



Evolve to Continuous Dialogue: Employee Experience across the globe

#Getinto
the**Dialogue**

Welcome



Throughout today's (recorded) presentation, all participants will be in a listen only mode.



If you would like to ask a question via the web interface, simply type your question in the “Ask a Question” box and click send.



If any participant has difficulty hearing the presentation, please submit your question via the same tool.



The session will be recorded. We will share the recording and the deck out of the today's webinar with all registered. Questions will also be answered after the webinar.

Speakers of today



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Agenda

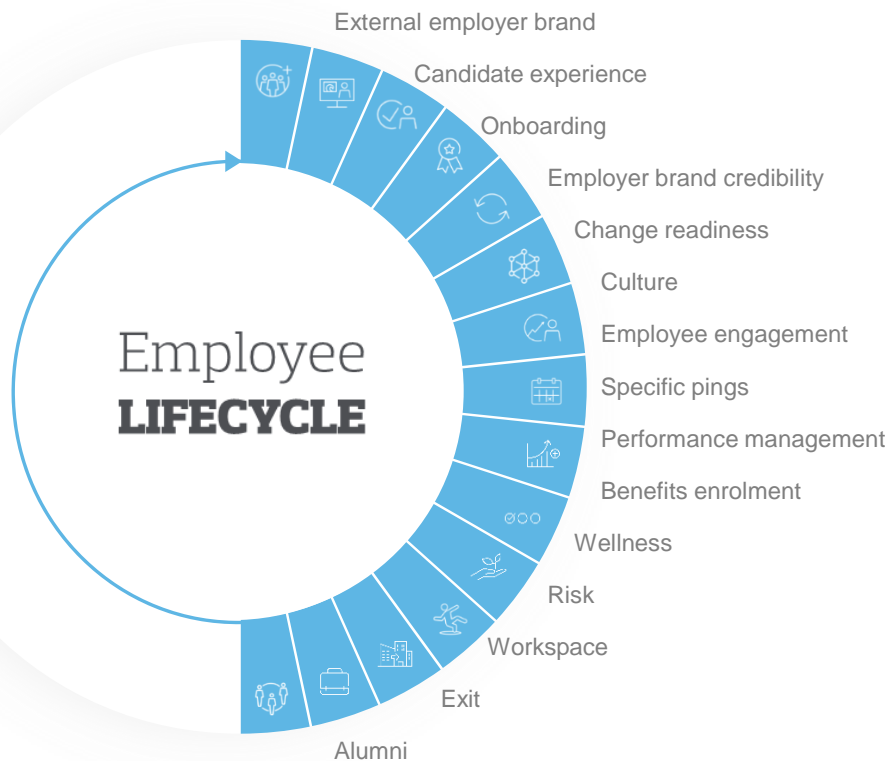
- Introduction
- Why employee experience matters
- How organizations today are approaching Continuous Dialogue
- How to take Continuous Dialogue to the next level?
- Close



Tomorrow's workplace is not (just) a place to work

- » Agile
- » Digital
- » Fast Decision Making
- » Flexible
- » Forward Thinking
- » Purposeful
- » Collaborative
- » Connected
- » Co-created
- » Resilient

The employee experience spans defining lifecycle moments



Employee experience

is how an employee perceives all aspects of their employment throughout their tenure at a company.

Continuous dialogue across lifecycle moments

provides the opportunity for ongoing, agile employee feedback/action loops that improve the employee experience and business performance.

Unprecedented insight into employee experience measurement

Aon launched the Global Employee Experience Research to understand the current practices and future plans for measuring and improving the employee experience.



Close to
**1500 HR
professionals**



from 46 countries
participated in
the research



Providing insight into
the daily experience of
22 million employees
around the world.

We also explored companies' readiness to implement more frequent dialogue across the employee lifecycle.

