

# Human experience at the workplace: your best strategy to boost employee engagement.

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**HR Transform**  
The Future of Work

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“People want to know they matter and they want to be treated as people. That’s the new talent contract.” -  
*Pamela Stroko*

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# Defining Employee Engagement

Culture Amp defines employee engagement as:

- The levels of enthusiasm and connection employees have with their organization.
- It's a measure of how motivated people are to put in extra effort for their organization.
- A sign of how committed they are to staying employed with the company.

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## Some context.



Global employee  
engagement

23%



Employee  
engagement in  
Europe

13%



Employee  
engagement in  
Malta

20%

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# Why should you be concerned with engagement?

## Amongst other benefits, **engaged employees**:

57% more likely to do work in excess of job requirements to achieve their goals.

27% less physical absenteeism.

5x less likely to leave.

On the other hand, **disengaged employees** cost organisations \$86.5 million per year due to absenteeism losses in productivity.

Source: Culture Amp

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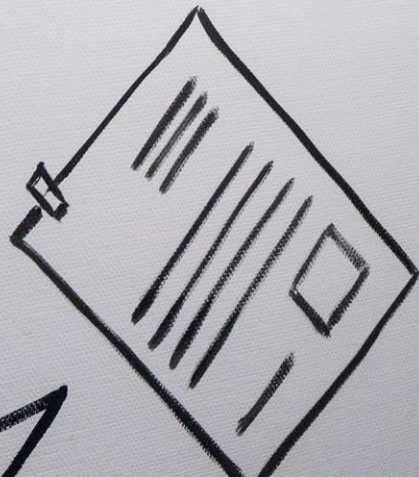
~~Employee  
Experience~~

Human  
Experience

Employee Experience focuses on:

- Employees' basic needs, ensuring they are happy & productive at work.
- Works through processes, workflow designs.
- Relies on the assumption that employees are happy to comply and engage with what the company offers them.

# PRODUCTIVITY



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~~Employee  
Experience~~

Human  
Experience

What is Human Experience at the workplace?

- Human centric approach.
- Meaning at work and in employee's personal life.
- Understanding employees as humans first during the employee life cycle.
- Joy, success & fulfilment that work brings to the employee.



## How?

- Respect employees – this might look slightly different from one person to another.
- Transparency & dialogue.
- Recognise effort & strengths.
- Provide support, feedback, coaching & mentoring to grow weaker areas.

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## What would your employees' replies be?

- Am I working with people I respect & who respect me for who am and what I bring to the workplace?
- Am I challenged enough to bring my best to work every day?
- Am I given the support and encouragement to deliver something of value?
- Why am I here?

Culture of  
belonging.



# Culture of belonging.

## What?

- The sense that you are a valued member of a community.
- This creates a sense of purpose, which in turn bring meaning into one's life.
- The above applies to all communities: sports team, gym, religious group and workplaces.

Source: Culture Amp

# Culture of belonging.

## How?

- Allow employees to show vulnerability.
- Track happiness & belonging.
- Social bonds.
- Intentional inclusion, eliminate outsidersness.
- Demonstrate care.

Source: Culture Amp

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# Psychological Safety



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# Psychological Safety

## Why?

- At the heart of high performing teams & engaged workforce.
- Contributes towards an inclusive, diverse and accepting workforce.
- Creates an environment where team members feel safe to express themselves.

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# Psychological safety through leadership.

## How can leadership create a psychologically safe work environment?

- Invest in leadership development.
- Implement [& actively support] programs to promote mental health.
- Be compassionate, emphatic, role model vulnerability and self-aware.

Source: Culture Amp

# Types of Psychological safety.

- **Inclusion safety:** welcome in the company as your authentic self.
- **Learner safety:** free to ask questions & make mistakes while you learn.
- **Contributor safety:** actively encouraged to share ideas without fear of retribution.
- **Challenger safety:** safe to question the status quo, raise concerns and provide opinions without fearing negative consequences.

Source: Culture Amp

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## Treat employees as customers [or better].

- Bring a hospitality mindset to your human experience.
- Consider your employees' needs like you consider your clients'.
- Personalised approach. One size doesn't fit all in a diverse workplace.



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## Questions to ask.

- What challenges are you facing that prevent you from doing your best work?
- How are you feeling about the current space offering?
- What's one thing that our company can do to change how you feel at work?



Lighter  
moments.

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## Humour at work. Why?

- Associated with increased coping effectiveness.
- Decreased burnout & stress.
- Strengthens bond & builds relationships.
- Improves mental health.

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# Having a laugh at work.

## How?

- Use it correctly: Boundaries.
- Engaging in fun games.
- Share funny stories that happened to you.
- Start meetings on a fun note.
- Use humour to relax a tense conversation.

Source: Culture Amp

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“When people are financially invested, they want a return. When people are emotionally invested, they want to contribute.” - *Simon Sinek*



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Care to share any  
takeaways?

Questions?

THANK YOU