

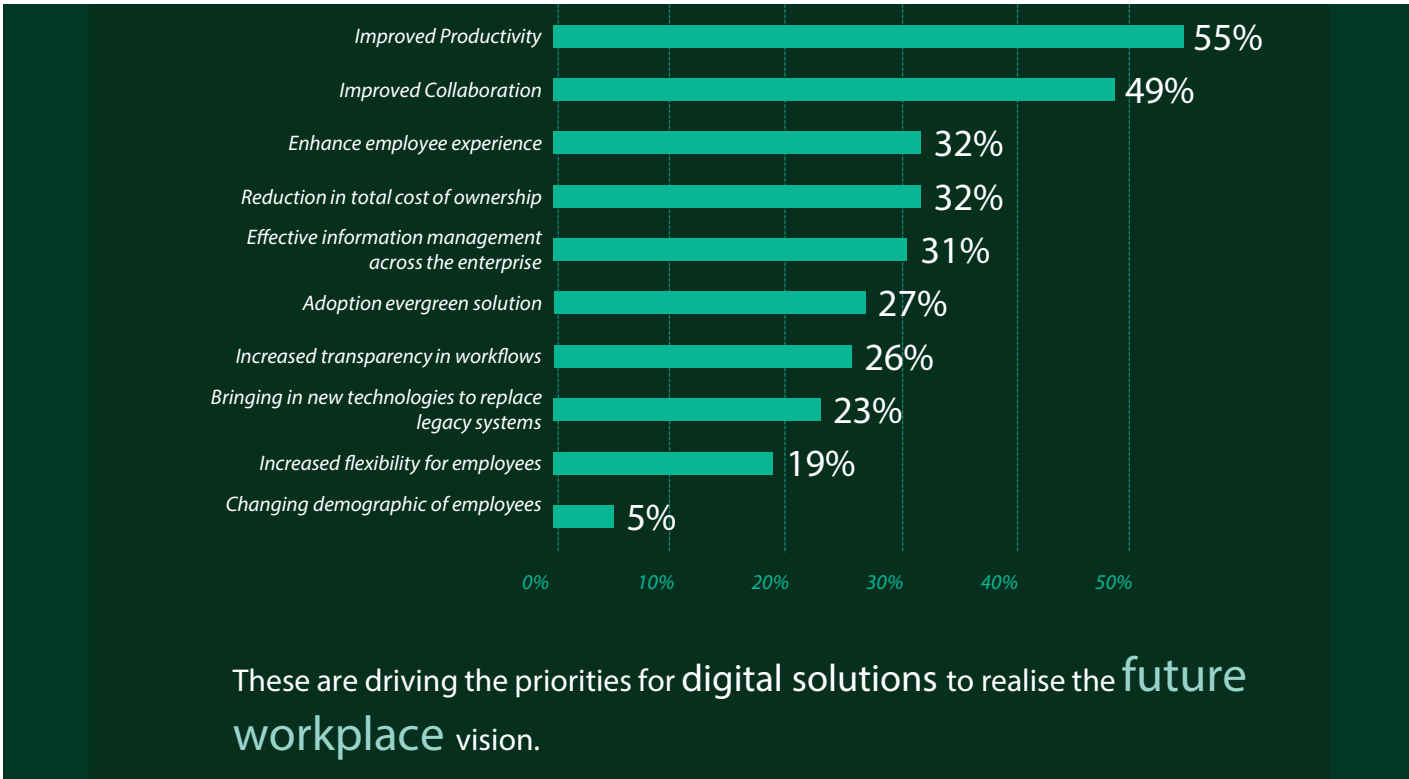


DIGITIZING EMPLOYEE EXPERIENCE

Abstract

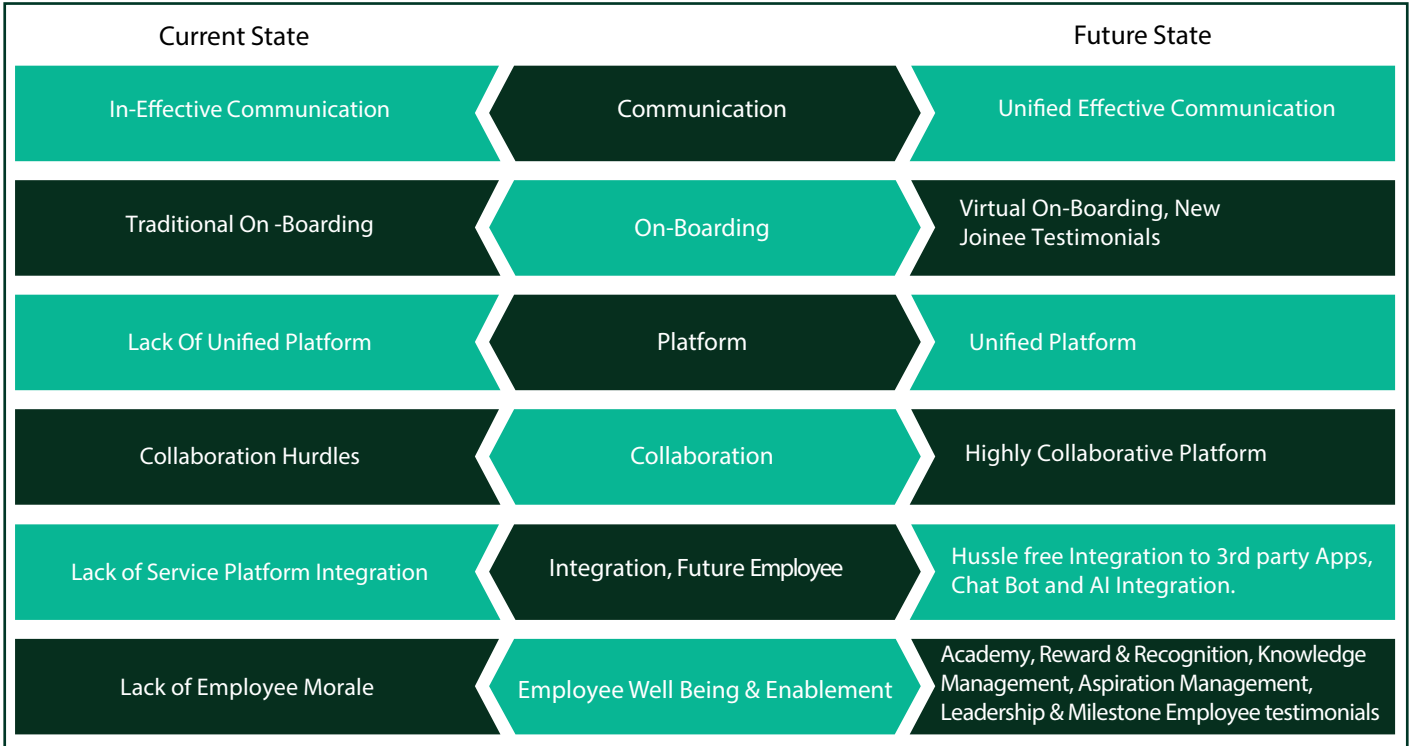
Workplace Transformation is integral to drive an organization's business strategy and employee experience is paramount. The COVID-19 measures implemented by the government, have forced many of us to bring work home. Most of the CIOs, heads of digital workplace, and information technology solution owners cite employee experience as being of the highest priority for them. After all, happy employees are productive employees.

However, most organizations feel they are not suitably equipped to address this.



Existing eco-system

Enterprise success and growth is often associated with external factors like competitive landscape, market dynamics and customer satisfaction. However, this is just the tip of the iceberg. Internal factors, like employee satisfaction, too play a vital role in the growth of the organization. In this regard, Workplace Transformation is just as essential for employee experience as it is for the success of an enterprise.



Business leaders are constantly looking for new ways to increase morale and enhance employee experience through transformative solutions. Hence, there is a need for an ideal platform to enable digital engagement with employees.

Solution – a unified platform on microsoft teams

Microsoft Teams proves to be the right choice for a platform that can enable employee engagement and delight. It is feature-rich and permits creation of a single pane-of-glass environment with options to integrate with a plethora of 3rd party applications and information sources within the organization.

