



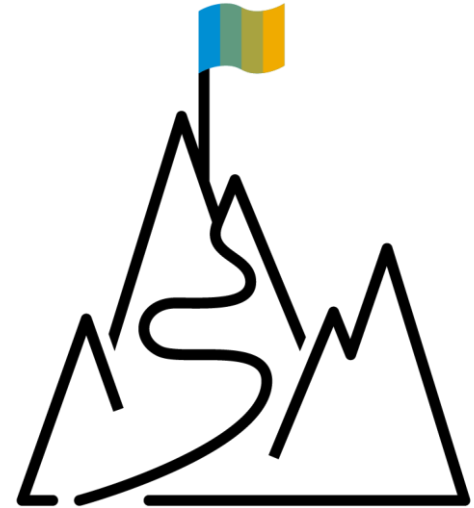
An Introduction to Human Experience Management (HXM)

Unit 3: Shaping Employee Experience and Creating Value in Moments That Matter

Shaping Employee Experience and Creating Value in Moments That Matter

Summary and objectives

In this unit, you will learn how Human Experience Management (HXM) concepts and tools can be applied at different phases of the employee lifecycle to create more meaningful and effective work experiences. This includes examining what types of experiences tend to matter the most at different stages of employment.



Shaping Employee Experience and Creating Value in Moments That Matter

What makes a great day?

Learn something new

Use my strengths

Make an impact

Feel accomplished

Be inspired

Make progress

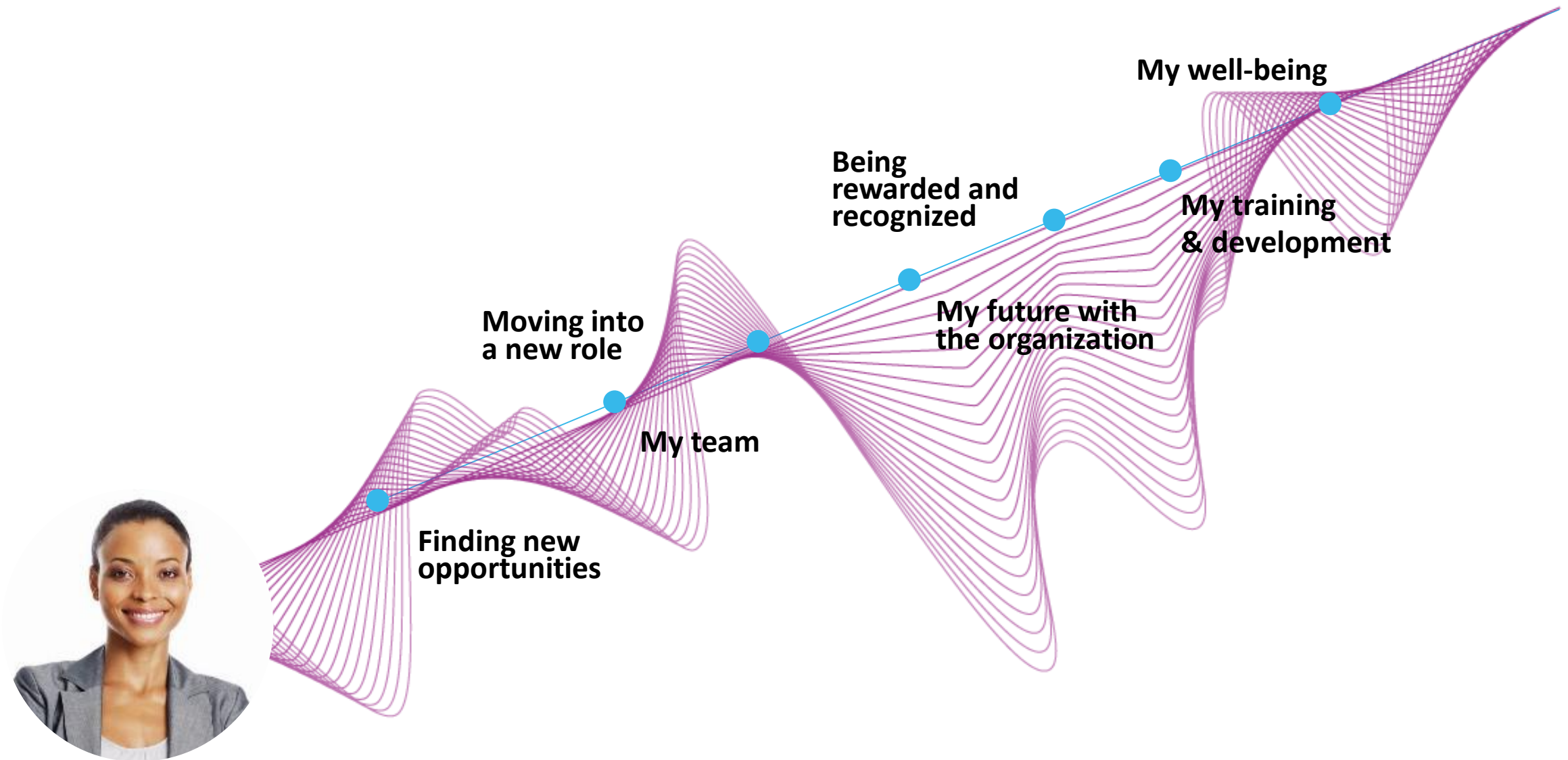
Collaborate

Make it Mine



Shaping Employee Experience and Creating Value in Moments That Matter

Experiences are made up of meaningful moments



Shaping Employee Experience and Creating Value in Moments That Matter

Types of experiences that determine how we feel about work

Task

“The company
does not waste my
time”

Fulfillment

“My job provides what I
want and need from
work”



Social

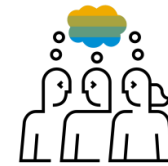
“I like the people I work
with and how we work
together”

Discovering work opportunities: finding a new job

- Engage candidates with a **pain-free application process** so you don't lose top candidates to competitors
- Provide **clear communication throughout** so candidates feel connected and valued
- **Paint a real picture** of what it's like to work at your organization
- Gather feedback and use **insights and guidance** to **continually improve the experience**



