

10 Things You Can Do To Improve Employee Experience

You cannot provide great customer experience if your employees are not having a good experience with your organization. Everybody agrees that employee experience is crucial to business success — and yet only a few companies are actively addressing the issue.

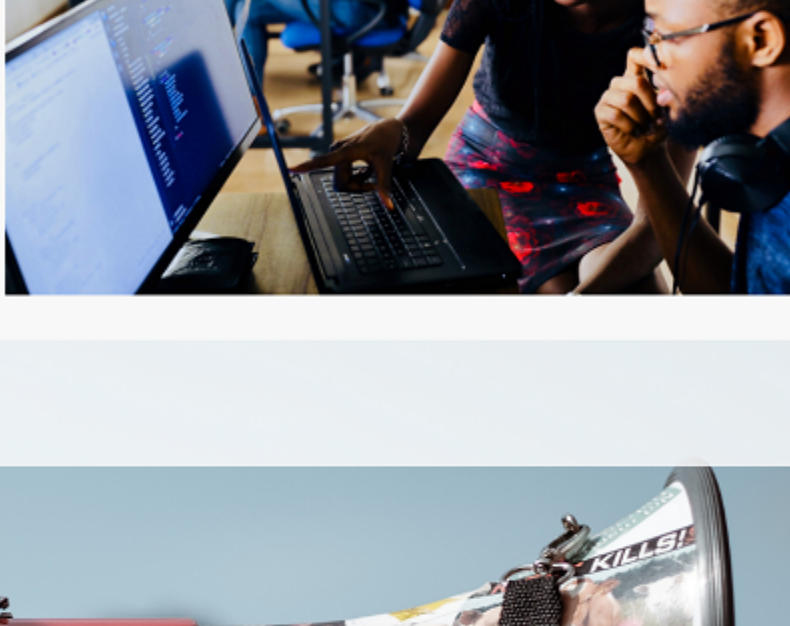
Here are ten actionable tips for improving employee experience at your workspace.

#1. Cultivate A Learning Environment

When people are confident, they are often more successful, and learning supports that confidence in work performance.

By fostering a commitment to learning, coupled with career progression conversations, your employees will want to invest in the company as you are investing in them.

Create avenues for employees to take advantage of learning and training opportunities. The key is to find a way to incorporate learning during a normal workday without interruption



#2 Communicate



Employees are also an audience and key stakeholders. Sharing good and bad company news should be done with your employees first, and fast. When communication is withheld, employees feel they're not trusted.

Creating time to communicate with the employees on an individual, team and company-wide levels will let employees know that you want them to be a part of the team and know as much as you do.

#3. Ensure Work Atmosphere Is Conducive

The working environment has a direct influence on productivity. A conducive work environment not only improves employee experience, it increases productivity and job satisfaction as well. Equipment and furniture used by employees to perform tasks should be in good shape and maintained regularly. Make provision for adequate lighting, air circulation and pleasant ambience to improve the quality of the work environment



#4. Keep Salary & Benefits Current And Competitive



A lot of compensation information is public these days, so employees can gain access easily. Get ahead of this by keeping everything current and refreshing rewards often.

Keeping your salaries highly competitive gives your employees an incentive to stay on board. Besides replacing a good employee is expensive as you lose productivity and incur training expenses. You'll also end up paying market value for the replacement staff.

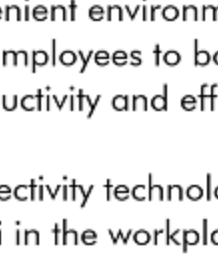
#5. Leverage On Technology



The objective of technology in a workplace is facilitating the everyday work for the employee. As the workplaces are increasingly filled up with tech-savvy workers, your technology choices will reveal whether or not employees are central to an organization's decision-making.

Deploying the right technology enable employees perform at a high level of efficiency within and outside the normal limits of workplace setting. Not to mention such tech makes work even more fun & enjoyable for employees.

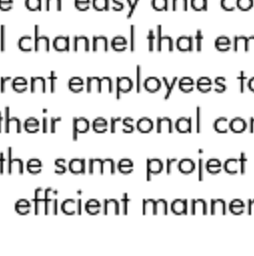
3 Ways Technology Enhances Employee Experience



Connectivity

Many organizations have begun creating more convenient environments for their employees to boost their productivity and efficiency.

