

5 Reasons to Replace Employee Experience with People Experience

Because your employees are
people first



We are whole people, with emotions, political leanings, strengths, backgrounds – and those are with us all the time, at work and not at work. We don't check these at the office door, leaving our personal selves at home. Experiences in life and at work blend together into one seamless set of experiences.



Because giving **candidates**
a great recruiting process matters

You will get a better hire if you give your candidates – including those you decline – a great experience across attraction, screening, interviewing, and offer. You also never know who else that candidate knows, so designing a great experience may pay more dividends than you can imagine.

Because **customers** are
part of the equation



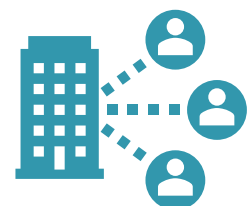
It creates a better experience for your employees when your customers are happy. And, having happier employees leads to happier customers. It's an inextricable equation - so having "customer experience" and "employee experience" as siloed functions makes little sense.



Because your people are part of
families and communities

An employee is part of a family and community ecosystem. Families and friends play important roles in employment decisions, are often carried on your benefit plans, come to your company gatherings, are seen in the background of video calls and in desk photos. Time to formally involve them in experiences.

Because **contractors** and
other external partners matter too



You have various third party people who directly impact your employees and vice versa. Your mail room and other core functions may be staffed with them, you may call them in for key projects or special expertise, or rely on them to fill staffing gaps. Time to involve them directly in your experiences too.

***"People Experience"** blends all of this into
an integrated whole and focuses our design efforts
on our people – all our people!*