- ✓ Quickly apply process
- ✓ Job matching



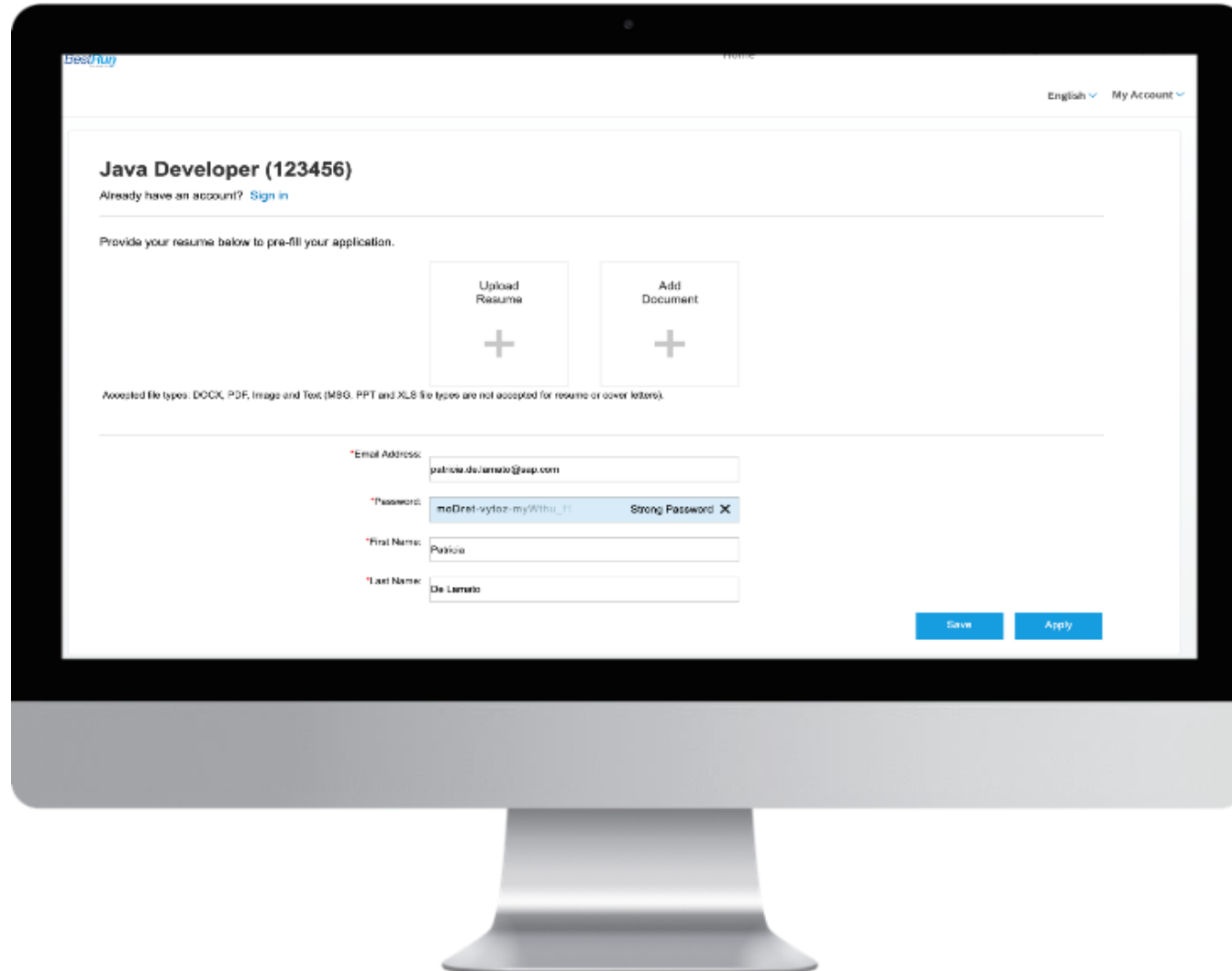
- ✓ Candidate relationship management



- ✓ Employee lifecycle surveys

Shaping Employee Experience and Creating Value in Moments That Matter

Discovering work opportunities: finding a new job

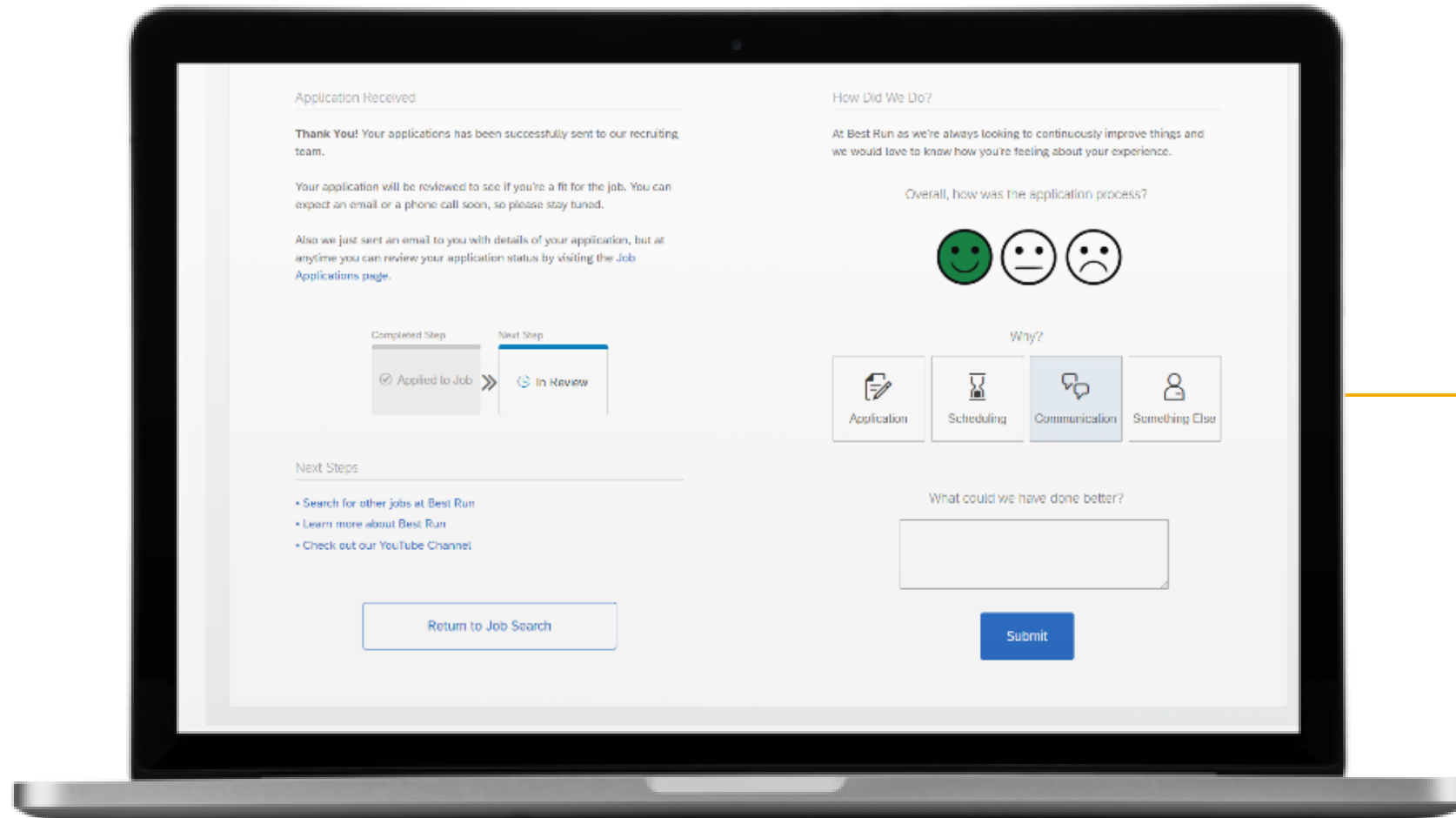


The screenshot shows a web application interface for a job application. At the top, the logo "best/hug" is visible on the left, and "English" and "My Account" are on the right. The main heading is "Java Developer (123456)". Below this, there is a link "Already have an account? Sign in". A section titled "Provide your resume below to pre-fill your application." contains two upload buttons: "Upload Resume" and "Add Document", each with a plus icon. Below these buttons, a note states: "Accepted file types: DOCX, PDF, Image and Text (MSG, PPT and XLS file types are not accepted for resume or cover letters)." The form fields include: "Email Address" (patricia.de.lamaria@sap.com), "Password" (meDret-vyfoz-myWth_u_1) with a "Strong Password" indicator and a close icon, "First Name" (Patricia), and "Last Name" (De Lamaria). At the bottom right of the form are "Save" and "Apply" buttons.

Quick Apply

Shaping Employee Experience and Creating Value in Moments That Matter

Discovering work opportunities: finding a new job



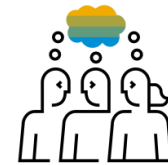
Employee Lifecycle

Discovering work opportunities: moving into a new role

- Give employees **opportunities to learn** about their new team so they can **start building strong relationships** and connections even before they start
- Help employees understand **what is expected** of them in their new role; share team goals and be clear on what success looks like
- Provide **opportunities for employees to ask specific and clarifying questions** so they clearly understand new responsibilities, benefits, etc.
- Offer ways that employees can **get the feedback they need** to inform learning objectives and development goals in their new role