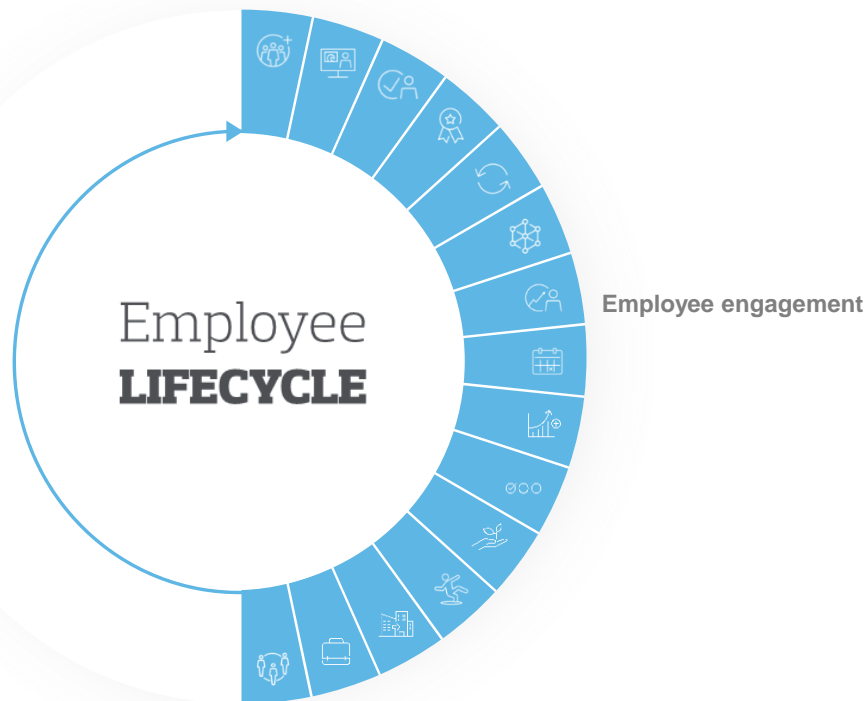
Important and emerging people challenges require agile approaches to business and talent

Biggest
HR challenges
in 2018



Rapidly emerging
HR challenges
2023

Employee engagement is not over



Now

In 2 years

Change

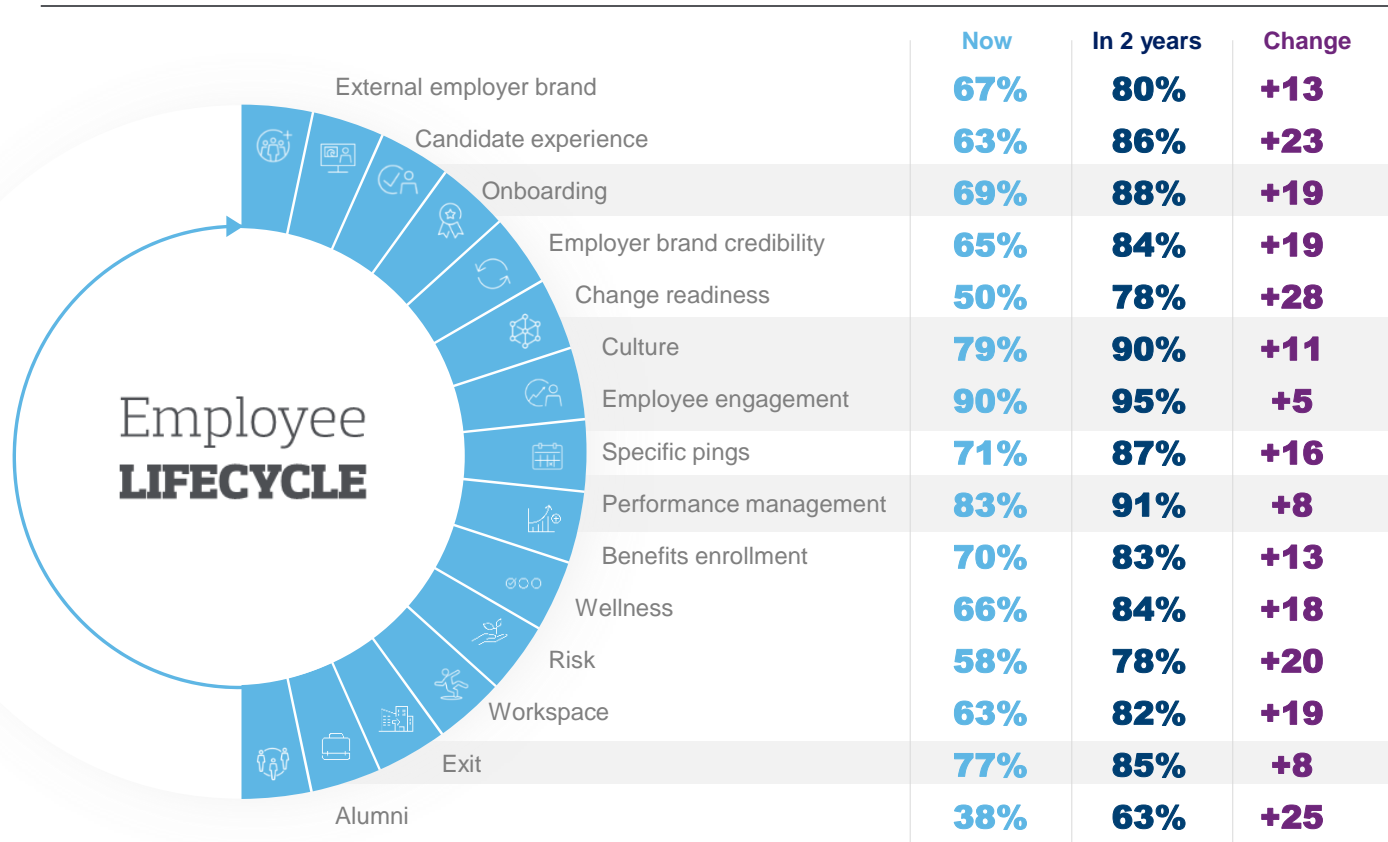
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95%

