

# 5 tips to elevate your employee experience

## 1 Listen and act, continuously.

You can gain credibility with employees when you take action on their feedback in a timely manner. The key here is to survey frequently, so you create a continuous loop of feedback and action. If you can't take action immediately, be sure to set those expectations up front.

## 2 Map the journey.

Find out what moments matter most in an employee's journey. Uncover important experiences and milestones through employee interviews, focus groups, and surveys. Your EX is unique, so you can't find these answers anywhere other than from your own employees.

## 3 Share ownership.

Think about how to involve employees in identifying and solving problems. Getting people to perform their regular tasks with an employee-first mindset could require a shift. Need a new learning platform? Don't just have your learning and development department make a decision. Ask employees how they like to learn.

## 4 Win small.

Rather than a massive overhaul of whatever system or process is broken, try a small fix and see what you learn. Questions like, "what's the one thing you'd change about your onboarding experience?" or "if you could get rid of one rule that we have, what would it be?" can help pinpoint where to start. Don't underestimate the power of minor improvements.

## 5 Be open.

Show where you're putting money and time. Share feedback results transparently and quickly. Employees want a two-way dialogue. Being up-front builds trust, so communicate your track record and business cases where and when you need to.