✓ HR service delivery



✓ Org chart

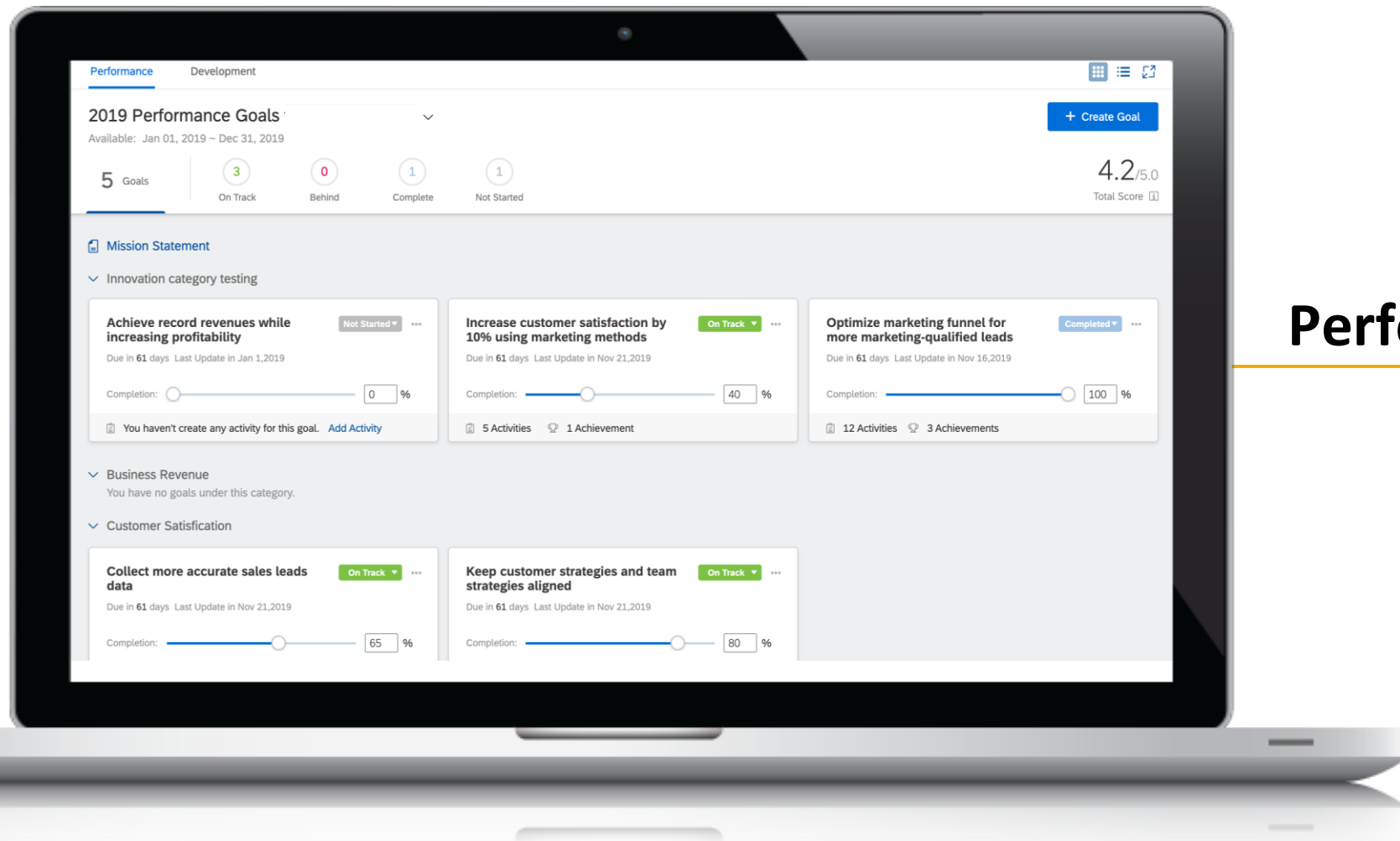


✓ Performance goals

✓ Continuous feedback

Shaping Employee Experience and Creating Value in Moments That Matter

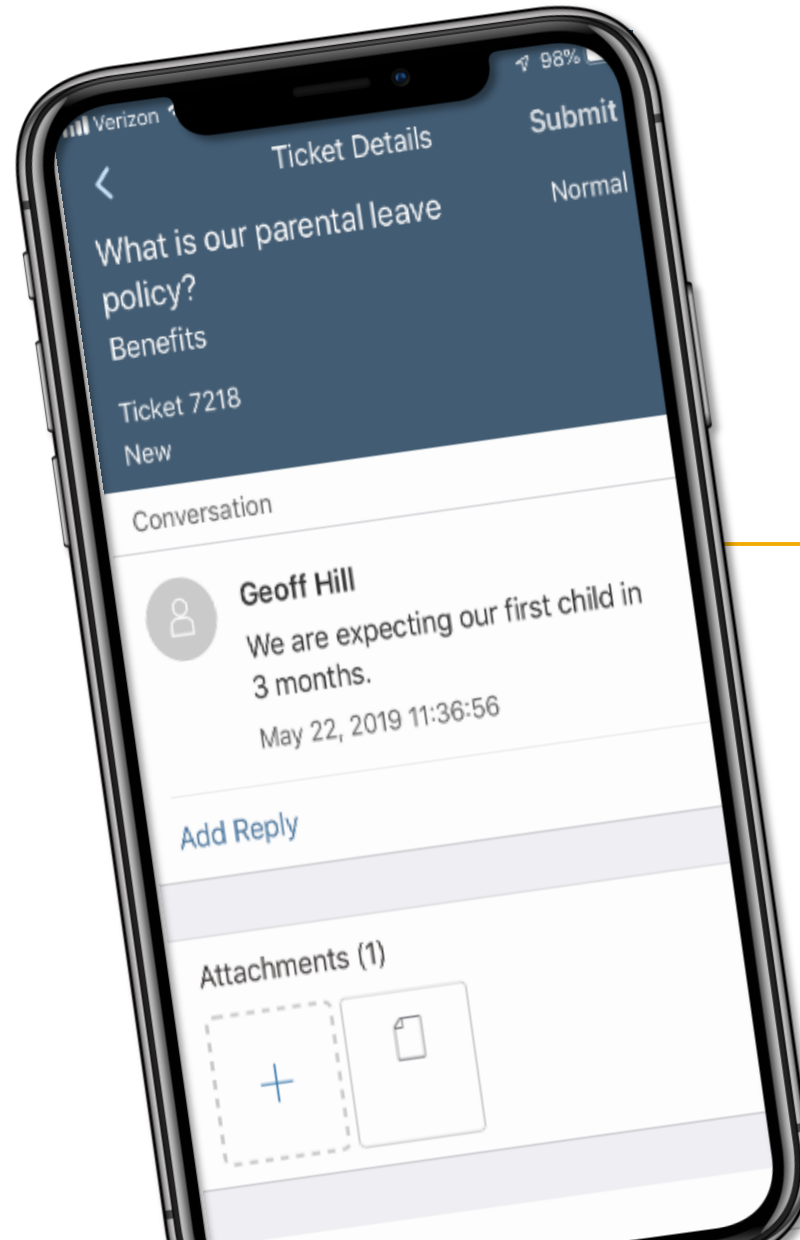
Discovering work opportunities: moving into a new role



Performance Goals

Shaping Employee Experience and Creating Value in Moments That Matter

Discovering work opportunities: moving into a new role



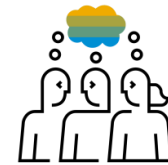
Employee Service Delivery

Getting work done: managing a team

- Engage candidates with a **pain-free application process** so you don't lose top candidates to competitors
- Provide **clear communication throughout** so candidates feel connected and valued
- **Paint a real picture** of what it's like to work at your organization
- Gather feedback and use **insights and guidance** to **continually improve the experience**