Our Solution.....A Unified Platform on Microsoft Teams



Key areas where this platform can contribute

Trust in Leadership

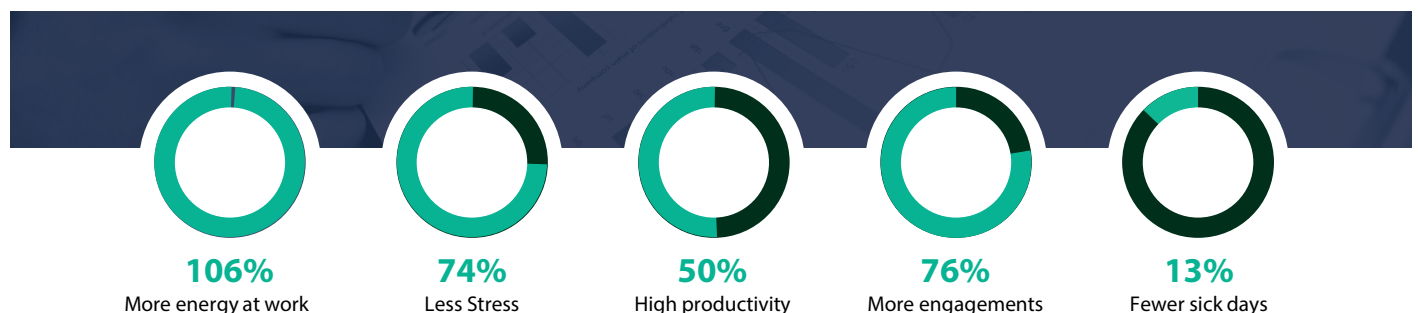
In a leadership context, trust means that employees expect their leaders to treat them well, be transparent and, consequently, nurture a feeling of comfort and openness with their leaders. Employees who trust leaders more are less likely to leave the organization. They are

also largely compliant to company policies and decisions. Higher job satisfaction and higher commitment to the organization are both linked to higher trust in leaders.

The intuitive forum – “Ask a Leader” for employees establishes transparency and creates a strong bond between leaders and employees, as it gives them a platform

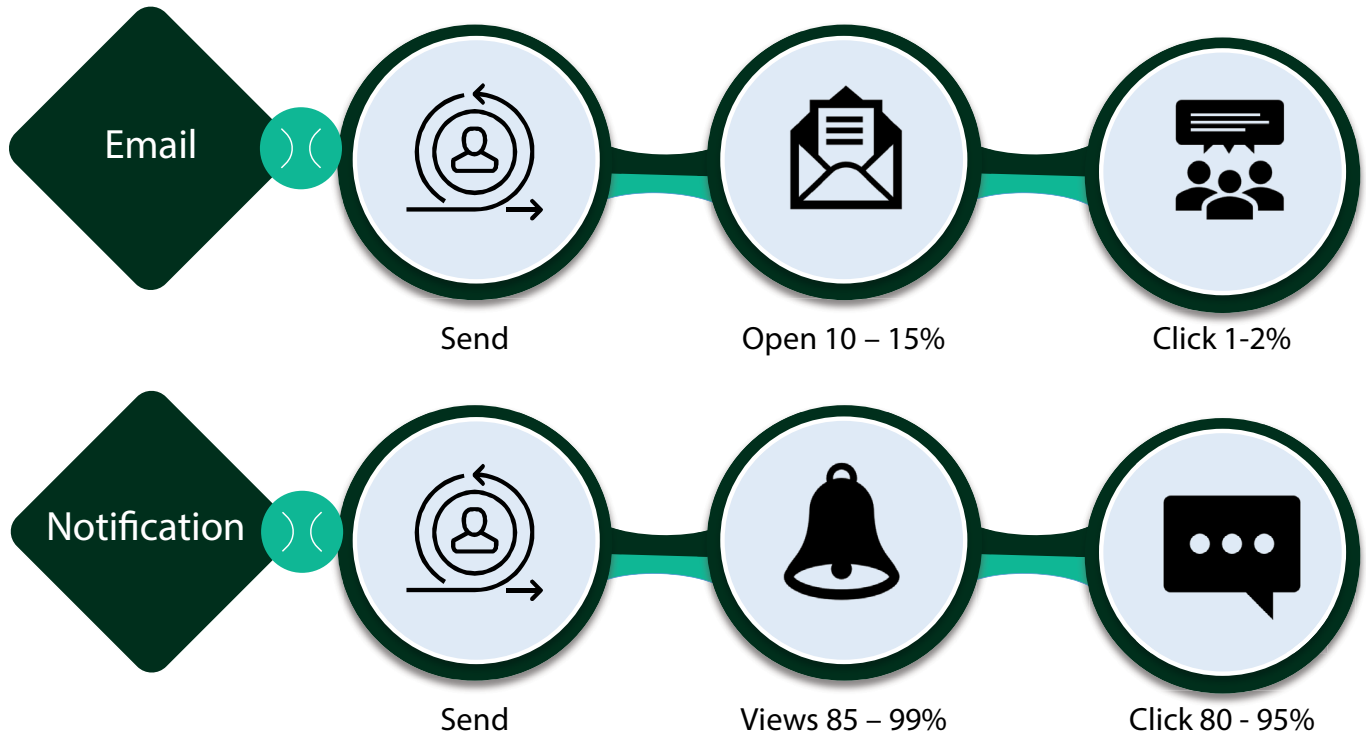
to raise their queries and questions to the leaders. Actions matter most while trying to earn employees’ trust and engagement and this is a platform that facilitates it.

