

**Quicktake**

 FTIDELTA™



# Measuring Employee Experience

**The employee experience index**

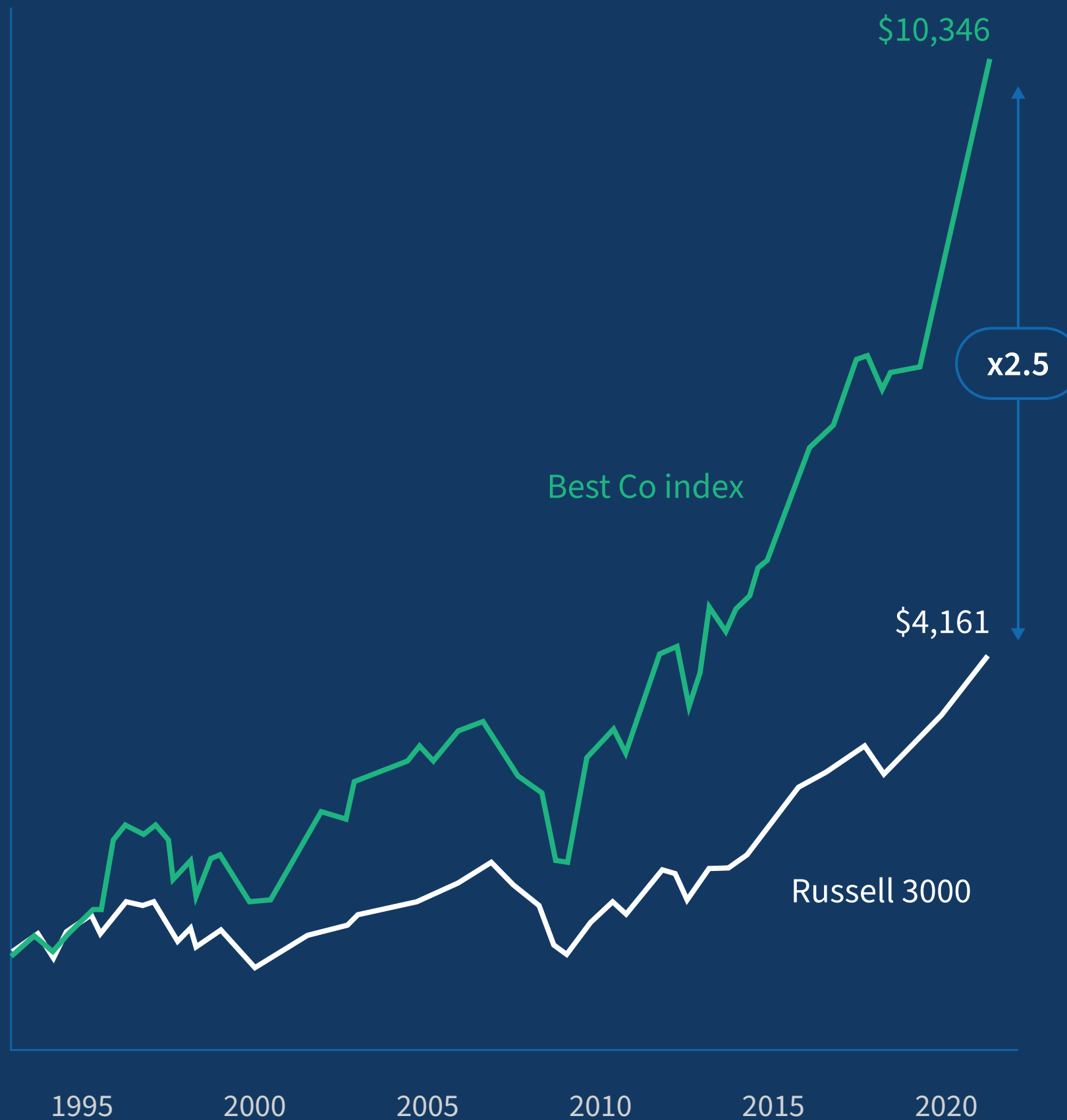
# Employee experience is critical for the success of any business

Companies that **perform well on employee experience metrics** also tend to **perform well on customer experience metrics**, which in turn **increases revenues and profits**



# Top-performing organizations are also known to be the best employers

## Growth of \$1,000 invested in the "Fortune 100 best companies to work for" Index vs. Russel 3000



### THE TRENDSETTERS

- World's best employers, Forbes

- |                     |              |
|---------------------|--------------|
| 1 Samsung           | 2 IBM        |
| 3 Microsoft         | 4 Amazon     |
| 5 Apple             | 6 Alphabet   |
| 7 Dell Technologies | 8 Huawei     |
| 9 Adobe             | 10 BMW       |
| 11 Costco Wholesale | 12 Coca-Cola |
| 13 Cisco            | 14 Adidas    |
| 15 Siemens          | 16 Southwest |