✓ Ongoing employee/manager conversations



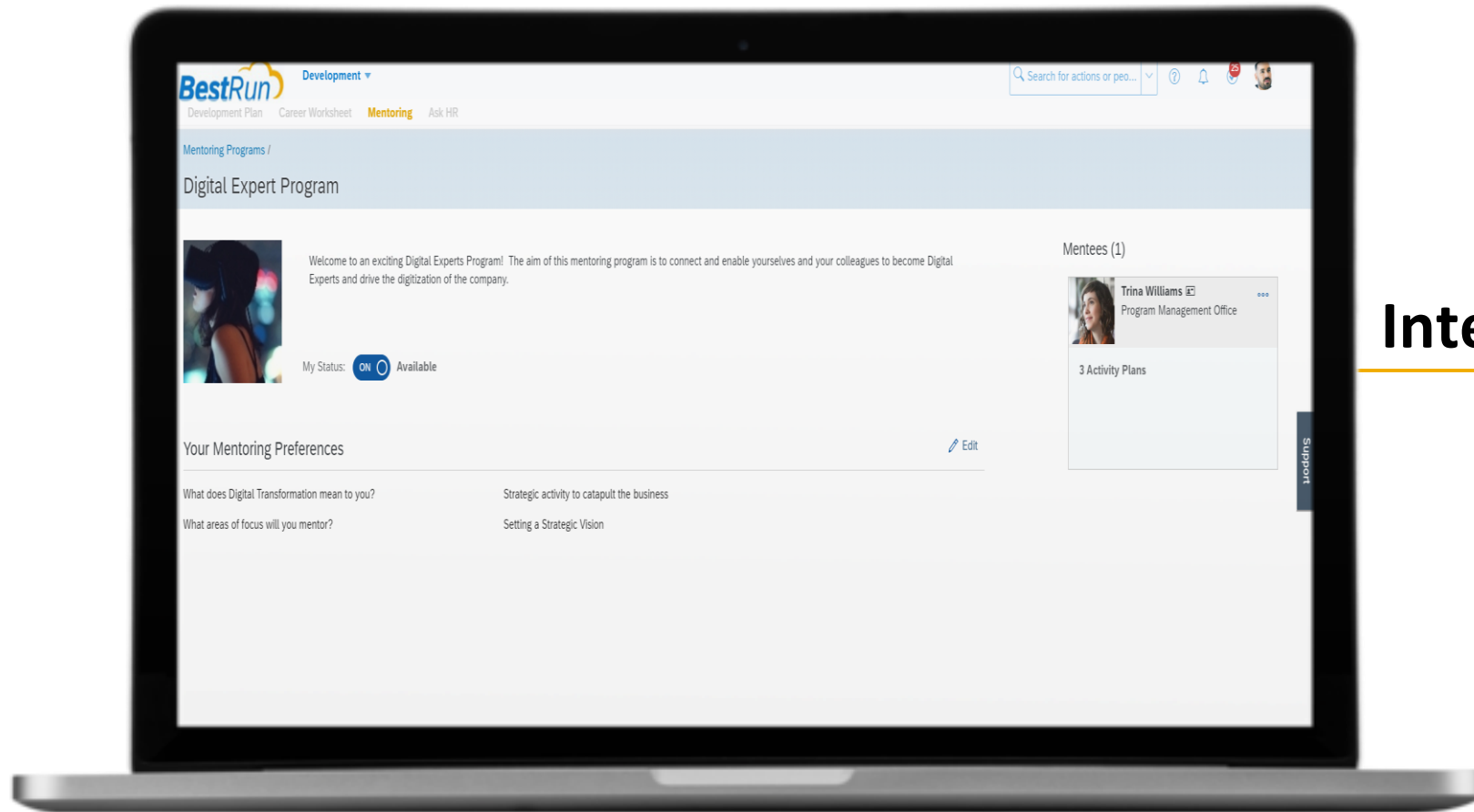
✓ Mentoring program



✓ Leadership coaching and feedback

Shaping Employee Experience and Creating Value in Moments That Matter

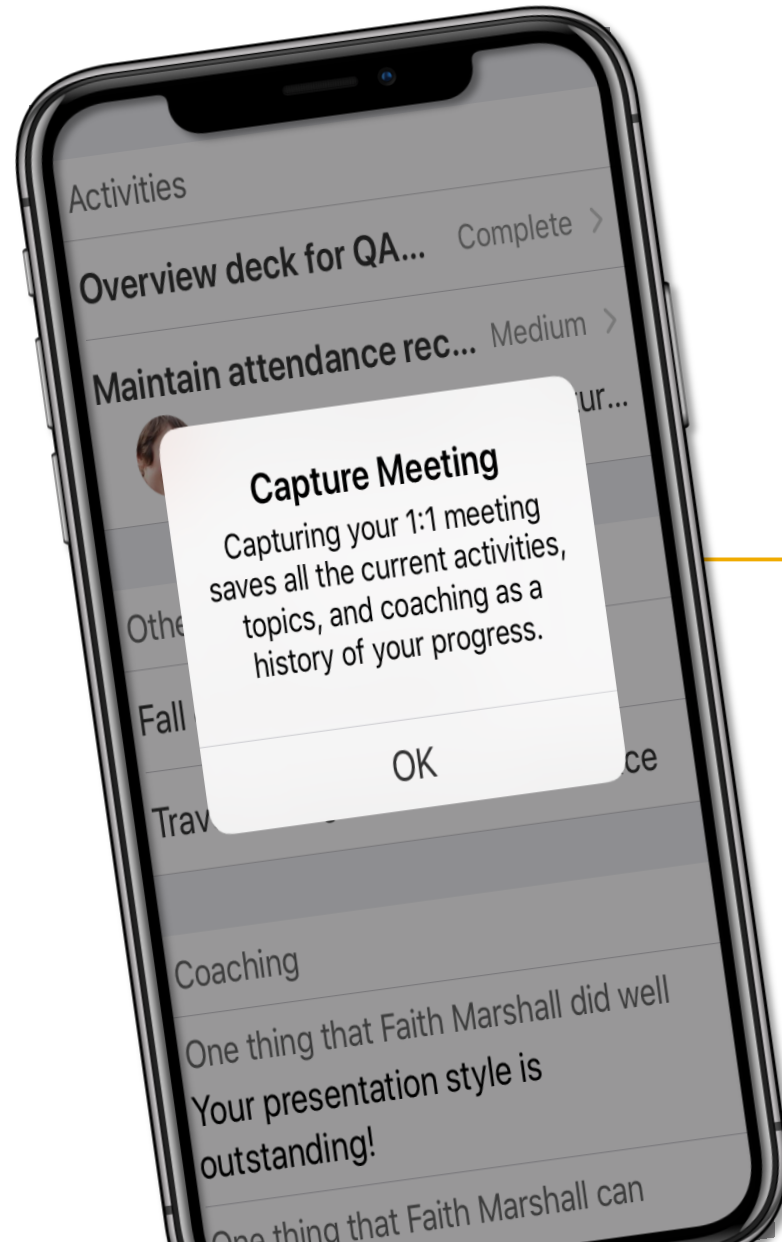
Getting work done: managing a team



Intelligent Mentor Matching

Shaping Employee Experience and Creating Value in Moments That Matter

Getting work done: managing a team



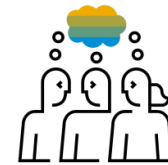
Continuous Performance

Getting work done: recognition and rewards

- Identify the **optimal benefits package** based on employee feedback and an analysis of what's really important to your employees
- Empower all employees by giving them **ways to track achievements**
- Use **timely and relevant recognition** throughout the year to motivate and inspire employees



