

# The People Manual: **Employee Experience**



Personio



If there's one thing that has become an absolute non-negotiable to get right in the era of hybrid work, it's employee experience. It encompasses everything that a person encounters when working at your organisation, from their recruitment right through to their offboarding.

In this easy-to-use guide, we will outline everything you need to know in order to create an exceptional employee experience. Through helpful articles, videos, guides and more we'll explain the key elements of employee experience and how to get them right.

### **Here's what you'll find...**

- The basics of employee experience
- The four key moments of the employee lifecycle
- Future-proof approaches to employee experience





# Understanding Employee Experience

Why does employee experience matter? According to McKinsey, employees with positive employee experience are 16 times more engaged and 8 times more likely to stay. So, what should you know about how it all works? Below you'll find a collection of key resources to understand the basics first.

- [Employee Experience: 7 Steps To Ideal Experiences](#)
- [Watch: The Future of Work is Human to Human](#)
- [5 Steps To Building An Effective People Strategy with Ross Seychell](#)
- [Candidate Experience: Definition, Process And Best Practices](#)

**On your left:**  
Click on any link  
to dive deeper  
and learn more!



**Here's Our Must-Download →  
[The Employee Life Cycle Guide](#)**



## The Onboarding Experience

Although employee experience begins at recruitment, the first chance to satisfy as an actual employee comes during their onboarding. In fact, 69% of employees with a positive onboarding are more likely to stay at your organisation for three years (SHRM). So, how do you structure this key process correctly so that each new employee feels supported and can hit the ground running in their new role? We've outlined some of our most-read onboarding resources below to help you do exactly that:

- [New Employee Induction Checklist: A Great Start, Step-By-Step](#)
- [Onboarding: Everything You Need to Know \(Plus an Easy-to-Use Checklist\)](#)
- [Building A Great Onboarding Process For New Employees](#)
- [4 Email Templates for an Exceptional Welcome](#)



# The Staff Experience

This part is the bread-and-butter of employee experience: the everyday interactions with your company. Think about how employees request holidays, update their information, ask HR about something and other crucial processes. If these are slow, they can leave your employees feeling frustrated. Here's what you need to know to avoid that:

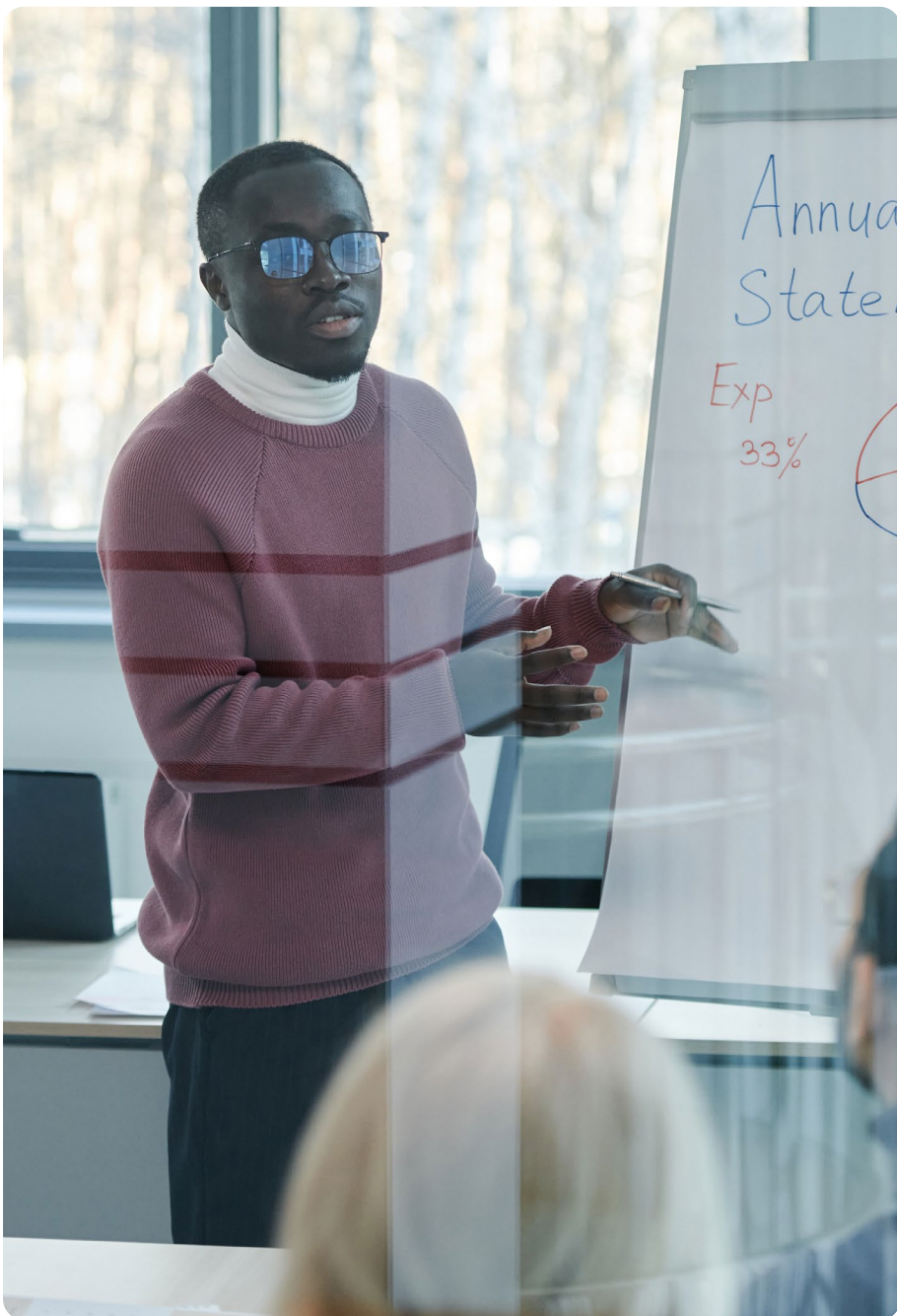
## Best practices:

