

The Power of Experience in the Future of Work

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Co-Founder - Wonder



HR Transform
The Future of Work

**More human
experiences**

experiences





BALENCIAGA

**SECRET
CINEMA**

這不是電影

**BLADE
RUNNER**







36° 07' 55'' N 115° 10' 50'' W

AREA15

AREA15



MEOW
WOLF

MEGA MART

A wall of colorful, stylized advertisements for various products, including:

- Orange Toothpaste
- HAPPLES
- VENUS
- SLIMEAPPLES
- SHOET CALES
- ZALG JUICE
- AMERICA'S FAVORITE
- SAVINGS
- LAUNDRY DETERGENT
- BLANKS
- P-2000
- TRICOST
- GLAZE
- BEER
- MEGA MART

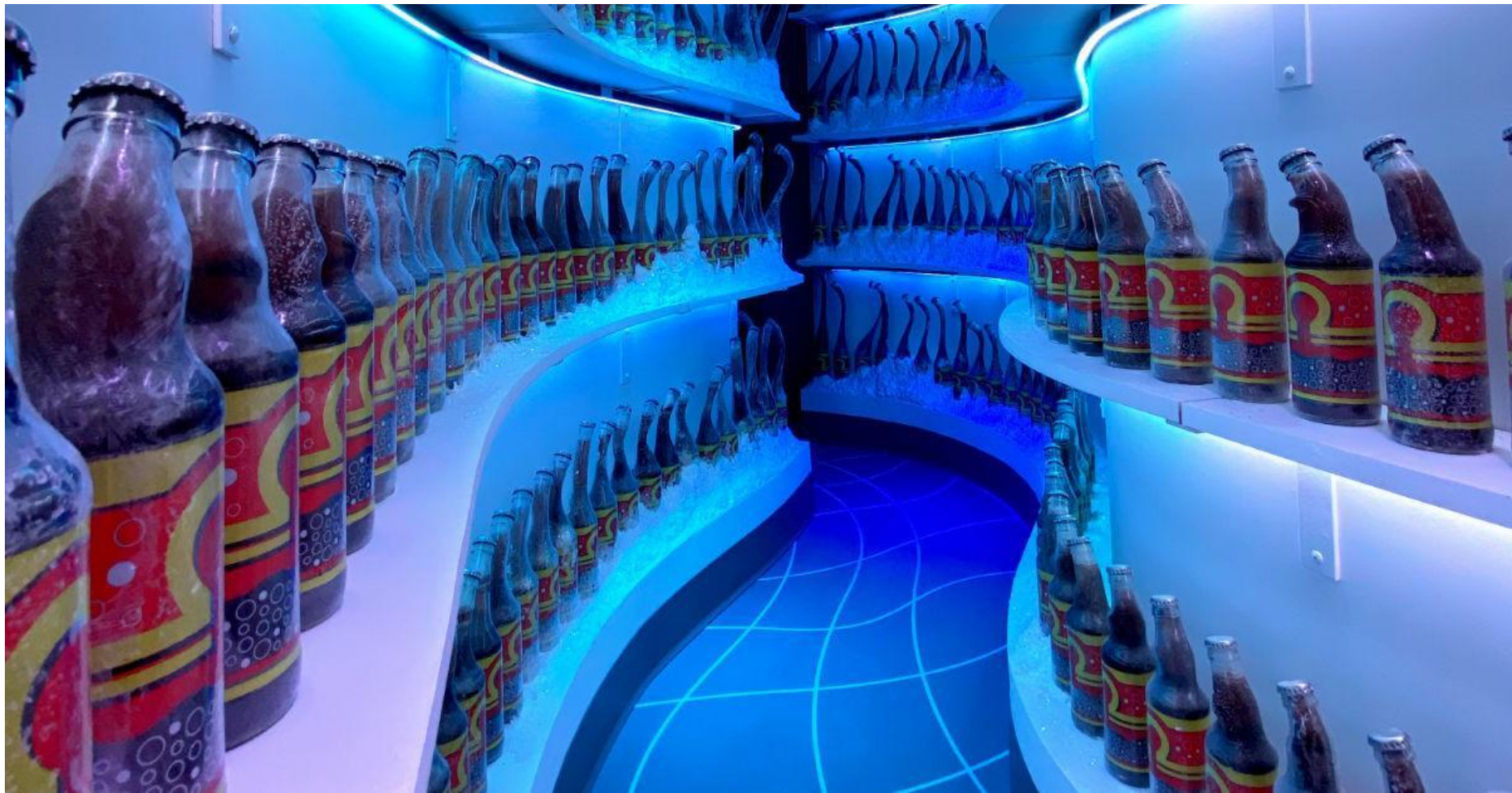
MEGA MART

CH
ST

SHO 'TIL
YOU DROOP!