✓ Employee achievement tracking



✓ Continuous recognition

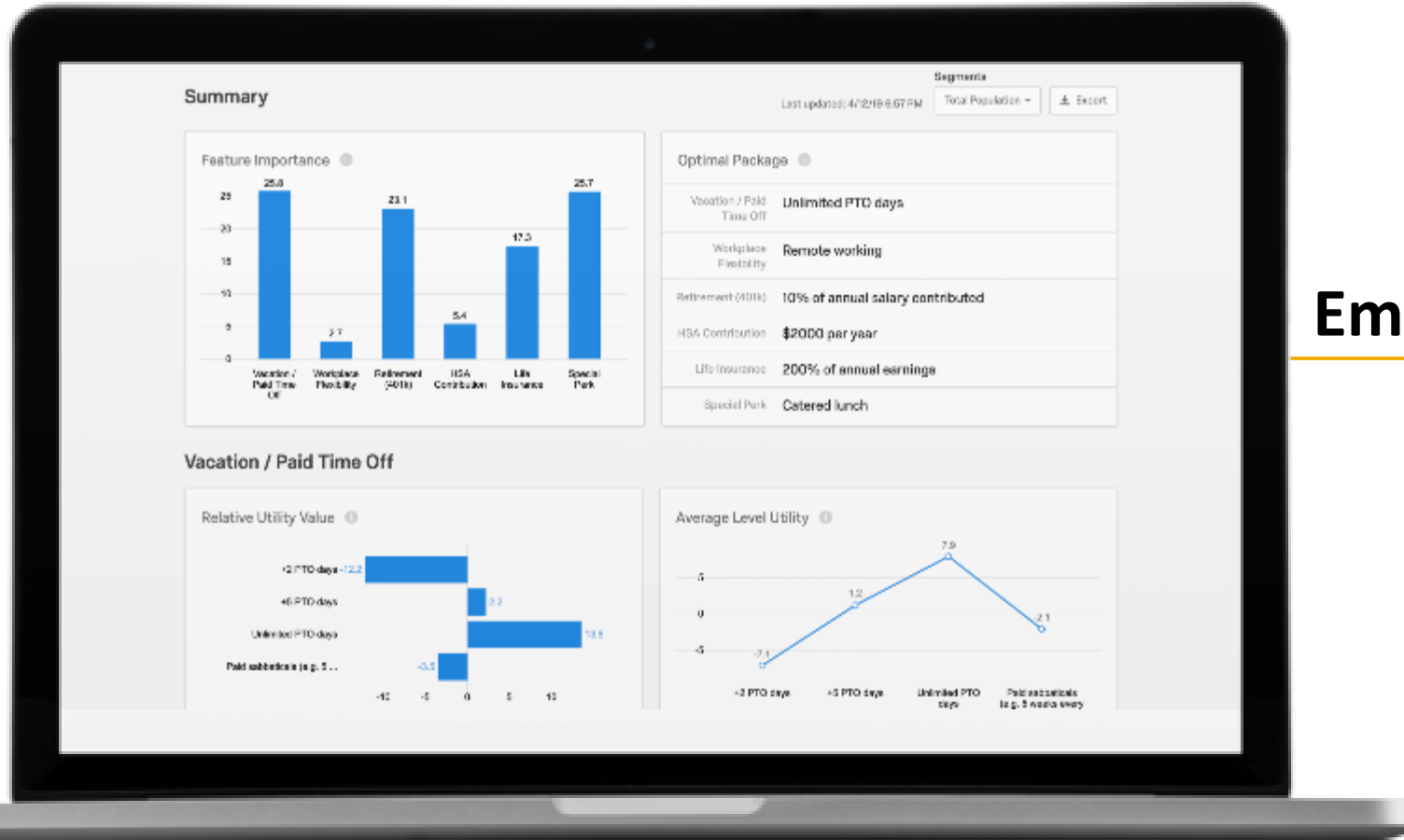


✓ Spot awards

✓ Employee benefits optimization

Shaping Employee Experience and Creating Value in Moments That Matter

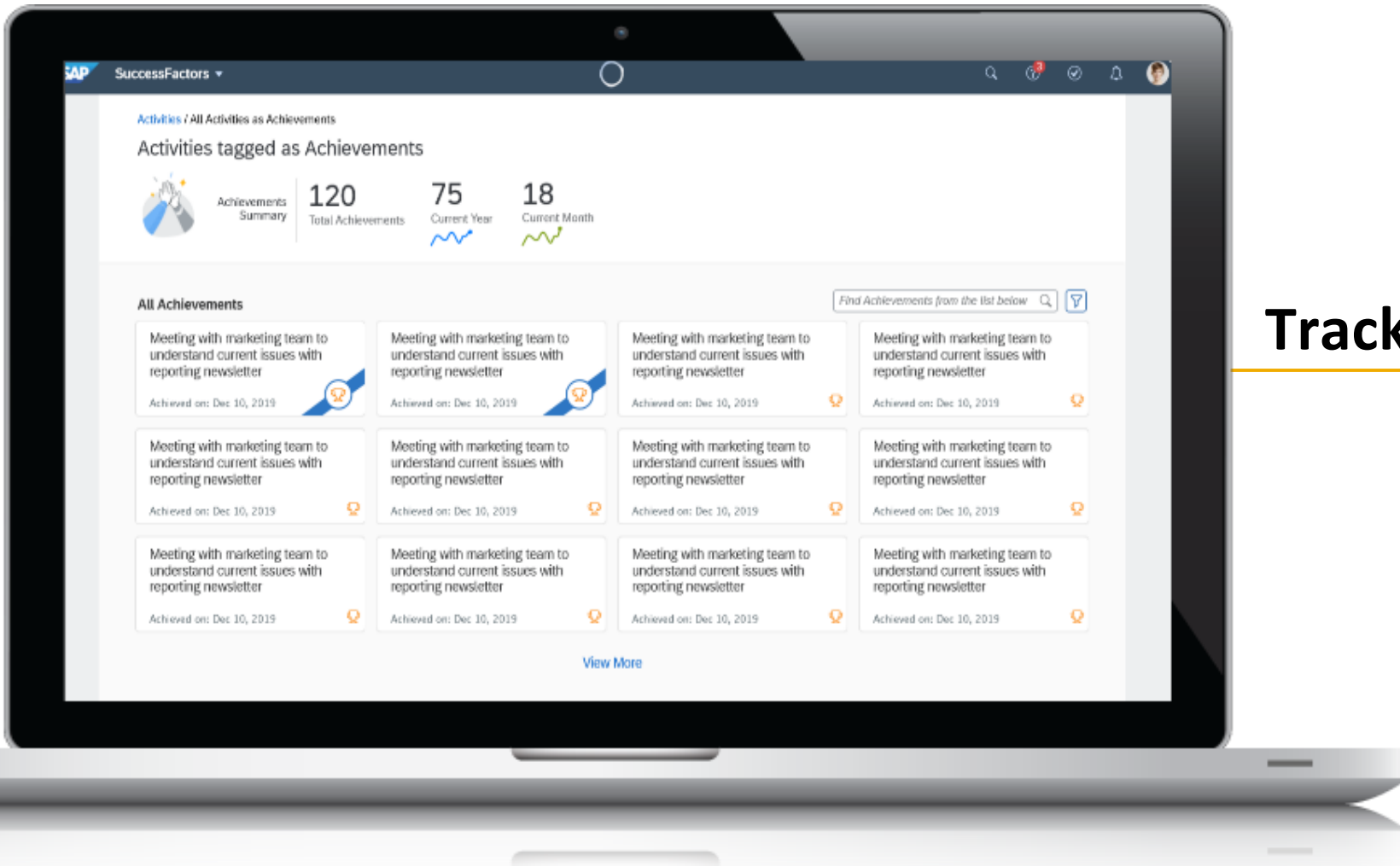