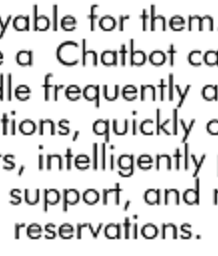
Connectivity technology such as wifi in the workplace gives employees the flexibility of moving around while being able to complete their tasks



Collaboration

Online collaboration tools such as Skype, Dropbox and Slack provide an easy and convenient digital channel that empowers different employees to work from their personal computers on the same project in an efficient manner.

As a plus these tools also decrease operational costs while boosting employee engagement

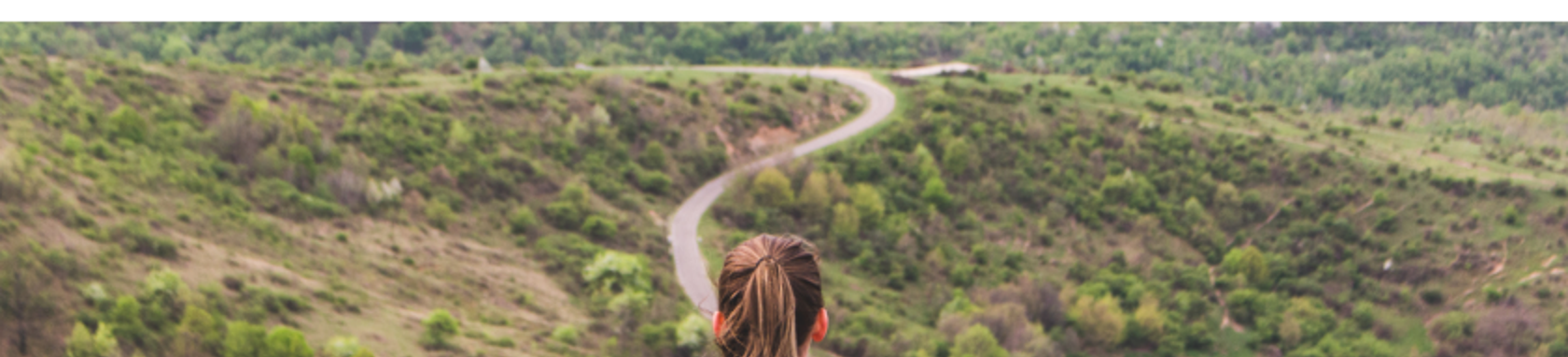


Productivity

Technology also makes employees efficient, and makes work much easier and enjoyable for them. For instance a Chatbot can easily handle frequently asked questions, quickly order products, intelligently provide basic support, and make reservations.

This frees up and allows customer service reps to handle more advanced issues while improving their productivity and reducing burnout.

#6. Map Your Employee Journey



The employee journey is the time an employee spends at a company, starting when the employee applies to the organization and ending when the employee quits the organization.

Employee journey mapping will enable you to understand the moments that matter most to employees during their journey, how these moments impact the experience and what can be done at each stage to have a positive impact on metrics like engagement, attrition and productivity.

#7. Get Feedback & Act On It



Your employees are in the trenches, so to speak, and they often have valuable suggestions about how to increase efficiency, cut waste, and improve productivity.

Asking for their help and then taking their suggestions to heart is an excellent way to improve operations from the bottom up and create a more positive and productive work environment all around.