- [15 Foundational, Advanced and Next-Level People Practices for 2023](#)
- [The Complete Guide to UK HRM Policies](#)
- [Watch: The Power of Employee Ownership](#)

## Avoiding common mistakes:

- [Personnel File \(UK\) Checklist](#)
- [Knowledge Management: Fully Explained](#)
- [Are Too Many Solutions Causing Problems For Your Workforce?](#)





# The Development Experience

One of the best ways to not only sustain positive employee experience but to grow retention overall is to offer effective development for your employees. There is no doubt that you will need this if you want your highest performers to see their future at your organisation, and those who may need a little training to get their skills up to scratch. Read how to do it below:

## Best practices:

- [How To Build A Career Progression Framework For Employees](#)
- [Performance Management Guide: How To Set Up an Efficient Process](#)
- [What is Learning & Development \(L&D\)?](#)

## Growing potential:

- [How to Identify, Develop and Retain Your High Potential \(HIPO\) Employees](#)
- [Watch: Retaining Top Talent: Using Performance to Drive Success](#)
- [The 9 Box Grid: How Do You Work With It?](#)



# The Feedback Experience

Both constructive and positive feedback helps your employees not only to feel appreciated but to continue to grow in their role. Without it, you will inevitably create unmotivated and frustrated employees. It should also guide your recruitment, offboarding and overall strategy. You should collect it at every possible juncture, throughout the business. Below are some ideas for how to do it most effectively:

## Best practices:

- [14 Types of Feedback: The Collected Guide](#)
- [Employee Engagement: HR's Underestimated Revenue Driver](#)
- [How Do You Run An Effective Exit Interview?](#)

## Useful templates:

- [Employee Engagement Survey: Questions, Tips, and Template](#)
- [Exit Interview Questionnaire](#)
- [Offboarding Checklist](#)

# Continued Learning on Employee Experience

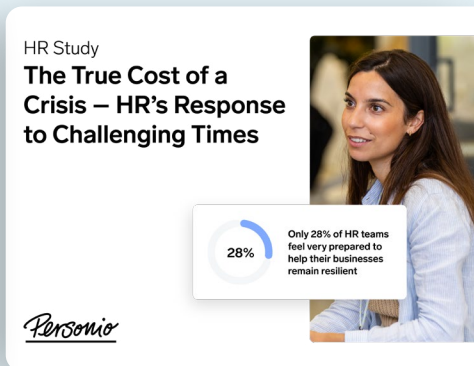
Take some time to gain a big-picture perspective on every element of employee experience.  
Download these guides for a more holistic view of how to approach yours long-term:



HR Study: The Great Reevaluation



Build Your Own People Strategy



HR Study: The True Cost of a Crisis



HR Trends Report



**“We created our own reports for internal development, employee milestones and how teams grow and develop. It has all the information we need, when we need it. It continues to be my source for preparing, generating or analysing reports of all kinds.”**

Hannah Boerner,  
Team Lead Organisational Development,  
Emma

**Emma**<sup>®</sup>





# Make Time to Focus on Experiences with Personio

83% of all employees lost up to eight hours a week on tasks not connected to their core job. The good news is that HR teams across Europe have a huge opportunity to compress the time spent on these admin tasks. This means that they can finally prioritise critical work like facilitating amazing employee experiences.