Getting work done: recognition and rewards



Employee Benefits Optimizer

Shaping Employee Experience and Creating Value in Moments That Matter

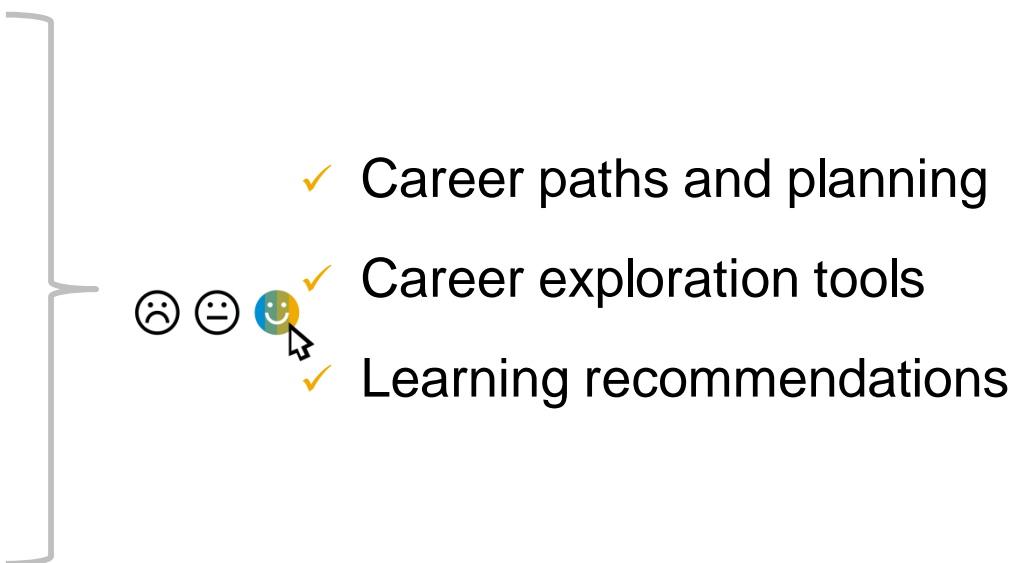
Getting work done: recognition and rewards