#8. Promote Employee Well-being

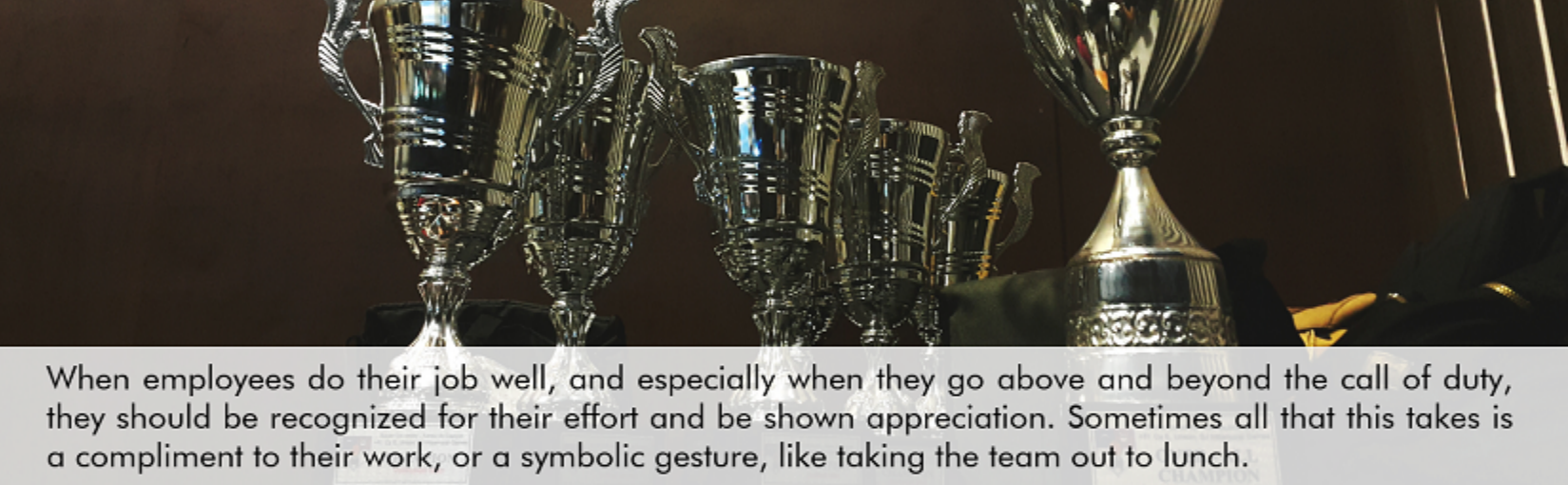
Employee well being is linked to employee engagement and productivity, and your organization makes it a priority.

Show employees that your organization cares about their well-being. You can do this through health insurance benefits, employee wellness programs, a reasonable paid-time-off (PTO) benefits, etc.

Above all strive to understand your employees from a holistic perspective, taking into account the totality of their lives, and considering their overall quality of life.



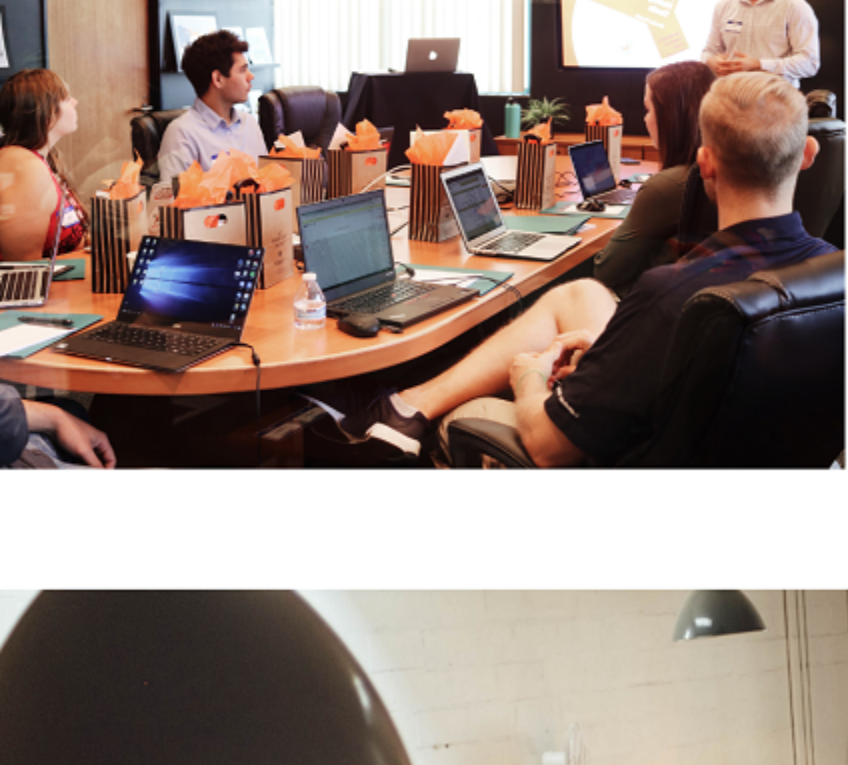
#9. Appreciate & Recognize Employee Contributions



When employees do their job well, and especially when they go above and beyond the call of duty, they should be recognized for their effort and be shown appreciation. Sometimes all that this takes is a compliment to their work, or a symbolic gesture, like taking the team out to lunch.

