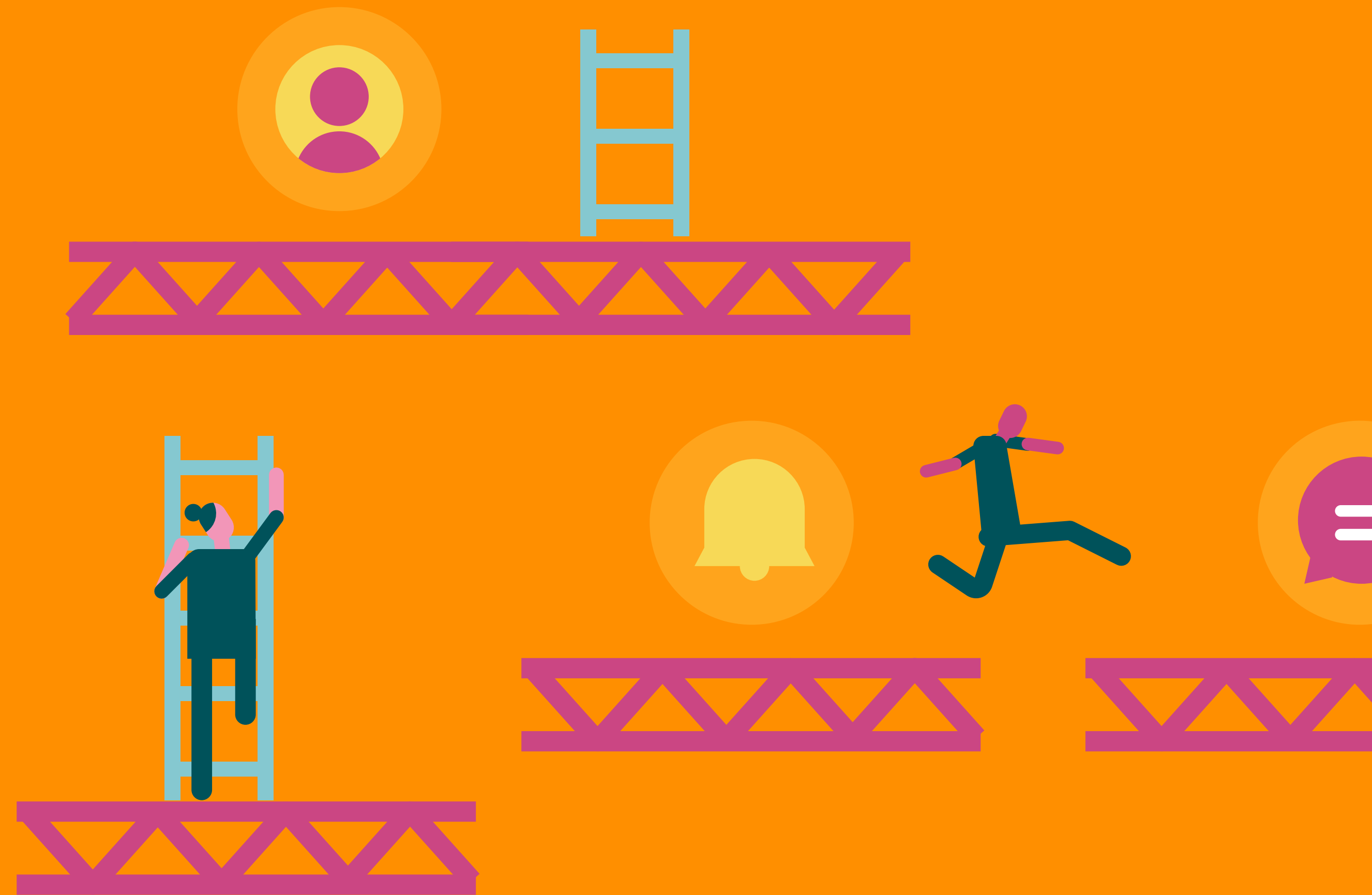


# EMPLOYEE EXPERIENCE TOOLS



## ARE YOUR PLATFORMS SOOOO 2020?

Your comms platforms were fit for purpose in lockdown. But is it time to level up?

