



Employee eXperience

WHAT IS IT? & WHY DOES IT MATTER?

**Your guide to
understanding and harnessing EX
to improve business performance and the bottom-line**

03

So, what is the employee experience (according to the people who count)?

06

How do you support a comprehensive employee experience strategy?

09

Let your recruitment, attraction, and retention strategies shine.

10

Help your employees achieve their potential with opportunities to develop and improve.

12

Streamline your separation and off-boarding processes.

04

What matters to your employees, and why?

07

Fit for purpose technology helps bridge the gap between EX & EE.

09

Offer a warm welcome with on-boarding, socialising, orientating and induction activities.

11

Make payroll an easier, more rewarding part of your business.

12

Focus on workplace wellbeing through connection, empowerment and stimulation.

05

Why you should care what your employees think of you. The bottom line.

08

Seamlessly manage the entire employee lifecycle. All from one place.

10

Live up to expectations by measuring, evaluating and aligning performance with goals.

11

Engage and motivate your employees.

13

Explore more

So, what is the employee experience

(according to the people who count)?

The employee experience (EX) is a journey. It starts even before a contract is signed, and doesn't finish until an employee is physically and digitally offboarded.

World-renowned analytics and advisory company, Gallup, detail this journey in their perspective paper, *Designing Your Organisation's Employee Experience*.

They show how EX encompasses every interaction your people have with you as their employer, from the moment you first get their attention, to how you say goodbye. And they explain why that journey is now considered as important to your organisation as your customer's experience.

But in a digitally dependent world, designing a viable and engaging EX strategy for your organisation isn't enough. You need innovative technology to support and manage it at every stage.



What matters to your employees, and why?

It's never just one thing. Happiness (or unhappiness for that matter) is an accumulation of experiences. But some of these weigh on employees more heavily than others.

For example, how someone feels about your organisation's purpose, brand and culture makes a disproportionate contribution towards retention, performance and development. Gallup research reports that globally, one-third of employees strongly agree with the statement, **"The mission and purpose of my organization makes me feel my job is important."** And when employees feel that the work they do really matters, their engagement increases, and their performance improves. That means delivering a positive and engaging experience that satisfies an employee's sense of making a difference has a significant and measurable impact on your business and operational costs.

A positive EX can also influence an ex-employee's decision to return to the fold, or their willingness to recommend your organisation to other desirable employees. So, it's small wonder that optimising EX is now considered a strategic priority by many HR leaders.

I want to work for an organisation with a purpose, culture and brand I can respect.



When I respect my employer, I stay at my job longer, and enjoy my job more.



When I feel good about my job, I feel more engaged and perform better.



According to Gallup, one-third of global employees strongly agree with the following statement:
"The mission and purpose of my organisation makes me feel my job is important."



By moving that 3:10 ratio to 8:10 employees, business units have realized a **51% reduction in absenteeism**, a **64% drop in safety incidents** and a **29% improvement in quality.**

Gallup's Perspective on Designing Your Organization's Employee Experience

Why you should care what your employees think of you

The bottom line

It's simple - the reason is money. Let's break it down.

When it comes to competing for talent, the heat is on. A well-equipped workspace and competitive salary are no longer enough to engender loyalty. Today's employees expect more. Which includes having purpose in their work, a supportive, collaborative workplace environment, and the opportunity to enjoy the work-life blend they want and expect.

In their annual New Zealand Staff Turnover Survey Report 2019, Lawson Williams says that, "Kiwi CEO's have become more focused on the costs of staff turnover in the last decade as business competition increases. There is a drive for cost reduction and skills are in short supply."