+5

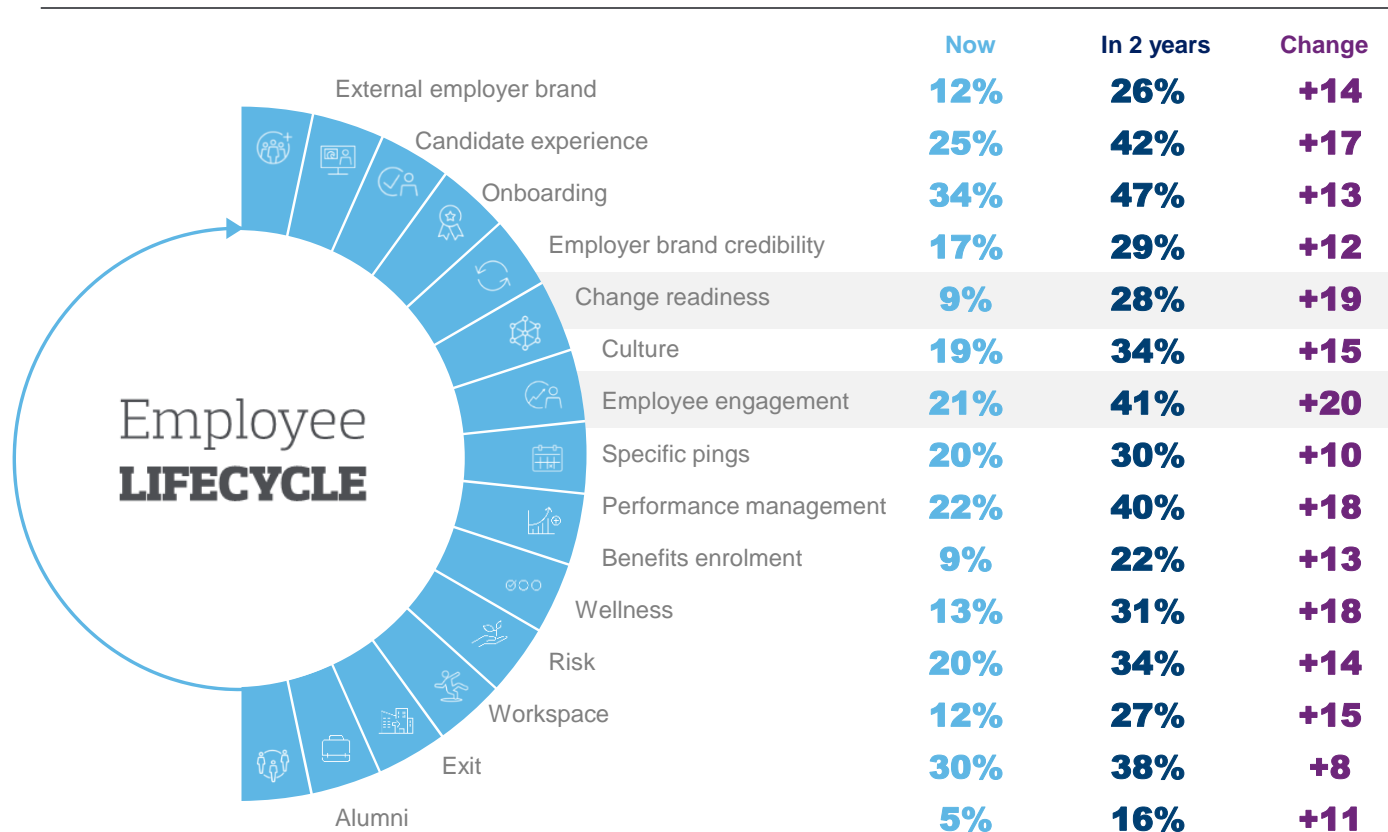
Employee Engagement remains a strong KPI, but the frequency of its measurement is set to increase, with a decline in annual measurement and significant shift towards more frequent engagement pulses.