# COMMS PLATFORMS OF THE FUTURE...

**2022 was an interesting year for tech. From the Metaverse to ChatGPT and AI, they all have the potential to revolutionise our workplaces. But it's still a bit too early to say exactly how it will work in the employee experience long term.**

What is clear however going into 2023, is that a communication platform that facilitates connection and collaboration between employees will be critical.

“Employees are 230% more engaged and 85% more likely to stay beyond three years in their jobs if they feel they have the technology that supports them at work, according to Qualtrics.

There is a range of downstream benefits that come from implementing the right technology in the workplace, including fostering a culture of inclusion, enabling organisations to adapt, and retaining top talent.” ([HBR, 2022](#))

When workers had to quickly leave their workplaces in 2020, it became clear how much the physical office is relied upon to convey culture, share knowledge and build connections. Communications platforms that were introduced, attempted to mimic in-person experience, but often were managed ad hoc, or through various digital platforms that didn't integrate with each other. **In 2023 it's time to review your internal comms channels that were launched during Covid, that may no longer be effective.**

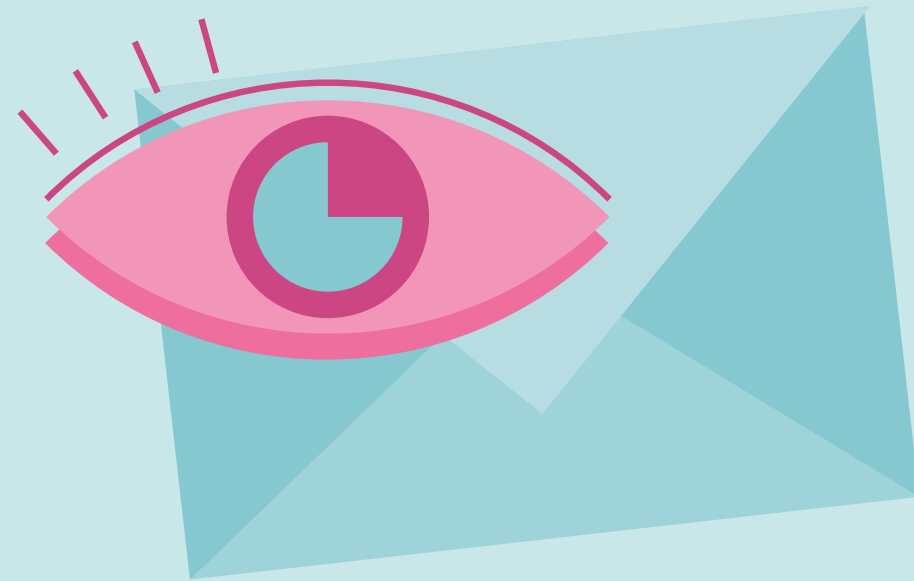
The way you're communicating may also not be effective. How we consume content has also had a fundamental shift. “The average attention span of a millennial is 12 seconds while a Gen Z worker is approximately eight seconds. This means, employers needs to be cognisant on text-heavy emails and focus on how to convey information that's concise, informative and sensitive.” ([Forbes, 2020](#))



