

The Employee Experience is business critical



Driving business results with the right Employee Experience (EX)

EX captures the defining “moments that matter.” It is a journey that starts before employment and continues across the entire employee life cycle. To drive business transformation and workforce performance, organizations must design an unbeatable EX.

Putting people first should be at the heart of your strategy. Now more than ever, it is crucial to create an environment where employees can excel, remain engaged, and be a place where they want to stay and work.

Employee engagement means business success

Engagement leads to better business outcomes:



PROFIT



REVENUE GROWTH



CUSTOMER SATISFACTION



PRODUCTIVITY



INNOVATION



EMPLOYEE TURNOVER

But

30%



OF WORKERS GLOBALLY ARE NEITHER ENGAGED OR ENABLED

Investing in EX pays off

Korn Ferry research confirms that employee engagement is a consistent, leading indicator of organizational health and sustainable performance.

Organizations with high levels of employee engagement tend to perform better than competitors in terms of innovation, productivity, customer satisfaction, and financial results. In comparison, employees who feel frustrated, discouraged, or undervalued represent a real threat to the business—whether through increased costs related to employee turnover, loss of intellectual capital, or the negativity a disengaged employee can spread throughout the wider team.

Organizations with employee engagement scores in the top 25% had:



NET PROFIT

2x

greater annual net profit than those in the bottom quartile



REVENUE GROWTH

2.5x

greater revenue growth than those in the bottom quartile



CUSTOMER SATISFACTION

12%

higher than average



PRODUCTIVITY

18%

higher productivity than those in the bottom quartile

EMPLOYEE TURNOVER

40%

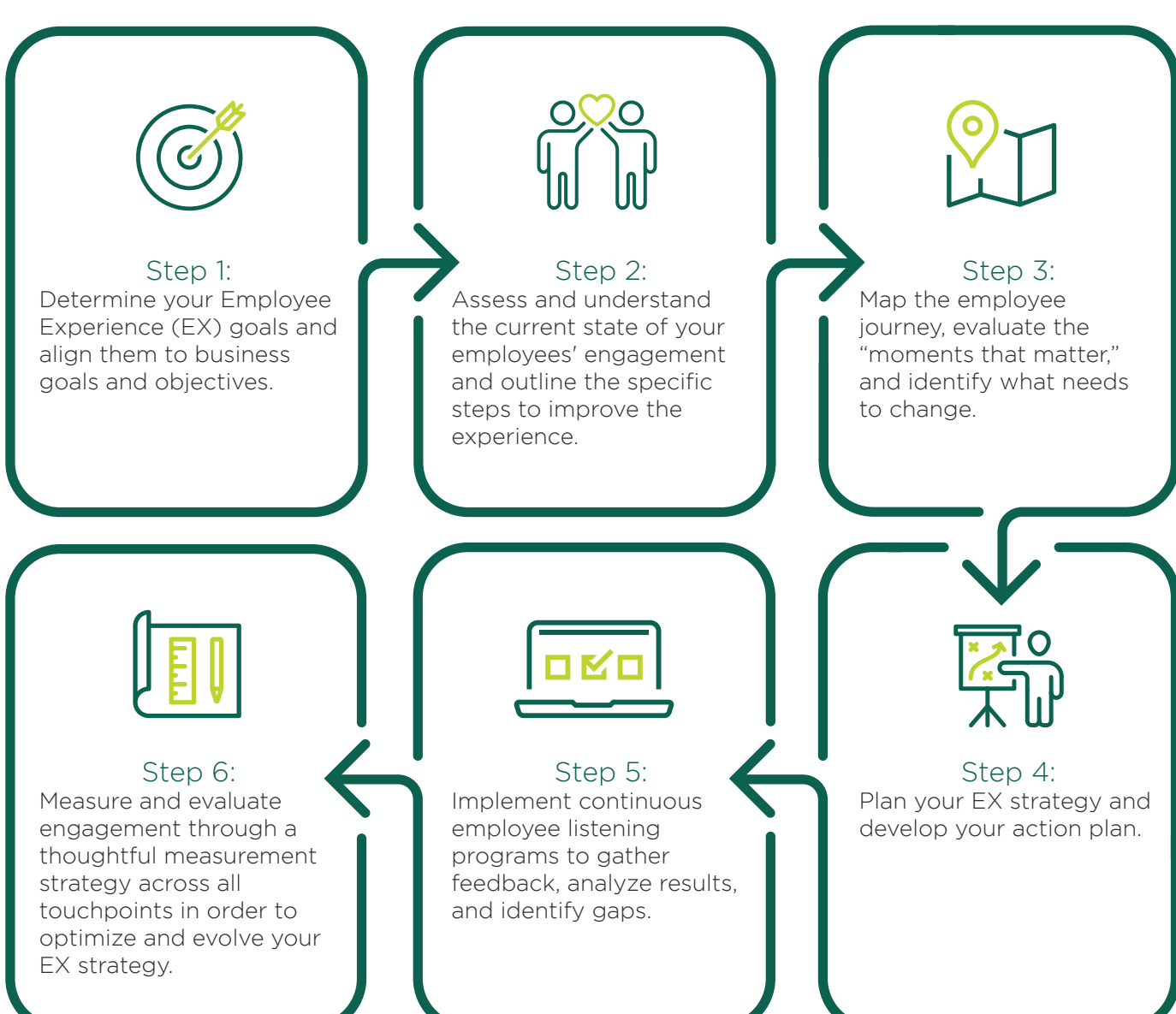
lower than companies with low engagement



Design an unbeatable EX

Creating a winning EX starts with a structured strategy. The framework should clearly outline the goals, priorities, technology solutions, and resources that can help optimize both the process and the changes required to implement and scale the program across the organization.

Six steps to kick-start the employee experience framework:



We can help

We help organizations design and implement innovative EX programs that drive alignment and change.

SCIENCE

More than 250 dedicated survey research professionals globally

Analytical services to link survey results with real-world performance metrics

SCOPE

Unrivaled database of external normative benchmarks

Best-in-class digital survey tools for data collection and self-service reporting

SCALE

Extensive advisory services to support action and change

Over 40 years of survey research experience and client partnerships

Talk to an expert at kornferry.com/listen