As organizational siloes are busted, routine work is automated, and digital technologies converge, organizations need to create new value and new ways of working aligned to their data-driven operating models. Key to worker productivity and engagement in a dynamic work environment is getting your Employee Experience (EEx) to be a critical enabler and channel for workers in your business-digital ecosystem.

That's easier said than done. Most enterprise ecosystems are heavily siloed and difficult to leverage for new value creation; and most Employee Experiences are frustratingly less than “consumer-grade” for workers and hard to maintain for the business.

As employee lifecycles are changing to meet the new world of human work, and leaders are shifting to lead a cognitive workforce, so must our Experiences pivot to support these new Operating Models.
Before you redesign, reimagine

We work every day with market leaders who are redesigning their organizations to meet and win in the digital age. This means rethinking their operating models and discovering new paths to growth. It means anticipating the challenges of acquiring, engaging, and retaining highly qualified talent. And, it means reskilling the workforce at scale to ready for both automated and new human work.

The Art of the Possible™ Employee Experience Workshop leans forward into this new world of work. It fast-tracks discussions and creates the agreements needed to align the EEx platform to the company’s new operating model and future workforce. It’s the “ice-breaker” needed to create a shared vision and a unified approach across functions and business units. And, it’s the first, critical step in the redesign of your Employee Experience for the next generation of work and workers.

Here’s how it works:

✔️ Pre-start: Complete simple Intake Request.
✔️ Attend a pre-Session meeting to jump-start and plan the working session.
✔️ Invite the right participants and socialize the working session.

* An hour of pre-read/prep is needed by all participants.

Business and IT Stakeholders are not aligned on a common Experience Vision and Roadmap.

The Employee Experience scope is unclear relative to Value needed, while the ecosystem is complex and siloed.

There is no Experience Operating Model to govern and sustain the Experience platform and program.

½ Day Session with cross-functional EEx Product Team
- LDS leads discussion on emerging practices and range of value possibilities
- Team shares ideas on marketplace strategies driving common organizational priorities. Workshop converges stakeholders on shared Vision and prioritizes “must have” and “nice to have” Outcomes (the whys and high-level ideas of theWhats)
- Session concludes with draft of the EEx Charter (vision, value, scope, principles).

½ Day Session regroup (1 week later) with EEx Product Team
- LDS fine-tunes Charter and distributes to stakeholders prior to session
- Session opens with EEx Charter review, addressing gaps, iterating and finalizing
- Discussion shifts to possible Approaches to achieve the Vision
- Team creates a draft of the Experience Operating Model, with critical success factors and next steps.

Finalize, Deliver, Socialize
- LDS “polishes” and delivers Final EEx Charter and Operating Model to stakeholder team, with recommendations for Next Steps
- Stakeholders socialize and set path to executing Next Steps.