

Overview of Specialty Area (People Experience)

Definition: Maximise the quality of employees' experience using an employee-centric view in all regards to the organisation

Skill	Definition
Purpose Definition	Develop a strong organisational purpose; linking employee's work to company's purpose, enabling meaningful work to engage employees and ensuring alignment between the values of the individual and company.
Employee Journey and Moments of Truth	Identify personas/groups that define majority of the organisation, as well as moments that matter to focus effort and achieve impact throughout the employee life cycle.
Ways of Working Optimization	Design of the work space (look, feel, location) and work (flexibility) to build an optimal people experience; hyper-personalising employee's experience, and using an employee centric lens (design thinking methodology) to design processes and interactions.
Employee-Centric Metrics	Leverage emerging technologies in measuring and analysing data and metrics on employees.