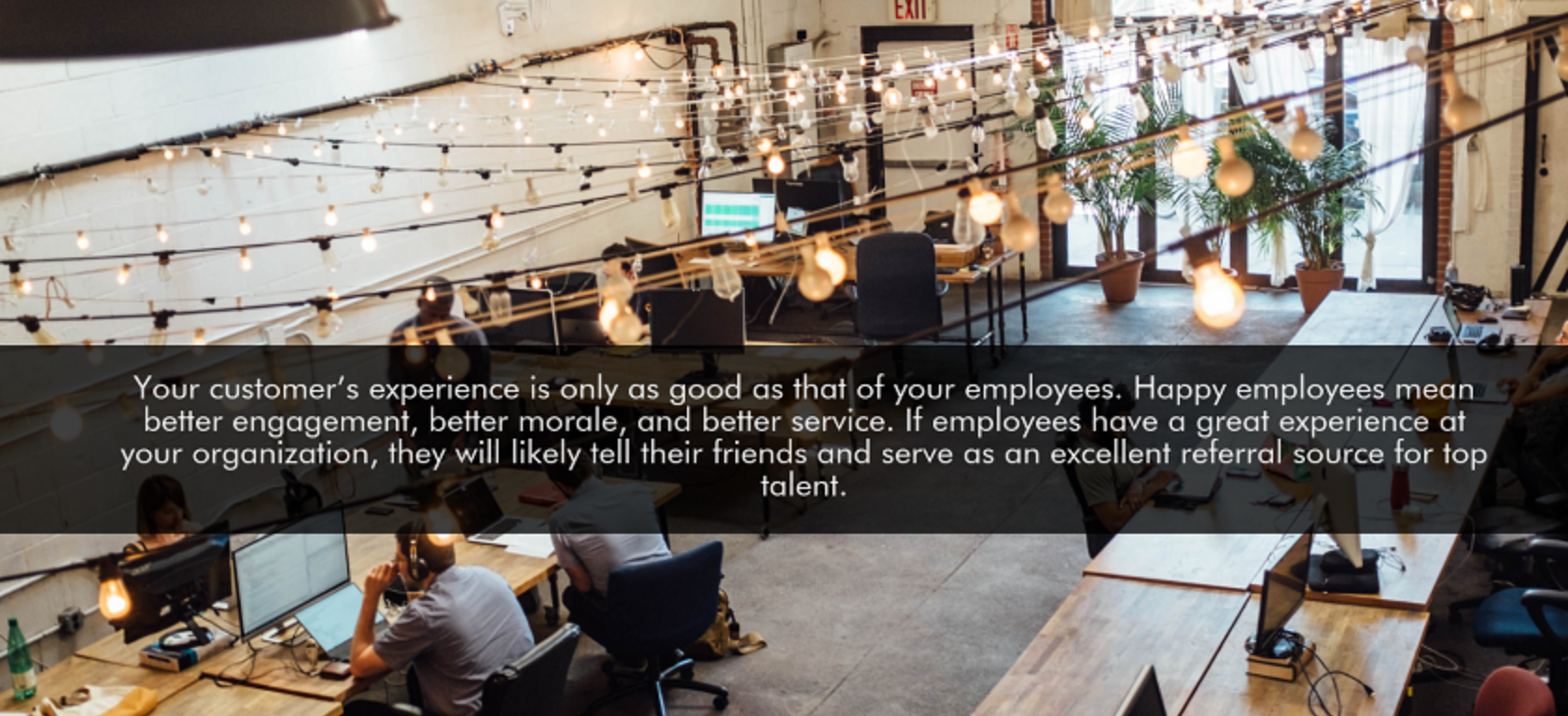
What's important is to send a clear message that employee contributions are recognized and appreciated.

#10. Create Opportunities For Career Growth



Nobody likes a job with no growth prospect. Offering a clear advancement path will reduce churn and give employees a goal to strive towards.

This doesn't mean you have to promote everybody. You just need provide ample opportunity for employees to prove themselves and then promote those that have demonstrated superior skills.



Your customer's experience is only as good as that of your employees. Happy employees mean better engagement, better morale, and better service. If your employees have a great experience at your organization, they will likely tell their friends and serve as an excellent referral source for top talent.



Sources

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