Drinkables







MEOW
WOLF

punchdrunk

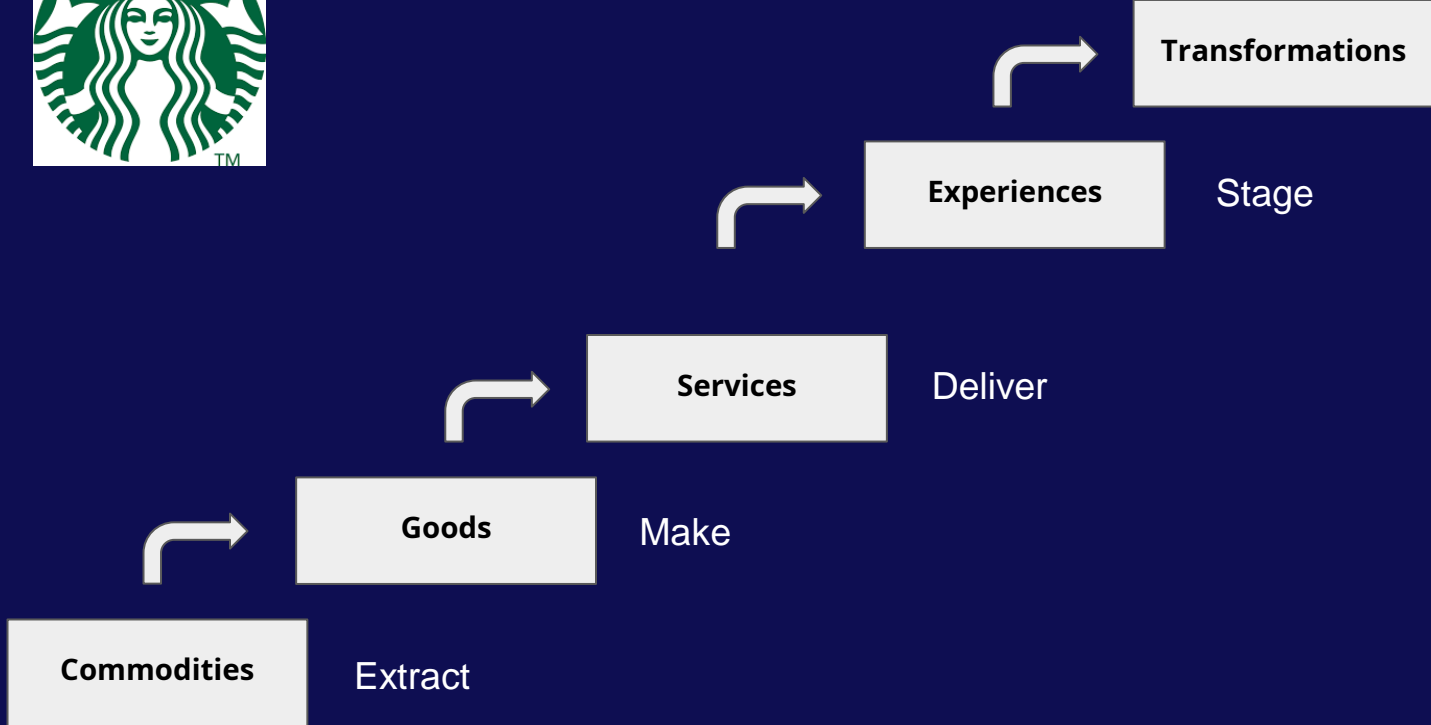




Differentiated

COMPETITIVE POSITION

Undifferentiated



Commodities

Extract

Goods

Make

Services

Deliver

Experiences

Stage

Transformations

Edify / Teach

Market

VALUE

Premium

Differentiated

COMPETITIVE POSITION

Undifferentiated

TIME WELL SPENT
Experience Economy

TIME WELL SAVED
Experience Management

Commodities

Goods

Services

Experiences

Transformations

Market

VALUE

Premium

- Moments that matter
- Interfacing - optimize employee touchpoints
- Making it quicker, easier & faster through technology
- Stage experiences by design