The desire for end-to-end employee lifecycle measurement is ubiquitous



More than 75% of organizations declare measuring almost all lifecycle stages by 2020, with the highest prevalence on onboarding, culture, engagement, performance and exit.

Annual measurement is evolving into Continuous Dialogue

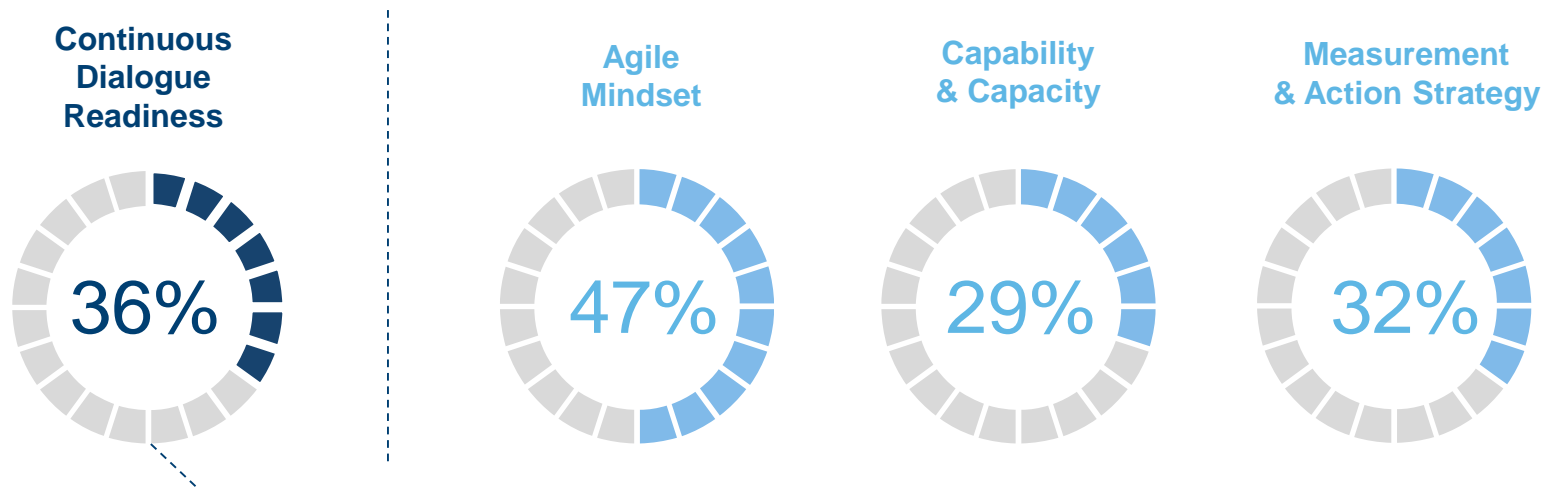


Organizational plans for the next 2 years indicate significant shift in the frequency of pulsing.