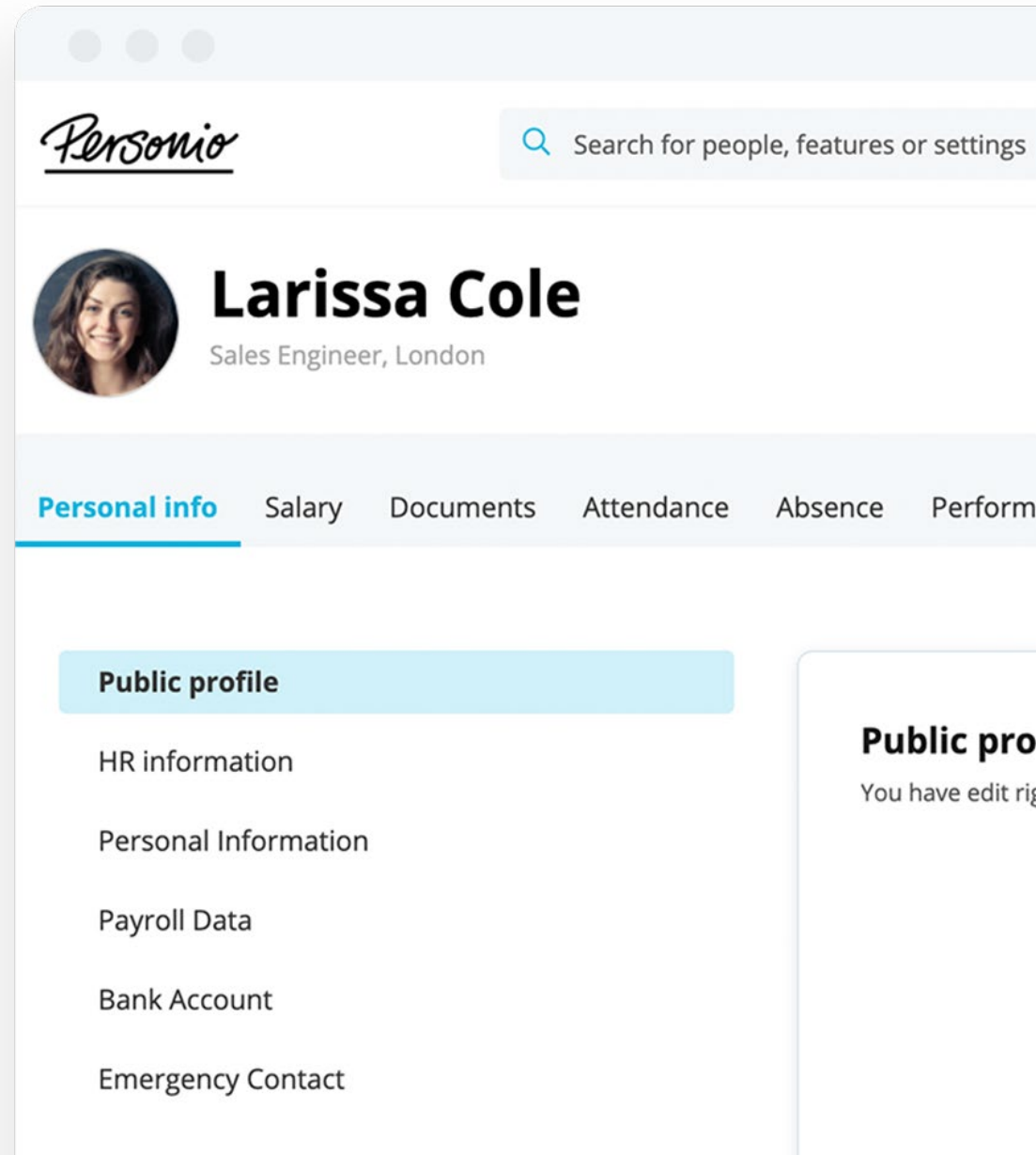
Let's break the cycle of admin determining just how much time you have for strategic work. Personio helps digitise your HR tasks and processes to open up time for what really matters: your people and your big-picture projects.

## Here's just a taste of how we've helped over 8,000 business across Europe:

- 450 employees expertly managed at LUSH
- 100 Excel sheets into one report with Premier Inn
- 30% of time saved from admin at Kiron.

Take some time to see how Personio could help your business. Click the button below to begin your free 14-day trial.

**Start your free trial**



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