Key characteristics

A SERVICE

Office of customer
experience manager

Nice

Easy

Convenient

AN EXPERIENCE

Office of employee
experience manager

Memorable

Personal

Time

**Time
well
saved**



**Time
well
spent**

experiences

**More human
experiences**

More human





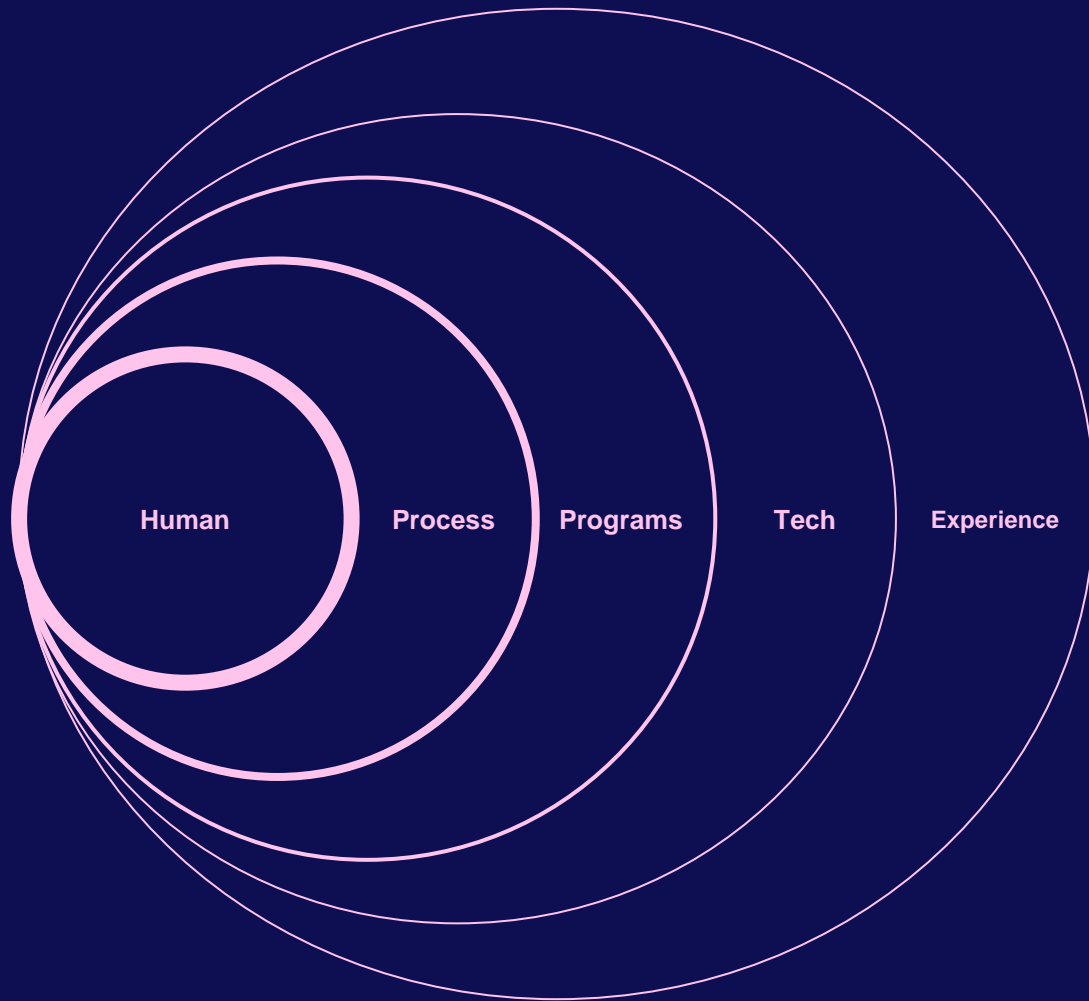
SAS

THE ARRIVALS

Intentionality







