# THE EMPLOYEE EXPERIENCE PROJECT





Beyond Sentiment

Getting to the heart of what really drives culture



WHAT REALLY WORKS



# Where People Thrive Businesses Prosper

Powered by Paula Brockwell C.Psychol

#### Trusted by

- Newcastle Building Society
- Farrow and Ball
- Homes England
- Vision Express

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- THE SENTIMENT TRAP
- RESET THE DEAL
- GET PEOPLE INVOLVED
- GET PAST THE SURFACE









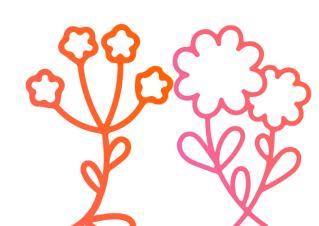
#### You Said:

Communication between departments could be improved.

#### We Did:

We implemented regular cross-departmental meetings to enhance collaboration and share updates.





Most culture audit and employee voice models put HR at the heart of the solution.





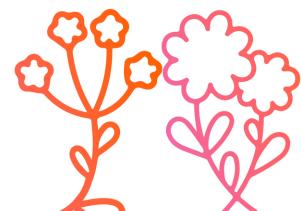


We need clearer expectations for our roles.

#### We Did:

We updated job descriptions and conducted a workshop to clarify responsibilities and expectations.







### BEYOND SENTIMENT CULTURE

### Understanding Culture





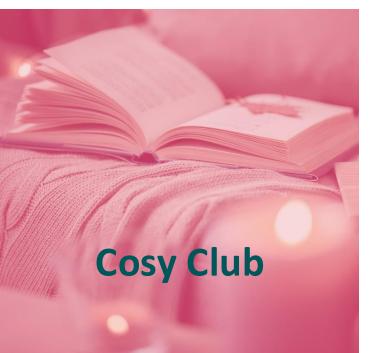






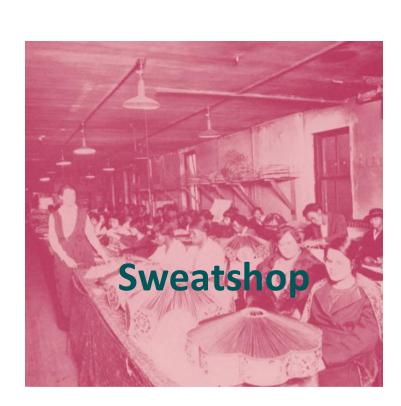












Focus on Business

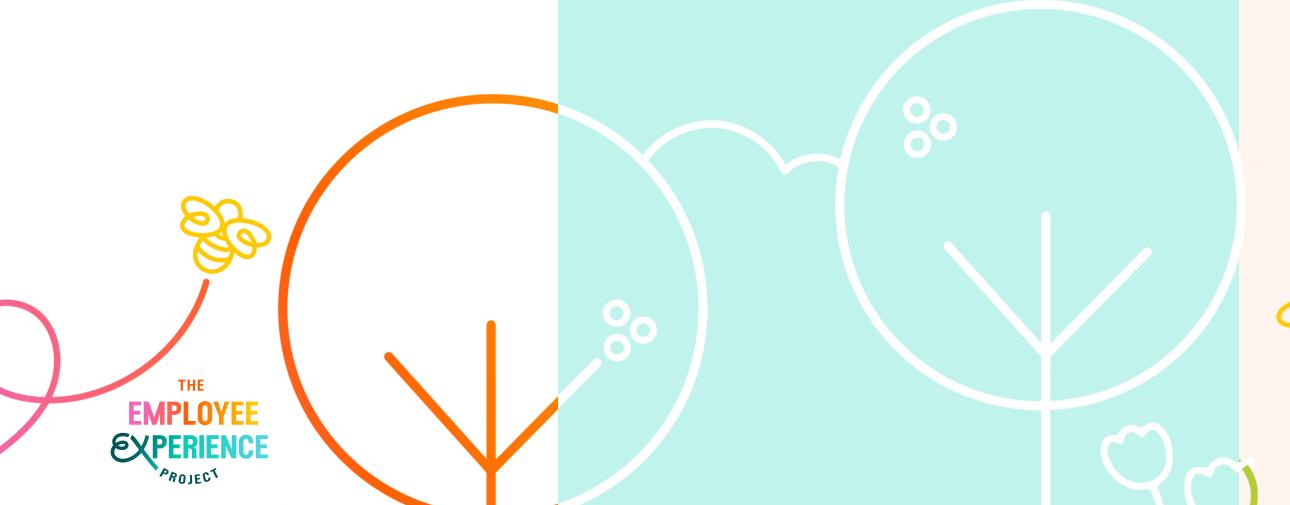
Needs

High

# Redefine our role

Reset expectations

## Ask balanced questions





## What role are you playing?

**BEYOND SENTIMENT** 





Superhe

ro



Polic



Gui



Conduct or







### Reset Expectations

#### From

- My one chance to be heard.
- Action is often expected only from leadership
- "We spoke, but nothing changed."

#### To

- Ongoing constructive dialogue and collaboration.
- A partnership
- A chance to create opportunities for

Your voice is a powerful tool for shaping the workplace, but it's not just about what's wrong.



It's about what we can do together to create a better work experience.



### Ask balanced questions .....

on things we can actually influence.



What is one specific change you would make to improve your workday?

#### **Outcome Focused**

What would you change in order to make it easier for you to deliver great outcomes for the business?

#### Collaborative

What can we do as a team to address the challenges we face?

#### Idea-Driven

What new ideas do you have that could enhance our work processes?



#### **MORE THAN VOICE**



The Chief Exec should meet everyone for 30 mins on their first day.

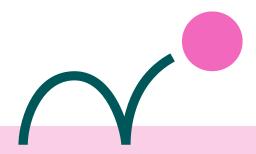
Provide decaf tea,
we have decaf
coffee ....
its not fair.

Its too cold in the office

Are we getting our bonus this year?

Bring back
Fuddles, no one
knows anyone
anymore





#### Leadership Tone

Role Modelling

**Strategic Planning** 

**Empowerment** 

**Inspiration & Listening** 





#### Management Impact

**Behavioural Consistency** 

**Operational Planning** 

**Enablement** 

People Management





#### Colleague Readiness

**Clarity of Expectations** 

Capability

**Available Resources** 

Purpose & Connection





### System & Processes

Resourcing, Tech & Tools

**Delegated Authority** 

**Governance & Metrics** 

**People Processes** 