We see the biggest shift towards a more Continuous Dialogue in the areas of employee engagement and change.

Desire for Continuous Dialogue outpaces readiness

Ingredients of Continuous Dialogue Readiness



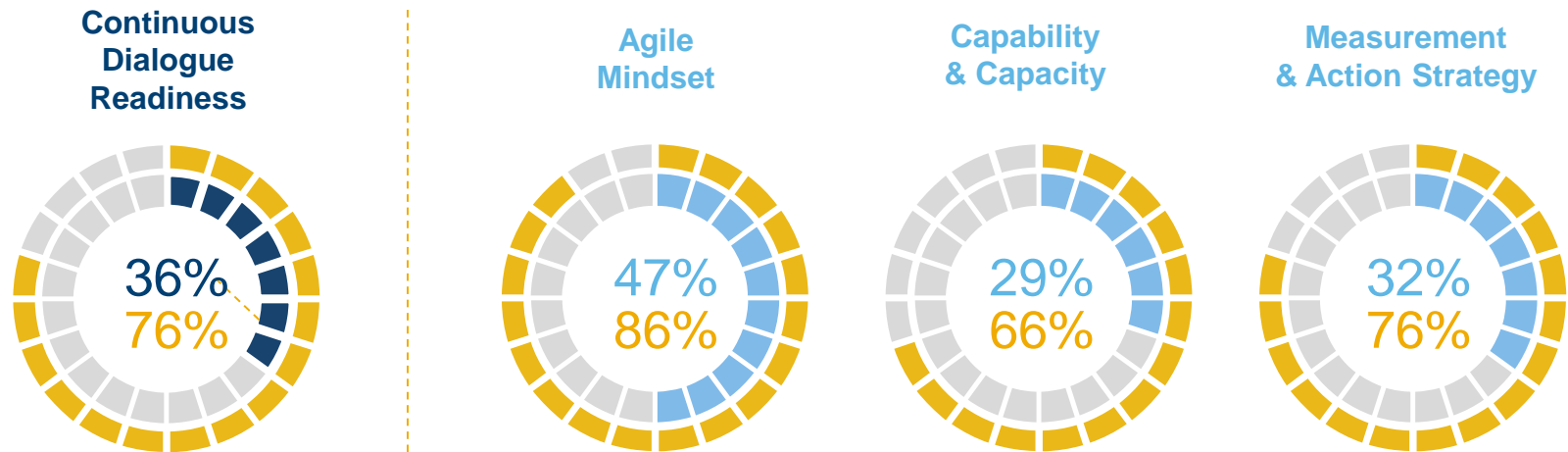
North America » **31%**



Europe » **36%**

Leading organizations are taking Continuous Dialogue to the next level

Leading organizations differentiate themselves particularly with regards to measurement strategy.



 North America ➤ **65%**

 Europe ➤ **69%**

But the future Continuous Dialogue best practice is not yet here



- Onboarding
- Culture
- Engagement
- Performance
- Exit

Average Organizations

Agile Mindset
Willingness

- Increasing frequency of engagement and culture measurement
- Change, Wellness, Workspace and Risk pulses

Leading Organizations

HR Capability/Capacity
Strategy
Agile Mindset
Willingness

- Decreased overall emphasis on engagement
- Candidate, onboarding and exit pulses more frequent throughout the year
- Frequent change, risk and bespoke pings throughout the year

Future Best Practice

Mgr. Capability/Capacity
Data Integration
HR Capability/Capacity
Strategy
Agile Mindset
Willingness