Human

Process

Programs

Tech

Experience

**Employee
experience**

Journeys

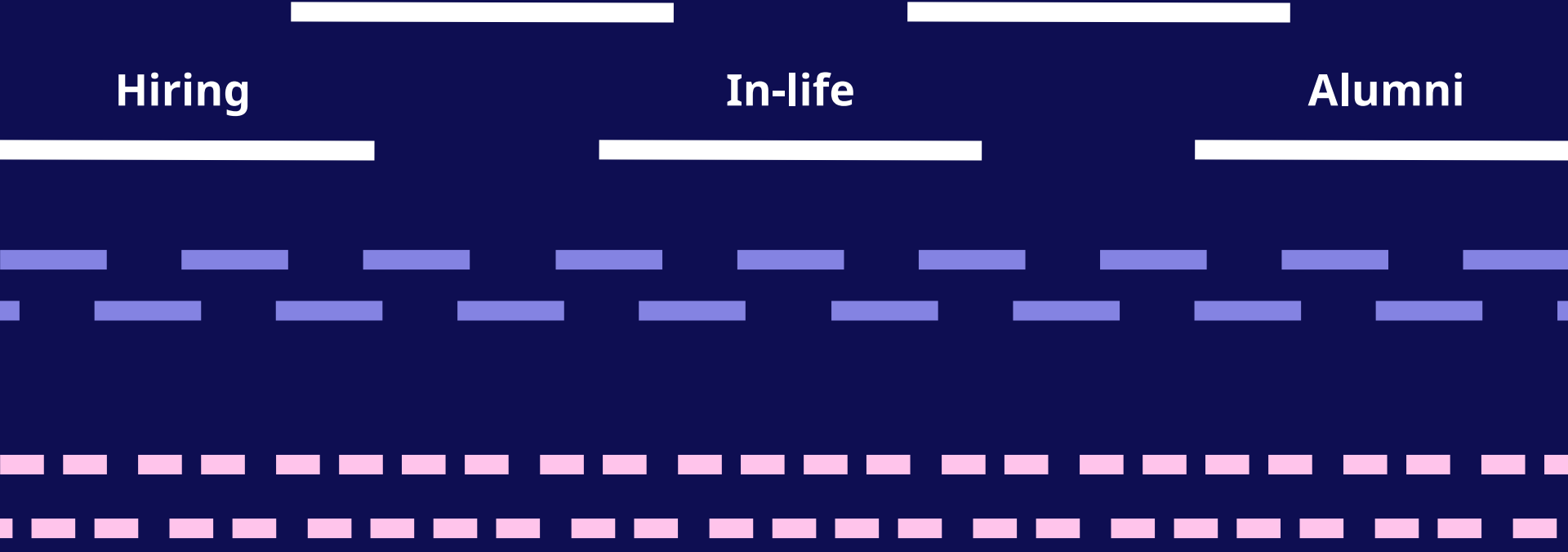
Onboarding

Exit

Hiring

In-life

Alumni



Onboarding

Exit

Hiring

In-life

Alumni

Application

Selection

Pre-board

Day 1

Internal mobility

DE&I

Retirement

Network

Online test

Hiring manager

Learning

