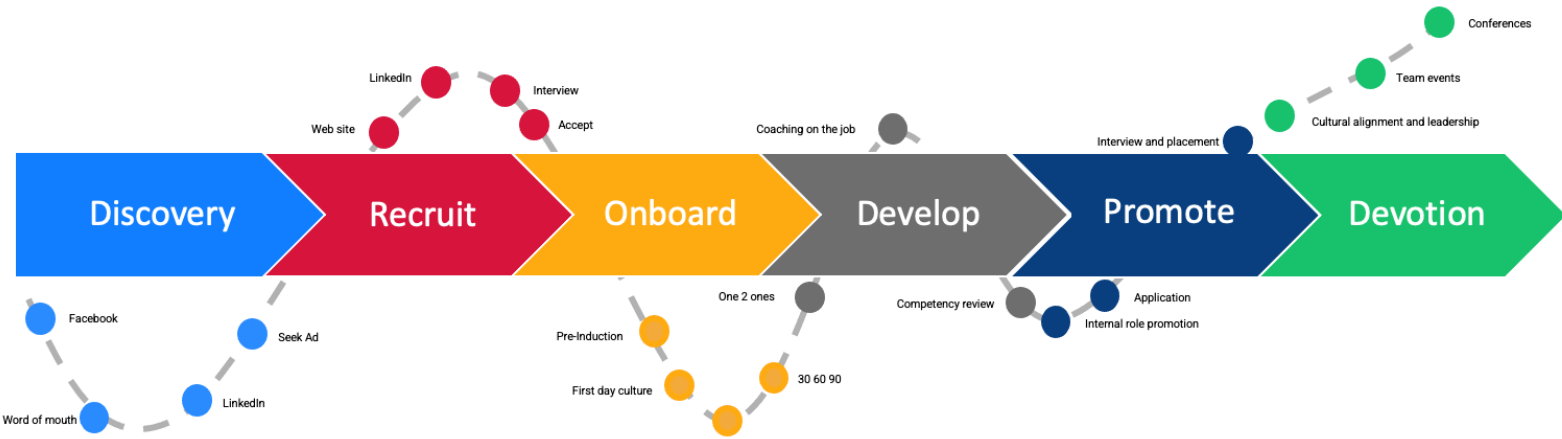


EMPLOYEE JOURNEY MAP

Gain, Grow and Retain Employees



Summary

The people or an organisation create its culture and determine performance and results. The system's employees work within, and the behaviour of leaders and others around them define culture. Understanding how these systems and leadership behaviours interact positively and negatively enables an organisation to focus and improve what is essential for their people and future.

Employee journey mapping enables ideal employees to be defined and their journey mapped from Discovery (Not knowing your organisation) to Devotion (Staying with you).

Workshop outline

Day One

- Ideal employee exploration using past and future approaches.
- Ideal employee research using best practice techniques.
- Ideal employee persona maps defined.
- Agreement on employee persona to map.

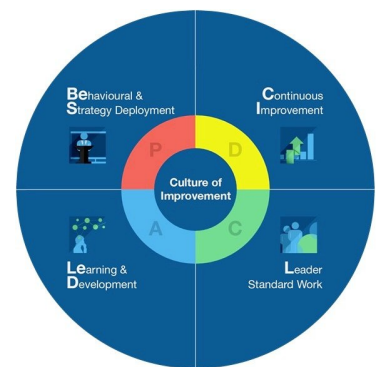
Day Two

- Employee empathy map to get into their shoes.
- Current state employee journey map - their current experience.
- Improvement prioritisation and exploration.
- Future state map, visualisation and commencement of projects.

Alignment with Excellence Journey

This workshop aligns with the 'Learning and Development and continuous improvement elements of the BESCILLED model.

Employee journey improvement and succession planning are critical to any excellence journey.



Subsequent courses are available on Strategic Planning, Deployment and Execution, Defining and leading culture, Root Cause Analysis and Visual Workplace.