As per the Harvard Business Review, Trust in leadership will create a positive work environment



Effective Communication

Effective communication is about much more than just exchanging information. To get across a request/priority effectively and efficiently, one needs to be able to listen, process the information, and then convey the same without diluting the essence.



The 2 major tools for communication uses in organizations are push-notifications and e-mails. The contest between push notifications and e-mails as to which is the better tool for communication, is a never-ending one. One of the main constraints of e-mail is that it is an enormous task to stay updated and

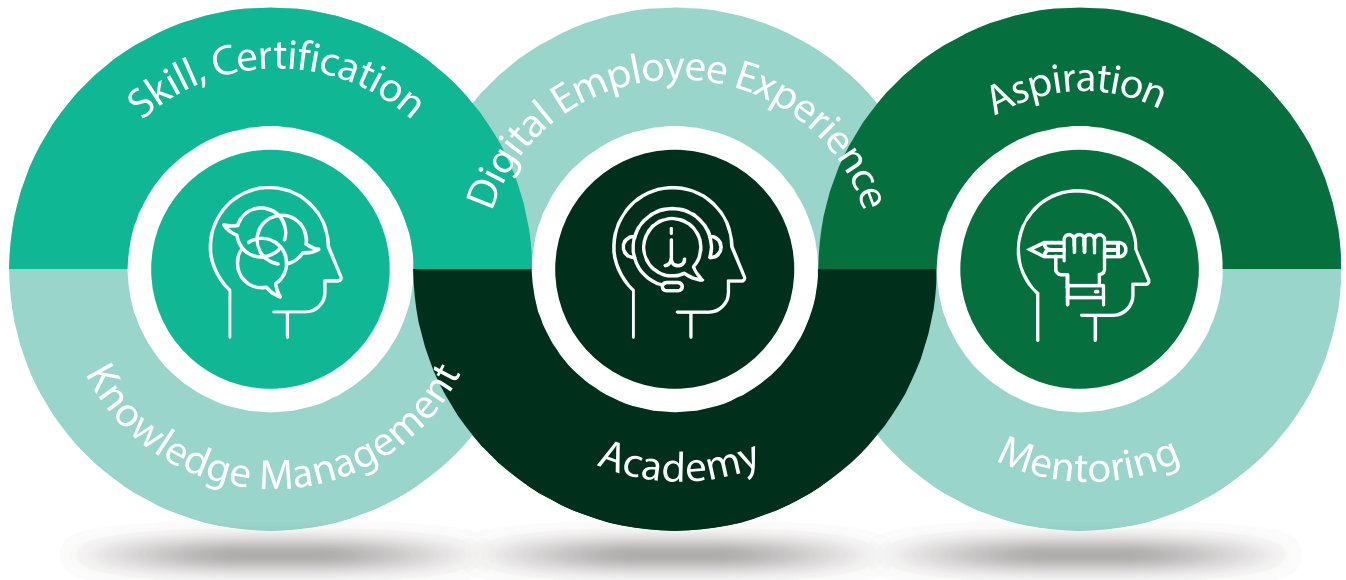
on top of all e-mails. At the same time, e-mails are far from being obsolete. On the other hand, push notifications are much more in-line with the needs for today's workplace scenarios. Unlike emails, a push notification does not require the user to open a separate application to read a message. Instead,

