

# Creating a Positive, Data-Driven Employee Experience

## INTRODUCTION

The employee experience. It's a mix of engagement, process, and culture, but the end result is an end-to-end series of interactions that help to enhance the employer's value proposition. This experience is powered by the right data delivered at the right time.

## Designing a Holistic Employee Experience



## Gathering Data to Enhance the Employee Experience

Employees participate in these activities regularly, but companies rarely reflect on the broader impact. The following questions provide a framework for exploring the implications of the employee experience.

	<b>CANDIDATE EXPERIENCE</b>	Examine career site bounce rates—are they high? What do application dropoff numbers look like? Is the application mobile-friendly?
	<b>ONBOARDING</b>	Examine onboarding content—is it relevant to the job, culture, or team? Is it static or interactive? What value does the employee receive?
	<b>PERFORMANCE MANAGEMENT</b>	Review feedback—is commentary supportive or punitive? Do employees get value or just measurement from the process?
	<b>LEARNING &amp; DEVELOPMENT</b>	Determine if training curricula is aligned with job requirements. Does training actually lead to higher performance? What methods do employees prefer?
	<b>SUCCESSION &amp; CAREER MOBILITY</b>	Cross reference with performance data—do people feel like there are opportunities for growth? Are succession opportunities equitably distributed?
	<b>COMPENSATION</b>	Is the compensation process transparent? Are managers equipped to have pay discussions with staff? What tools other than base pay are used to motivate workers?

## Benefits of a Positive Employee Experience

Employees that would recommend their employer as a great place to work are:



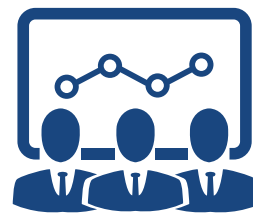
**12.5X MORE**  
likely to say that their company encourages and supports creative problem solving on the job.



**6.5X MORE**  
likely to say that their company provides opportunities for recognition and appreciation of their work.



**12.5X MORE**  
comfortable giving feedback to their supervisor or manager.



**9X MORE**  
likely to feel appreciated for their contributions to the company.

## CONCLUSION

Conclusion: Employee experience is often discussed as this amorphous, undefined feeling that the workforce has. But the truth is that EX is made up of a series of discrete, tangible activities that can be measured and improved with sufficient attention and effort. Creating a great employee experience doesn't happen by accident—it has to be intentional.

Check out all of our research and learn more about how it can support your organization's talent, HR, and learning objectives.  
[LHRA.io/research](https://lhra.io/research)

### ABOUT THE RESEARCH

The Lighthouse Research & Advisory 2023 Performance, Engagement And Culture Enablement study was gathered via online surveys in Q2 2023 from 1,000 global employers and 1,000 currently employed workers.