Rapidly-evolving business needs are disrupting feedback and action cycles



The world of talent management and employee feedback is **changing to meet rapidly changing business needs.**

From:



Annual survey event to measure engagement



Retrospective analysis of people programs



Passive feedback: Report group themes



Primary ownership by HR

To:



More frequent feedback, insight and action loop with centralized strategy



Predictive insights for better decision-making

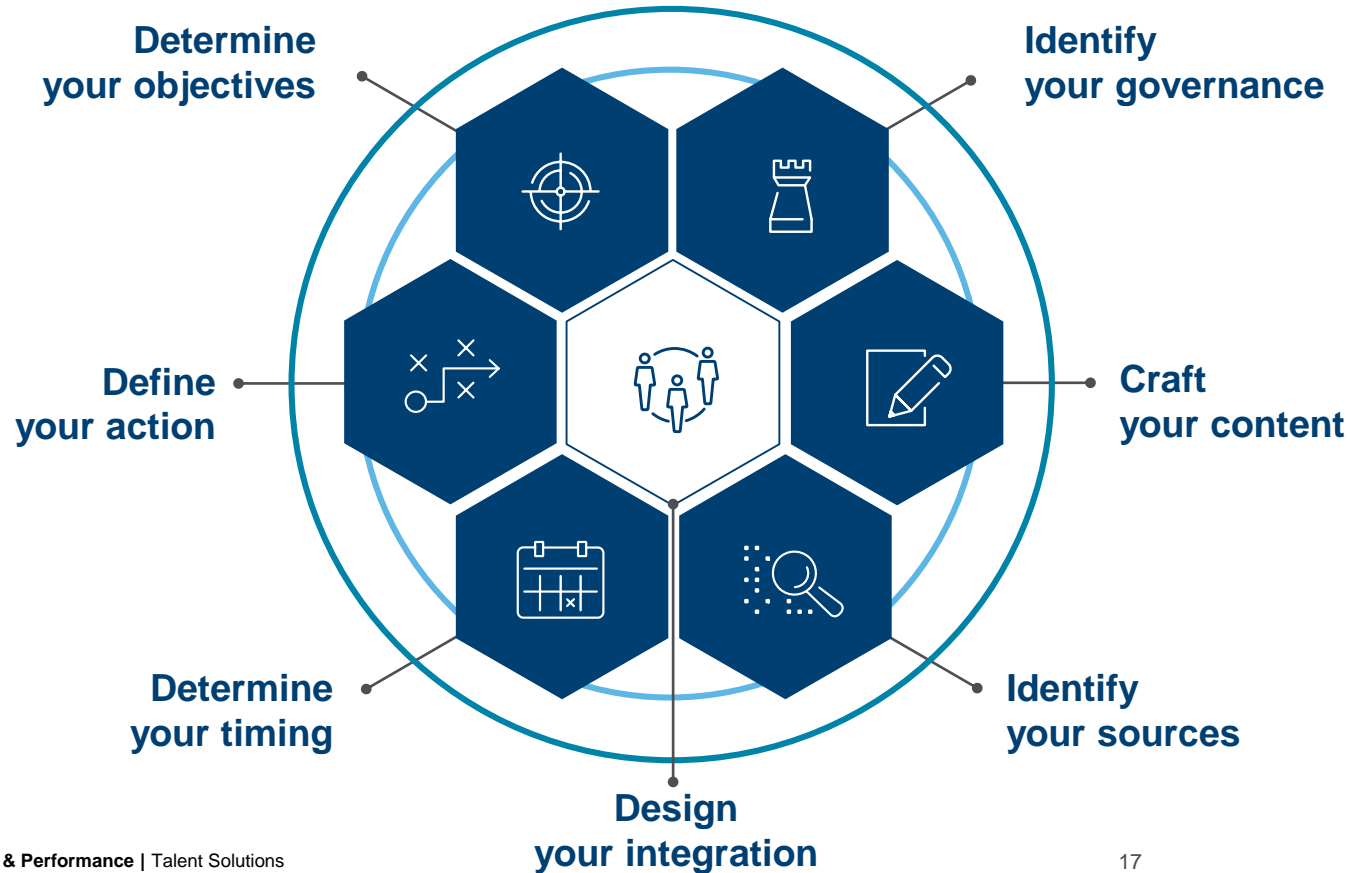