First time manager

Leadership development

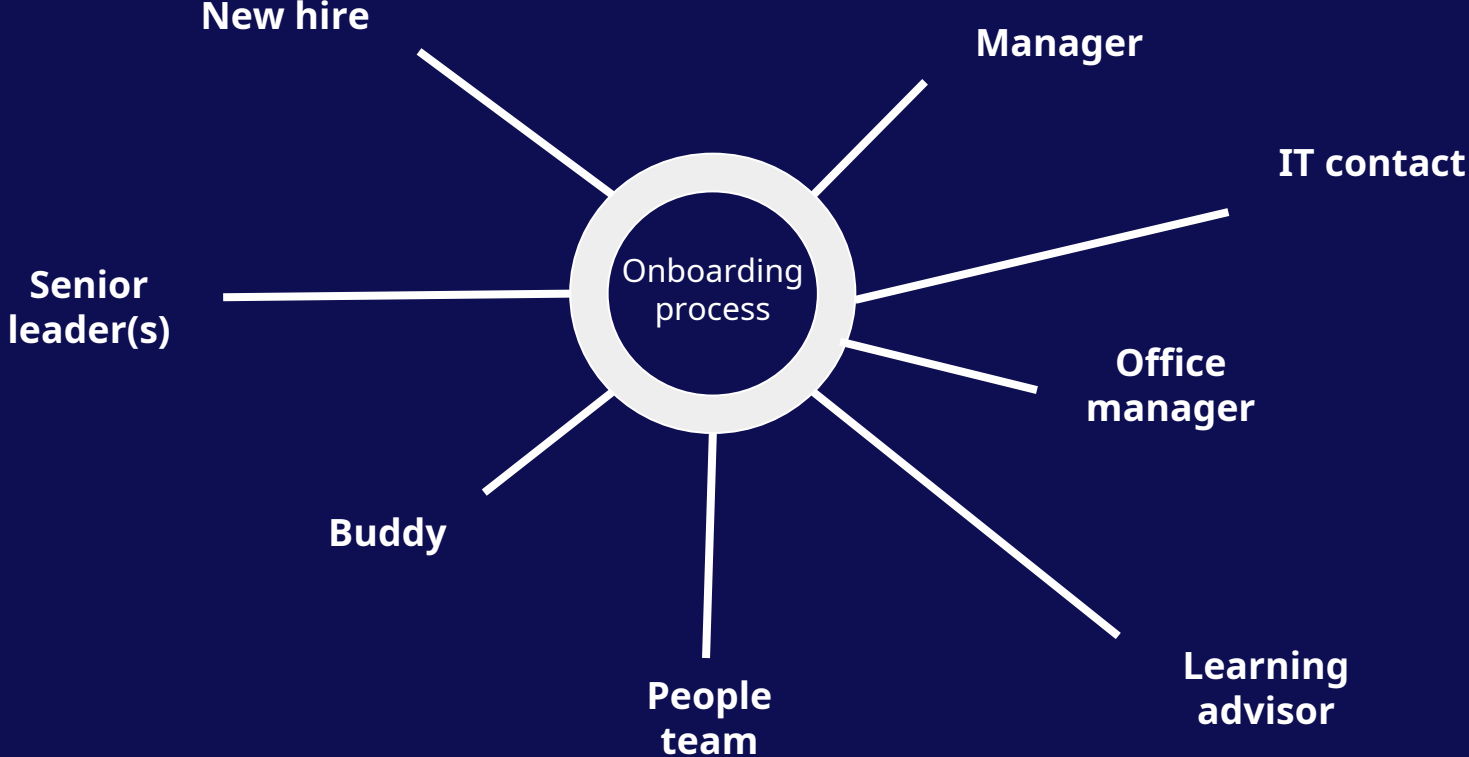
Return to work

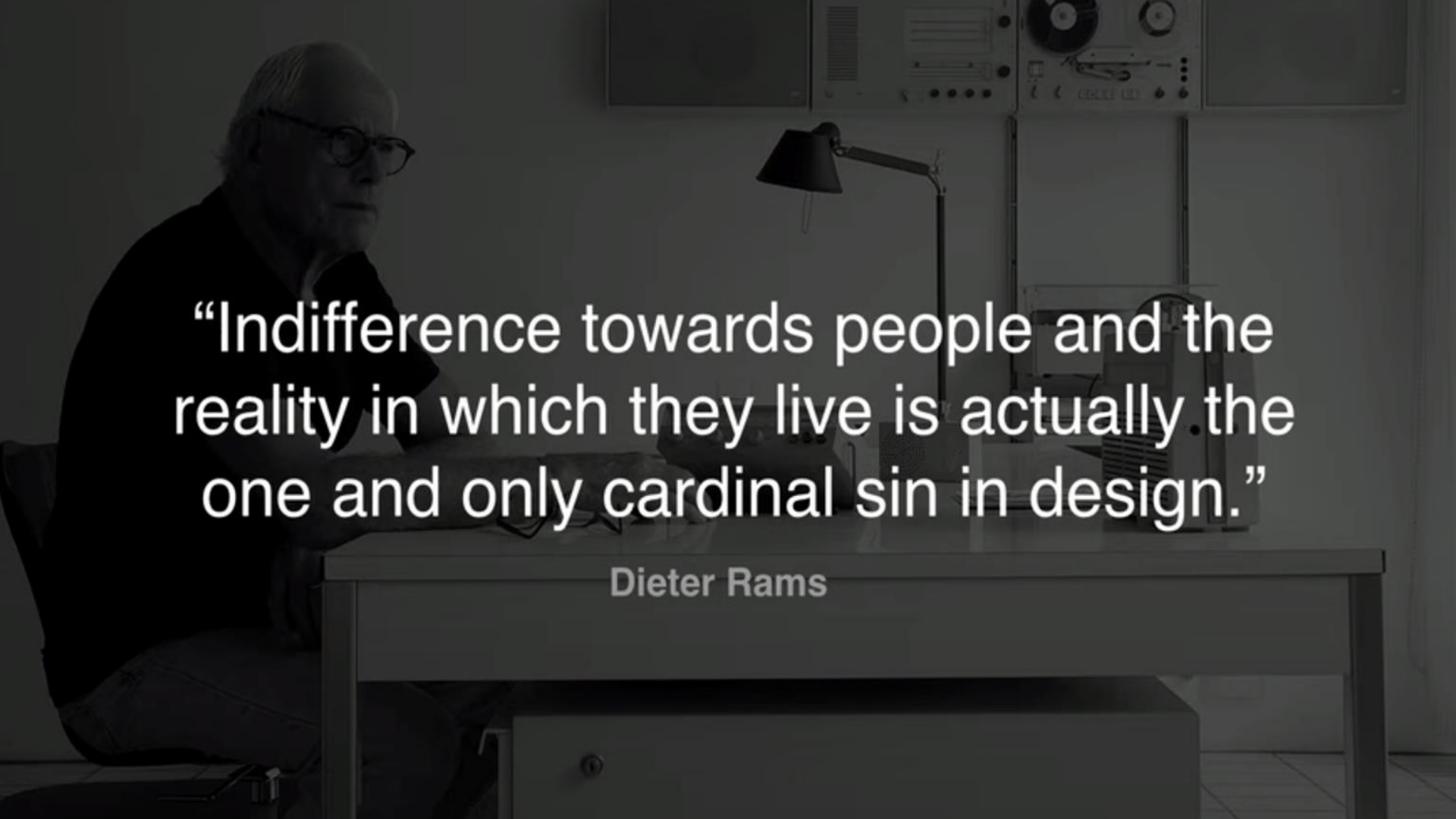
Exit interview

Community



More human lens





“Indifference towards people and the reality in which they live is actually the one and only cardinal sin in design.”

Dieter Rams

“Employee experience is about doing things *with* and *for* people, not to them”

Mark Levy, Chief People Experience Office, Airbnb

Reflections

Where are the places you can increase “Time well saved” AND “Time well spent”?

How might you look at DE&I, Talent or Learning as an experience journey?

Where are the opportunities to create more human experiences in your organization?