3 Ways to Foster a Human-Centered Workforce Experience

The notion of developing a positive workforce experience (WX) that organizations can design and measure requires an end-to-end approach. While some companies have integrated employee experience (EX) programs into their compensation plans, research shows that such programs are still missing the mark. This is largely due to the lack of understanding about what components of the employee experience are significant or relevant to the workforce. Without this understanding, companies are less likely to achieve improvements to WX.

1. Sharpen leadership capabilities that build trusting worker relationships. While organizations in the digital age have developed many new communication channels, face-to-face interactions are still the most effective. There is strong evidence that when and how leaders communicate with employees is a significant predictor of employee’s overall wellbeing. In fact, research shows that leaders who communicate in ways that are both clear and warm are more likely to be perceived as trustworthy and credible. Leaders should be trained on feedback and listening skills, as well as leaders who actively foster trust and build a sense of purpose and ownership over work.

2. Design sensing and monitoring approaches to gather feedback around topics most relevant to workers. Designing a human-centered WX requires organizations to not just listen but to listen to the things that matter most to their people. Thus, it is crucial that companies keep all possible listening channels open to effectively gauge the sentiments of their workforce. For example, leaders can include listening activities in their weekly or monthly meetings with teams. For managers, listening to employees during one-on-one meetings can help identify potential issues or opportunities for improvement. In addition, organizations can establish feedback channels that allow employees to provide feedback when and where they want to—without compromising on methodological rigor.

3. Establish ownership of experience design to different worker segments. The Employee Perspective on Employee Experience: Three Top Findings forum conducted on Remesh.ai, Bersin, Deloitte Consulting LLP, August 6, 2018.

Employees and their leaders must innovate to challenge current assumptions of the workforce experience design process. Organizations should empower their workers with the tools and technology they need to take ownership of their experiences, rather than relying on static, top-down approaches. This approach will allow organizations to better understand their employees’ needs and preferences, leading to a more meaningful and engaging workforce experience.