that message is delivered directly through a unified platform, embedded as an app within Microsoft Teams - and can be instantly read by the recipient. Push notifications are an "in-the-moment" communication channel and they are best used to share key information and reminder e-mails to larger audience.



Professional Growth

Employee retention is one of the biggest challenges organizations face throughout the world. The power balance has shifted ever so subtly in the recent past; with employees wielding greater influence within the organization today. With the help of an employee-friendly and proactive model, greater productivity and long-term employee commitment can be ensured.



An effective tool for this would be a unified training platform to create, manage and deliver training materials. Rather than investing valuable time training new hires or working one-on-one on redundant training programs, organizations can utilize Training Academy to move trainings into an eLearning platform – Training Academy will be integrated into Microsoft Stream.

This will enable end-user to search keywords within a training video and it will be an intuitive platform for all the employees to move ahead in their areas of interest.

Understanding employees' aspirations is the first step towards successful employee growth. These aspirations may be related to where they are headed in their professional

life – be it a promotion or a salary raise, or personal goals like maintaining work-life balance, skill enhancement, domain aspiration, training enablement.

- 70% of employees report that they do not have mastery over the skills they need for their jobs.
- Today's average employee is in the same role 50% longer than before 2008.



Continuous Employee Feedback

Constant feedback is the key to effective policies and growth. However, the process of feedback should not be long-drawn and should not discourage employees from giving honest opinions. Concerns over confidentiality and redressal prevent most workers from successfully validating their concerns and grievances. Use of a simple and effective plugin-and-play application would engage employees at each level and help in boosting their natural drive for the betterment of performance. This also has a butterfly effect – loyalty to the organization increases, productivity improves and the relation between the employer and the employee grows stronger.

- 45% of HR leaders do not think annual performance reviews are an accurate appraisal for employee's work.

- Managers who received feedback on their strengths showed 8.9% greater profitability.
- Companies who implement regular employee feedback have turnover rates that are 14.9% lower than for employees who receive no feedback.
- 24% of workers will consider leaving their jobs if they have managers that provide inadequate performance feedback.

Employee Service Platforms

AI chatbots, ubiquitous in the technology space, are making inroads into employee experience. Conversational interfaces like chatbots have the potential to transform the employee-employer relationship by automating tasks that were earlier

cumbersome and highly repetitive. Chatbots could be used to test employee sentiment in more integrated and automated ways and as part of other routine employee interactions. For example, a chatbot can introduce short satisfaction surveys or ratings into different interaction points or conversations.

- Mobile UX look and Responsive Designs
- Single interface for all portal information (FAQs, Tips, Trainings)
- AI based decision making in automated business processes.
- Increases productivity by reducing time latency, auto-healing.
- Adopt new processes ("New Normal") and technologies in post-Covid19 era like space allocation, on-boarding



Future of employee experience

Employee Experience has evolved from a '2-hands' (Laptop/Desktop) to 'single-hand' (Mobile) to 'no-hands' (Alexa) approach with regards to embracing a digital workplace. Post-Covid, employees have gotten used to working remotely, multi-tasking and facing innumerable challenges. This is where technology can help ease their lives by providing a smooth working interface. Among the new utilities popping up, AI, Chatbots play a crucial role. The future of a great employee experience lies in the swift transition towards a functional, intuitive, and collaborative digital workplace that empowers the employees to perform at their highest level.

It is high time for organizations to gear up and adapt to changing scenarios and use technology to their advantage.



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