Active dialogue: Report individual feedback



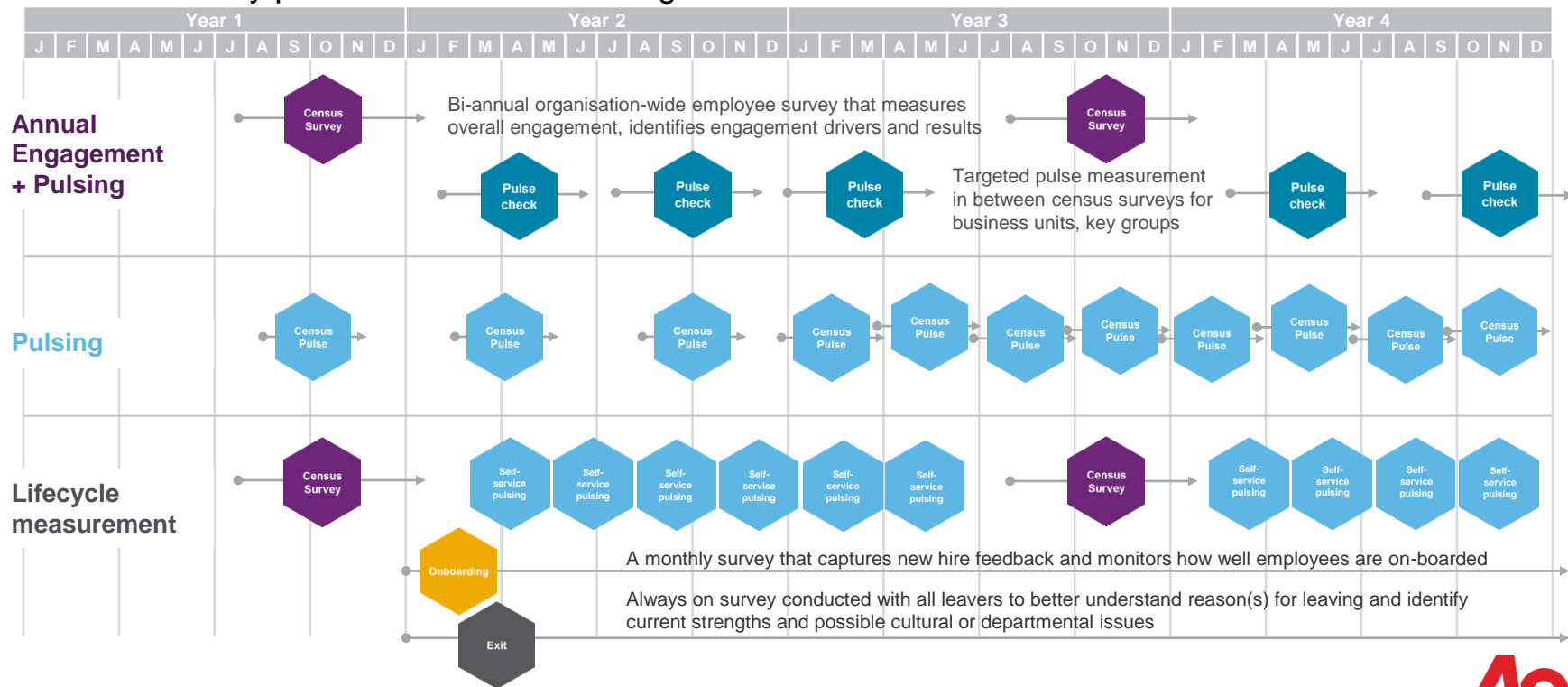
Sharing responsibility at the right ownership levels

Aligning readiness with reality around Continuous Dialogue



Your journey - no one size fits all

There are many paths for continuous dialogue and action





What if **the one who**
changes the world
is looking at you right now?

For feedback, questions, or demo requests related to Aon's Continuous Dialogue solutions...



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