

EMPLOYEE EXPERIENCE IN FUTURE READY ORGANISATION

What is Employee Experience?

Gartner and Harvard Business Review define it as how employees internalise and interpret the interactions they have with and within their organization and the contexts that influence those interactions.

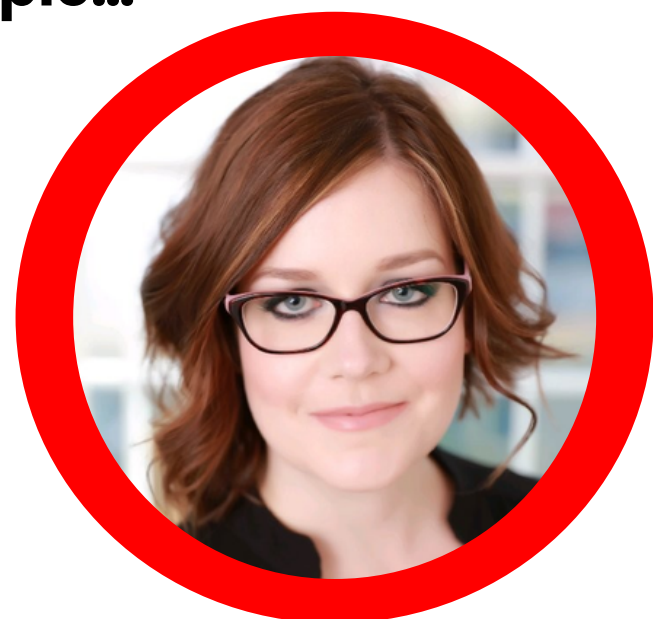
According to a global study by the research and advisory firm Gartner, in 2019 companies spent an average of \$2,420 per person on efforts to enhance the employee experience.

In recent years, companies worldwide have been intensifying their efforts to make their organizations more effective, appealing, and prepared for the future. HR automation, AI, and digital systems and processes have taken centre stage to enhance the employee experience. Despite these investments, customer-centricity is absent from many core HR processes. From our perspective, there are several reasons for this.

Read on for our take on this important topic...



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Common HR Challenges and Pitfalls

- Not having a clear road map for HR transformation.
- Implementing one-size-fits-all solutions.
- Not focusing on user adoption.
- Policies and procedures are not updated and are written in a complicated manner.
- Risk and compliance frameworks are not updated.
- Not investing in upskilling HR technical skills, such as labour law and technology.
- Over-reliance on technology and insufficient listening to customers.
- Duplication of roles and responsibilities in HR.
- Over-reliance on HR processes rooted in the 1980s and 1990s.
- Relying on the legal department to write policies and procedures while neglecting customer-centricity.
- Not setting clear expectations with employees.
- Balancing speed and thoughtfulness, as some HR actions require swift action, while others demand a more thoughtful approach.
- Lack of willingness to take responsibility for difficult decisions to transform HR function.
- Disconnection between the company and their employees
- Rigid and ineffective HR processes
- Lack of strategic thinking in HR departments

Advice for HR:

- Plan the budget in a year-long cycle for investing in key processes, capabilities, and functions within HR.
- Implement process optimization in phases, considering the employee life cycle from attraction to exit.
- Form cross-functional teams to gather input on HR processes, placing the customer at the heart of process improvement.
- Pilot the implementation and monitor progress.
- Include service delivery metrics in HR objectives, with incentives as a conclusion.
- Invest in upskilling the HR team in customer service skills, labour law, employee relations, and digital savviness.
- Establish close collaboration with IT/CTO/CFO, as many HR processes overlap with these functions.
- Review HR risk maps, processes, and policies. Conduct an annual customer service feedback survey.
- Challenge HR processes established in the 1990s, such as traditional performance management, learning needs analysis, and talent management, and make them more agile and relevant for the employee life cycle in a progressive and modern culture.
- Invest in engagement and other HR systems that provide real-time data to line leaders. Review the headcount in HR and keep it lean.

If you need help, contact us. We assist organizations in streamlining their HR policies, procedures, and ways of working. Our approach is highly personalized. We conduct listening sessions to help HR teams redesign their processes, rewrite policies, and implement systems that are embedded in the culture.

If this aligns with your focus area, please reach out to us at www.farihas.com. We would be delighted to set up an introductory call.