Tracking Achievements

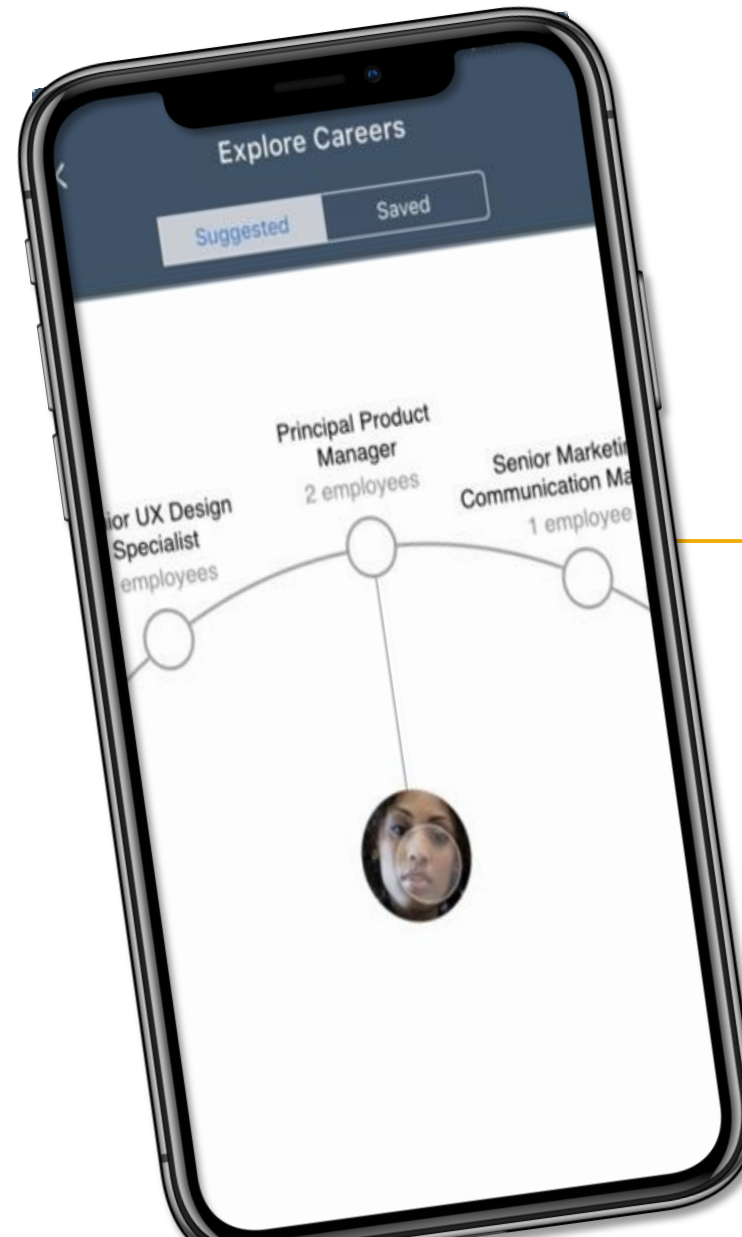
Managing jobs and careers: defining and planning future career directions

- Provide ways for employees to examine their interests and skills and **easily uncover career options**
- **Guide employees** in creating a career plan with the **right development goals and learning** to close any skills gaps and **prepare them for future roles** in the organization

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- ✓ Career paths and planning
 - ✓ Career exploration tools
 - ✓ Learning recommendations

Shaping Employee Experience and Creating Value in Moments That Matter

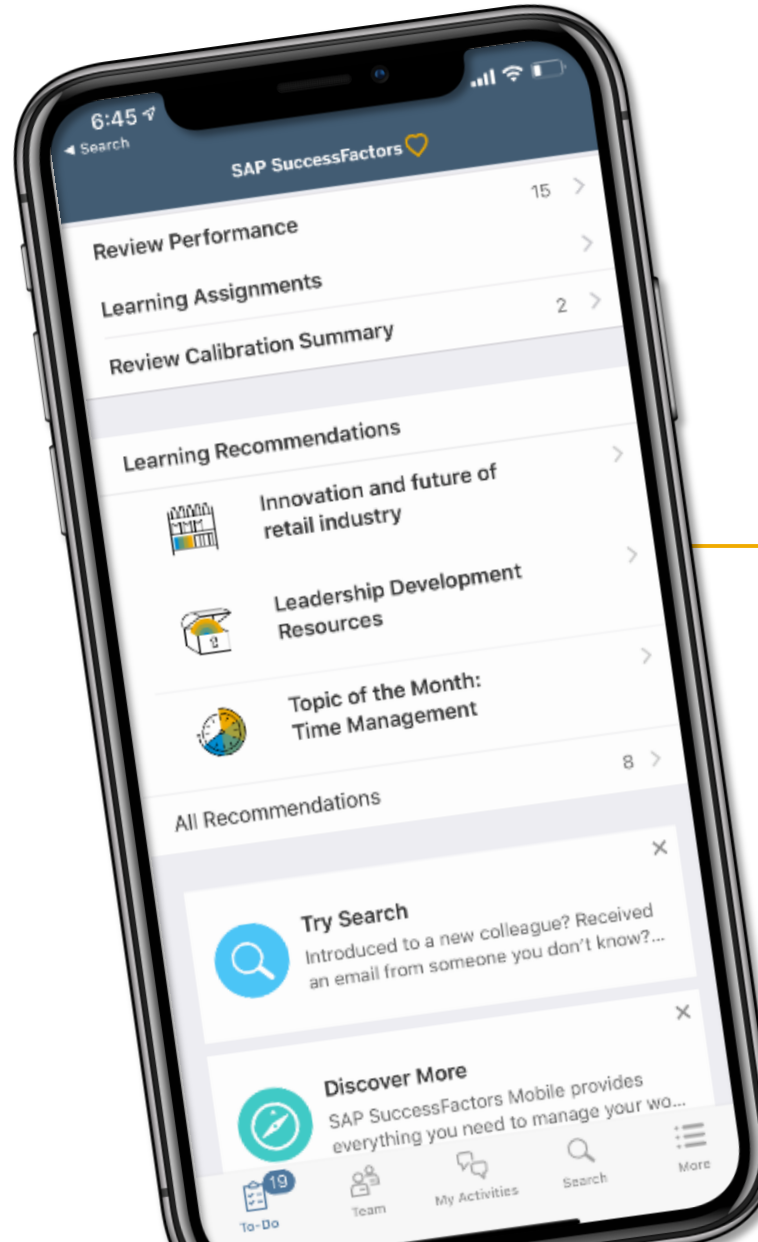
Managing jobs and careers: defining and planning future career directions



Career Exploration

Shaping Employee Experience and Creating Value in Moments That Matter

Managing jobs and careers: defining and planning future career directions



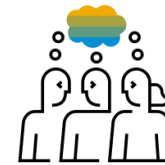
Learning Recommendations

Managing jobs and careers: defining and planning future career directions

- Understand where there is a **skills gap** so that you can build leaders for the future
- **Foster ongoing dialogs** regarding performance and career growth objectives
- Provide employees with the ability to **proactively guide careers** through training and development opportunities
- Create **mentoring programs** that enable collaborative knowledge sharing