- Ex Index, Lever & Cisco

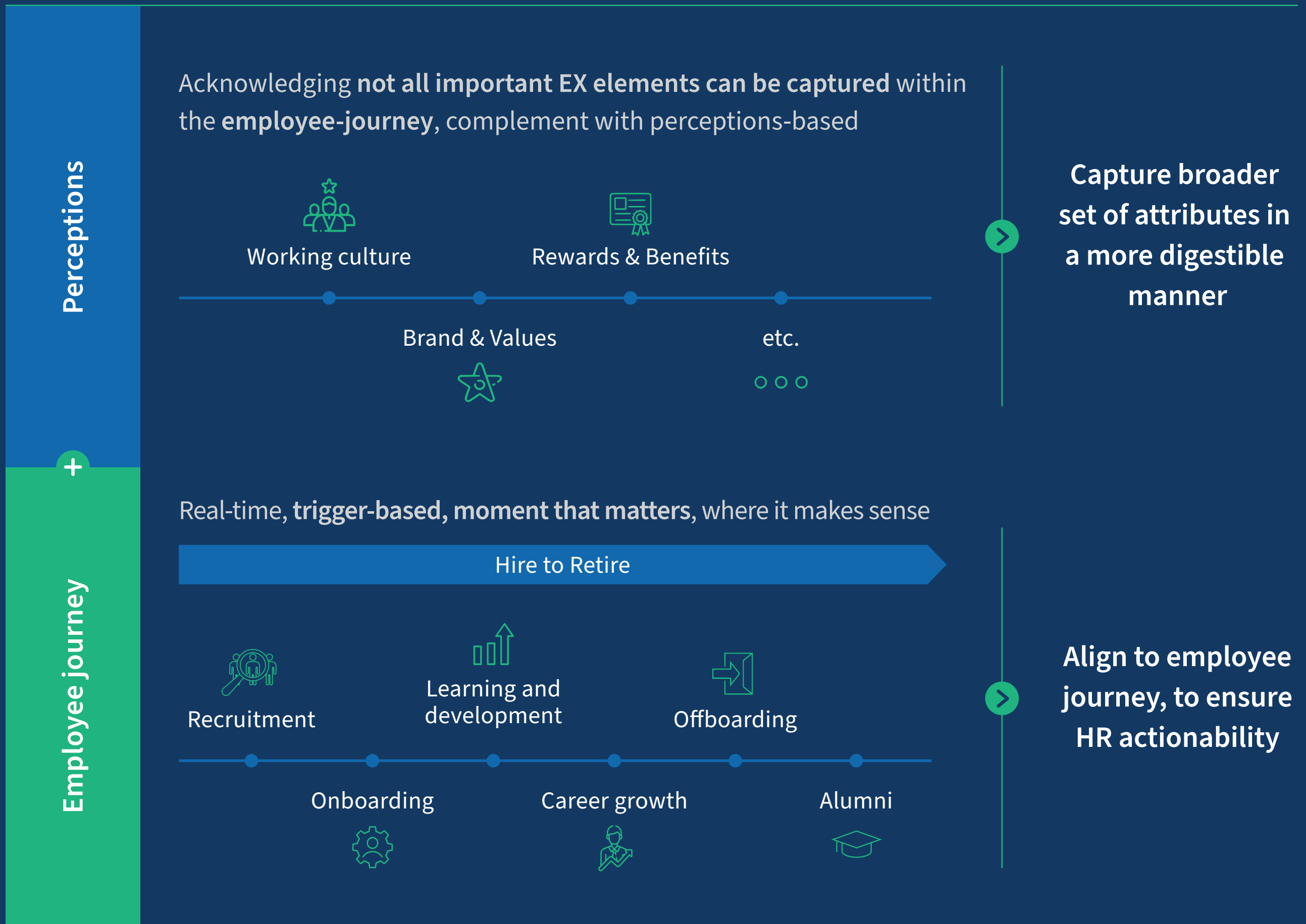
- |                     |            |
|---------------------|------------|
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# The challenge is in sustaining an EX which continuously meets the ever-evolving employee expectations and consistently tracking EX

	FROM...	➤	...TO
 <b>Purpose</b>	Earn a pay check	➤	Make an <b>impact, engage in meaningful</b> work
 <b>Leadership &amp; Decision making</b>	Technical expertise, top-down	➤	Empathy, <b>transparency, inclusive, honesty, change leadership</b>
 <b>Productivity measure</b>	Input-orientated	➤	<b>Output</b> -orientated
 <b>Employee health &amp; wellbeing</b>	Low-focus	➤	<b>High priority</b>
 <b>Flexibility</b> <i>(how, when, where one works)</i>	Differentiator	➤	Basic hygiene factor, employees-led choices
 <b>Career paths &amp; L&amp;D</b>	Pre-defined	➤	<b>Personalised, employee aspiration and capability led</b>
 <b>Rewards and benefits</b>	Monetary	➤	<b>Holistic</b> & supportive of <b>well-being</b> , clearly linked with business and individual performance

# FTI Delta has a proprietary methodology capturing both employee perceptions & journeys

## FTI DELTA PROPRIETARY EX INDEX



We support clients both in the definition of the EX framework and its implementation into an automated platform

## EX INDEX DESIGN

### EX Framework definition

- Current state assessment
- EX framework design based on company needs and global EX benchmark & trends

### Survey design

- Set of questions per sub-component developed
- Ecosystem of surveys defined
- Index aggregation

### EX Index roll out plan

- Pilot set up
- EX index frequency and phasing
- Governance model
- Change management plan
- Scorecard definition
- Action plan



## IMPLEMENTATION

### Platform roll out

- Implementation through a platform with our technology partners

# Employee Experience experts



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