue. Employers will need to invest in technology and tools to ensure that remote employees can stay connected and productive.
2. **Focus on Well-being:** The pandemic has also highlighted the importance of employee well-being. Companies will need to continue to prioritize mental health and wellness programs, and provide resources to help employees manage stress and burnout.
3. **Personalization of Benefits:** As the workforce becomes more diverse, companies will need to offer personalized benefits packages to meet the unique needs of individual employees. This may include flexible work arrangements, customized health and wellness programs, and tailored career development plans.
4. **Employee Feedback and Engagement:** Employee feedback and engagement will continue to be a priority for companies, as they seek to retain top talent and create a positive workplace culture. This may involve regular surveys, pulse polls, and other forms of feedback gathering to help identify areas for improvement.
5. **Investment in Employee Development:** Companies will need to invest in employee development programs to help workers acquire the skills and knowledge needed to stay competitive in a rapidly evolving job market. This may include upskilling and reskilling programs, mentorship opportunities, and access to online learning platforms.



Overall, the key trends impacting employee experience in 2023 are likely to be driven by ongoing changes in the workforce, the continued impact of the pandemic, and the need for employers to remain competitive and attract top talent. With a new wave of tech disruptions and high-voltage talent wars, EX has emerged as the game changer that is propelling companies towards success.



Why **Switching to an EX-Platform** is Something You Can't Put Off Any Longer.

"Digitize or Demise." This is the war cry raised by several businesses as they started witnessing the costs of not going digital to boost employee engagement and improve EX. Andy G. Schmidt, an EX expert, has summarized what it costs to remain analog when it comes to employee engagement. Let's have a quick look.

Tech-tardy? Employees will say "Goodbye!" - Behind-the-times tech can leave your company with low retention rates, as employees are 450% more likely to leave their jobs.

Don't slow productivity down - go digital! - Without a digital workplace, paper pushing slows productivity way down. Get tasks done 5x faster with a digital workplace.

Disconnect is disastrous for your workforce - Almost 50% of workers say they don't have a clear sense of their company's direction. With 84% feeling out of the loop and 75% feeling disconnected with policy changes, you can expect them to walk out the door.

A disconnected frontline workforce = low engagement - Only 13% of frontline workers feel engaged at work. Linking employees to a business communication app engages and empowers them with information.

Low engagement = \$450 billion in annual losses - Lack of engagement costs companies an incredible \$450 billion every single year. Digital workplace can eliminate needless business losses like these.

Miscommunication is expensive - Companies lose \$37 billion annually from miscommunication. Streamline clear information with a business communication app.

High frontline turnover wastes time and productivity - Industries with deskless workers have the highest turnover rates. Being short-staffed lowers productivity and cuts revenue. A digital workplace builds a bridge to hard-to-reach employees.

Retraining costs more than you think - The average cost of replacing an hourly worker is between 16% and 20% of their annual wages. A digital workplace App can reduce turnover rates by 39%.

Don't let overcrowded apps waste time - Overloading employees with numerous messages and too many portals wastes 32 days a year. Integrate multiple business communication apps into one hub with a digital workplace.

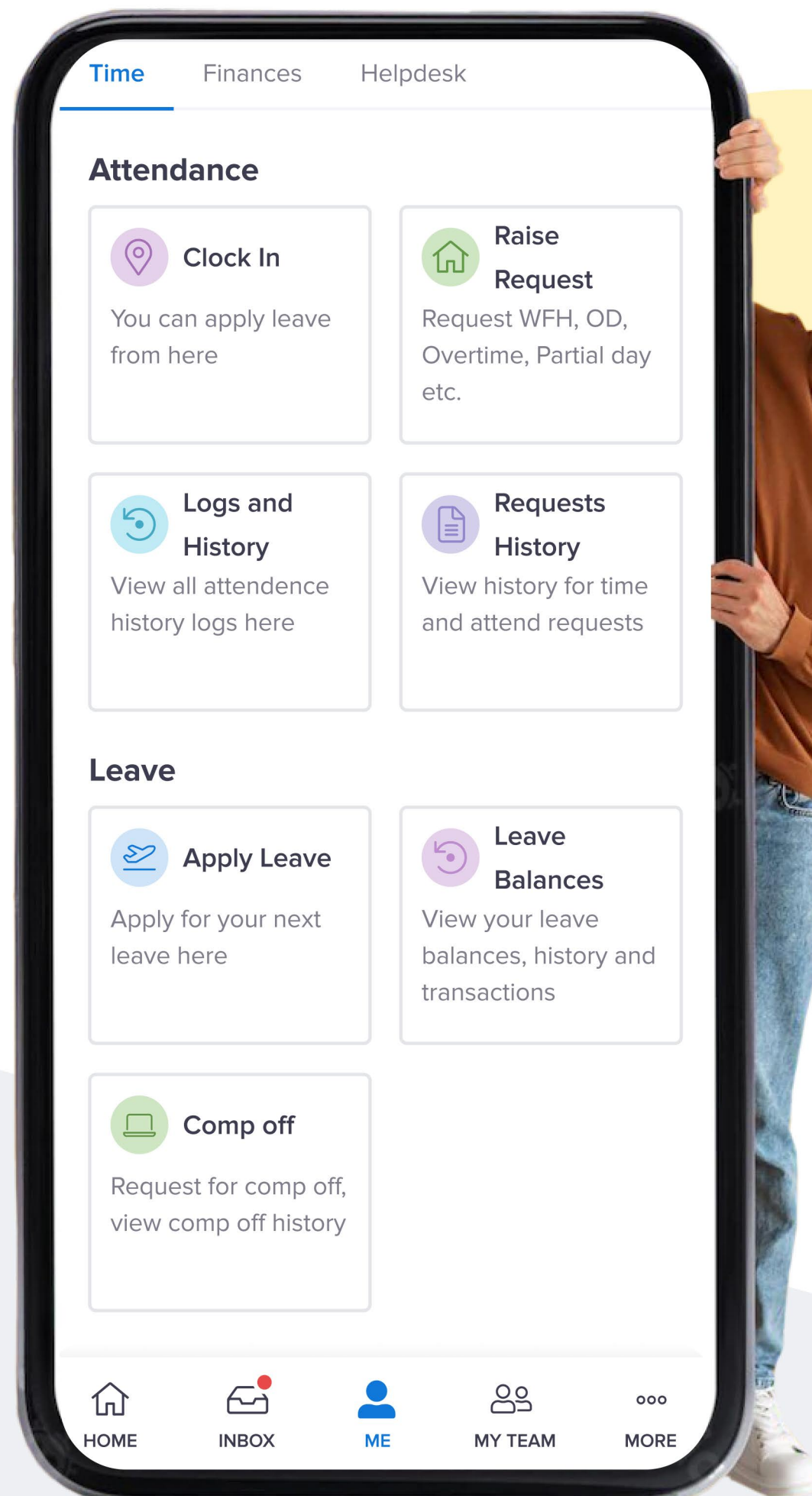
Your customers will pay the price if you don't go digital in communication - Companies that don't educate, inform, and communicate with their workforce sacrifice customers and lose workers. The customers will end up paying the price and they won't like it!



About Keka

Everything you need to build a great company

Keka is your people enabler. From automation of people processes to creating an engaged and driven culture, Keka is all you need to build a good to great company.



Reach out to us!

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