

# EMPLOYEE EXPERIENCE

Productivity recovery post pandemic



**Productivity in the travel industry - leisure, corporate, group - has been negatively affected by the global pandemic.**

So much industry knowledge has been lost with those who left and are in large part not coming back.

And the trend of moving to remote and non-office work environments has accelerated, from call centers that had already transitioned pre-pandemic to account management and other operational functions, increasing the challenge for creating effective employee engagement and the Employee Experience.

In her recent book *The Experience Mindset: Changing the Way You Think About Growth*, Tiffany Bova addresses the concept of the Employee Experience (EX) and its role in creating excellent Customer Experience (the more customary CX) and how, combined, they can lead to increased annual growth rates.

## How TREX helps employers with EX?

Increasing the metric:  
**time to value**

- Pre-onboarding
- Onboarding success
- Transitional workforce mgmt.
- Voice of the employee (VoE)
- Skills development



Tiffany cites the examples of Ritz-Carlton and Apple as two organizations that have embraced the concept and describes the role that training has played in increasing employee engagement, a critical factor in driving productivity.

In our discussions with customers and via focus group feedback, we are hearing of the difficulties organizations are having in attracting new people and retaining many once hired. There is a wide variety of employee engagement practices, from bootstrapped to well defined, extensive, and well delivered. With most, however, these employees either have no context for the industry or, if they have already worked in the industry, have siloed knowledge based on the specifics of their previous roles and do not understand all of the components and how they relate to each other.



TREX addresses these issues by assisting with improving the Employee Experience through our foundational training program, a modular eLearning system that provides a broad overview of the industry in the first set, followed by sections on industry constituents (airlines, intermediaries etc.), technology (distribution, client tools) and, last, values (sustainability, careers) written by us so as to be completely independent of any sponsor bias.

We are eager to continue these discussions and invite you to **contact us at [TREX3.com](https://TREX3.com)**.



**TREX links knowledge with results.** We offer affordable, quick to deploy, industry and skills training which can be delivered to worldwide audiences.

Our TREX Travel Knowledge Hub is accessible on any device anywhere, can be client customized and offers direct communication and data insights.

Our Targeted Modular Learning System means people see what matters most increasing productivity and results.