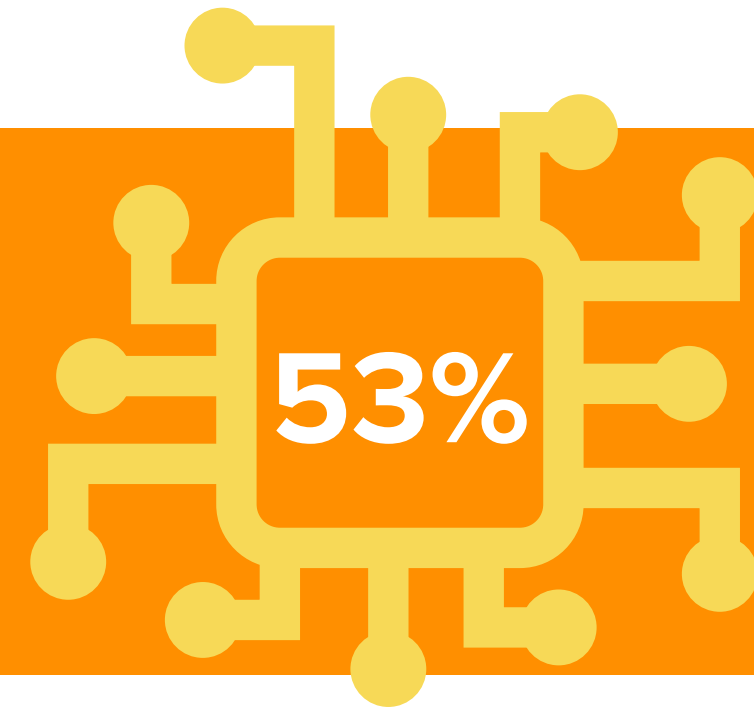
What's important to remember is that changes made are unlikely to be permanent. You should continue to listen to what your employees want and need, providing a place to provide feedback to understand how they are engaging with the tools provided and areas for improvements. And at the heart of it all is inclusivity; ensuring your different type of workers get the same information, whether they are office based, onsite based, home based or a mix of it all – putting information and connection at every employees' finger tips.

# DID YOU KNOW...?

The **average attention span** of a millennial is 12 seconds while a Gen Z worker is approximately eight seconds.



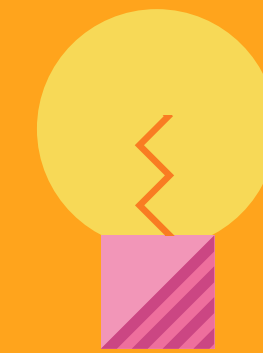
This means, **employers' needs to be cognisant on text-heavy emails** and focus on how to convey information that's concise, informative and sensitive.  
(Forbes, 2020)



**90% of C-suite executives believe their company pays attention to people's needs when introducing new technology, but only about half (53%) of staff say the same**  
(PWC, 2022)

**"Digital technology should not be a substitute for human connection. Digital technology should help human connection when there are constraints of space and time."**

(Satya Nadella, Microsoft CEO, 2021)



**"The pandemic accelerated the pace and scale of digitalization exponentially, with a big impact on talent and the need to upskill and reskill. And it has forced organisations to rethink the future—fast."**

(Project Management Institute, 2021)



An employee experience platform that **seamlessly integrates with existing tools is key**, and can play an important role in communicating culture across the organisation, increasing access to learning and supporting workers' holistic well-being – all even more critical with a hybrid or disparate workforce.

(HBR, 2022)

FIND OUT MORE

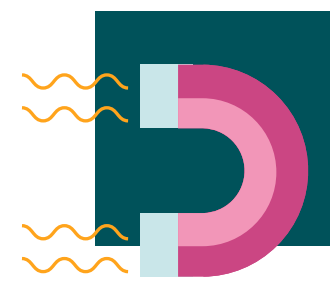
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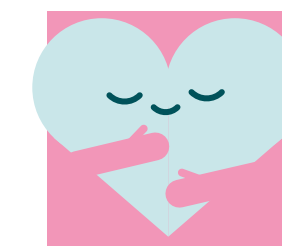
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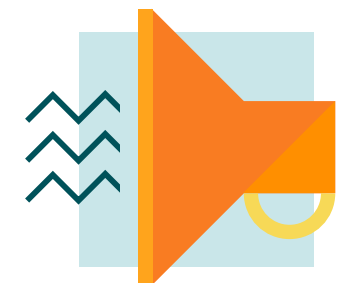
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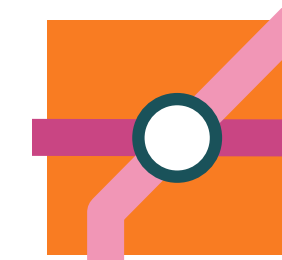
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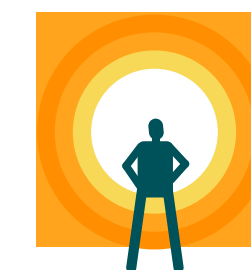
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