

# Workshop & Trainer Profile

## Employee experience – unlocking business value

This module will enable participants to consider employee experience (EX) as equally important if not more importantly than customer experience. We will sensitise participants on the fact that only great and unique employee experience can drive excellent customer experience.

Whether you are leading a team of managers, or are stepping into a management role, you will discover how you can drive change through your EX strategy, and successfully unlock business value through implementing EX processes.

### Objectives

- Understand and define Employee Experience
- Differentiate between EX and other HR solutions
- Recognize what makes EX a challenge today
- Identify the 3 essential elements of the EX-design
- Create experiences from the employees' standpoint
- Drive change through Leadership and unlock business value

### Topics / Modules

- I. Employee experience
  - a. Basics of EX
  - b. Origins and evolution of EX
  - c. Key components of EX
- II. Leadership and EX strategy
  - a. Comparing EX with other HR solutions
  - b. Challenges associated to EX
  - c. Unlocking business value with your EX processes
- III. Design Thinking
  - a. Touchpoints and problems that matter
  - b. Designing the right solutions
  - c. Creating experiences from employees' standpoint
  - d. Testing employee value propositions

**Duration:** 4 hours

**Venue:** In-house or off-site

## Your Trainers

### Ashish KHATRY

A results-driven senior manager with 12+ years of experience in creating and implementing programs to improve business operations. He is adept at building recruiting, selection and retention business strategies, perform organizational diagnostics and provide recommendations for improvement. He is also highly skilled in preparing for restructuring, downsizing, change management, morale and retention.

In his current role at Adecco, Ashish also intervenes as a course designer, facilitator for Management and Leadership workshops, as well as consultant to find solutions to real life business problems at clients' end.

Ashish has served in start-ups as well as multinationals in leadership roles (Valldata, TNT, Accenture, Starwood, Marriott, and now Adecco). He holds a BSc (Hons) in Internet Systems and is reading for an MBA in Innovation & Leadership. Also, he is a **certified Black Belt in Lean Six Sigma**, and MQA approved trainer in Management.

### Jennifer Webb de Comarmond

Jennifer has more than 12 years' experience in the HR field and is known for her public appearances and speeches about "Future of Work" and "Millennials in the Workplace". Her training expertise range from topics such as Leadership, PMS, TNA and HR consulting amongst others.

Jennifer was recently a TEDxALC speaker where her knowledge about integrating millennials in the workplace has proven to be a unique asset on the local market. She is also an active member of Business Mauritius on the social capital commission.

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