- ✓ Continuous feedback
- ✓ Skills development visibility

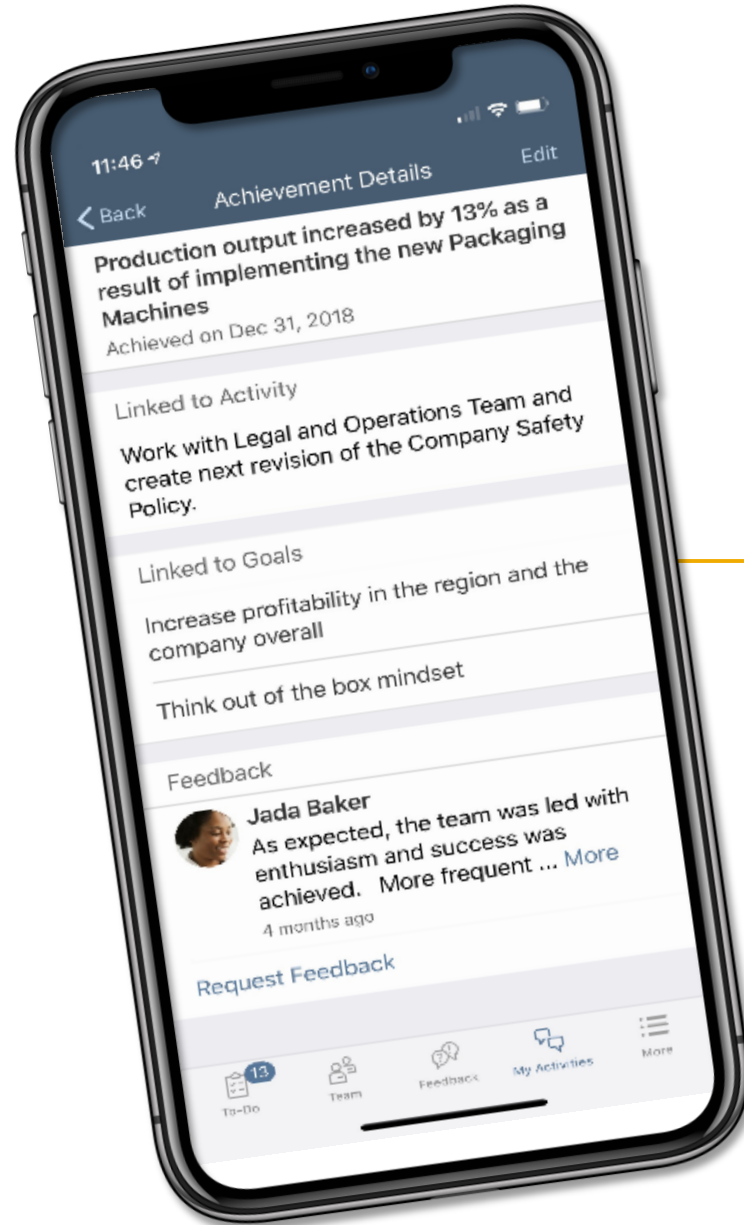


- ✓ Mentoring programs



- ✓ Learning initiatives to close skills gaps

Managing jobs and careers: defining and planning future career directions



Continuous Feedback

Managing jobs and careers: defining and planning future career directions



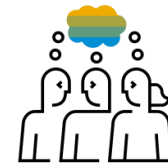
Skills Development

Managing jobs and careers: managing factors that impact life and work satisfaction

- Ensure that **employee well-being is a topic** in the continuous performance management process
- Recommend access to **curated learning content** that is focused on how to balance work/life commitments
- **Provide a feedback loop** to continuously improve benefits programs to ensure employees are healthy, supported, and engaged



- ✓ Build a growth mindset
- ✓ Well-being content



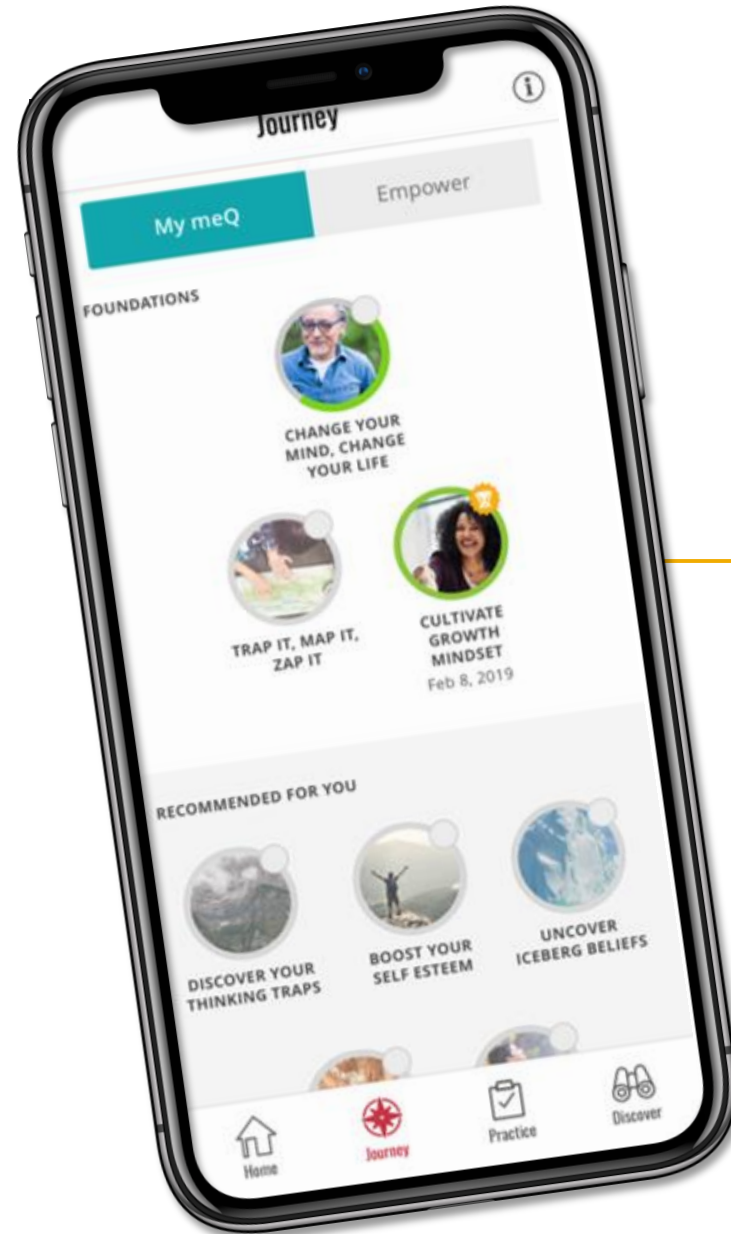
- ✓ Enterprise collaboration



- ✓ Employee lifecycle surveys

Shaping Employee Experience and Creating Value in Moments That Matter

Managing jobs and careers: managing factors that impact life and work satisfaction



Employee Well-being

Thank you.

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