Businesses are impacted by turnover costs including:

- Finding and onboarding additional or replacement employees (advertising, interviewing, screening, hiring, training and management time)
- Lost productivity (it can take up to two years for a new employee to reach the productivity of the person they replace)
- Disengagement and productivity drop off (high staff turnover demotivates and unsettles other employees)
- Declining customer service levels (new employees take longer to complete tasks, make more errors, and solve problems more slowly)
- Upskilling and training (over two to three years, a business can invest at least 10-20% of an employee's salary in training)

With an unprecedented turnover rate in 2018 of 20.5%*, a tightening labour market and fierce competition for high-value employees, potential job candidates can afford to pick and choose who they work for. And unless they feel engaged, recognised and rewarded, most will have no problem with leaving your organisation to achieve it. The financial impact of attrition is high. It costs the equivalent of 30-50% of an entry-level employee's annual salary to replace them. Factor in over 150% of the annual salary for a mid-level employee. And for a high-level or highly specialised employee, you can expect to invest a staggering 400% of their annual salary.

EX is now considered a key contributor to Employee Engagement (EE), and engaged employees are a source of competitive advantage, and the impact of EE on the bottom line is now indisputable (Dale Carnegie Research Institute¹).

What your employees think is directly impacted by their EX, which drives EE, and has measurable ramifications for your bottom line.

Organisations with engaged employees outperform those with low employee engagement by **202%**.

Gallup, State of the American Workplace report



Firms with higher engagement levels report **70%** fewer safety-related incidents..

Gallup, State of the American Workplace report



63% of employees believe it is "very likely" or "somewhat likely" that they could find a job as good as the one they have.

Gallup, State of the American Workplace report



51% of currently employed workers say they are actively looking for a new job or watching for openings.

Gallup, State of the American Workplace report



How do you support a comprehensive employee experience strategy?

Designing a great employee experience strategy requires three things, and each of these things ties directly into the employee lifecycle.

- Align experience at each stage of the employee lifecycle to purpose, brand, and culture - from new hire to performance review to 'saying goodbye', build in rituals that uniquely communicate 'who you are' and 'what you care about'.
- Consideration of the employee's experience at each stage of the employee lifecycle from their perspective, and that each stage enables positive cumulative experiences ie if your attraction and onboarding is AMAZING, but your performance review proces is unfriendly, clunky, and out-dated, EX is compromised and EE can drop.
- Acknowledgement of the influences on an employee's day to day environment: manager-employee relationship; role clarity; sense of value they bring to their team; their workspace and tools; and how their job affects their overall sense of well-being. Optimise EX overall, rather than compromising one for another. EG the latest laptop, bean-bags, and a pool table don't offset being unclear about your role and the value it brings to customers and the organisation.

Supporting the strategy, once you've defined it and written it down, requires commitment from across the organisation, but also the right tools and technology to connect, engage, and monitor people in a digitally native, seamlessly assimilated, enjoyable way.



Address the 7 stages in my lifecycle as an employee!

Recruit, Attract, Attain

On-board, Socialise, Orientate

Measure, Evaluate, Align

Develop, Improve

Engage, Motivate

Recognise, Reward, Retain

Separation, Off boarding



Align my experience as an employee with your purpose, brand and culture.



Focus on what everyone needs to get out of the strategy. Not just me, but my manager and team.



Connect and enable the strategy with supporting tools and technology.

Fit for purpose technology helps bridge the gap between EX & EE

Legacy HR & Payroll software was designed to service the needs of the business. It was developed in an era when employees were seen as 'capital' to be managed (hence Human Capital Management). With EX and EE acknowledged as a critical component of improving the bottom line, an evolution is occurring where software must now equally support both the business, and the people in it.

Jemini is HR & Payroll software that has, at its heart, people, their engagement with others, and their relationship with your business (and their role in bolstering its bottom-line). It was developed by a team of HR & Payroll specialists with over 20 years experience working with customers, seeing their workplace, staff, and technology needs getting progressively harder to meet with existing solutions.

“We saw the short-comings of the systems in the market, and felt our customers’ pain as they struggled to get out-dated software to perform tasks essential to a modern business and future-focused workforce. The changes that forward-thinking organisations needed and wanted - and why - were clear to us.”

Our vision was to design and build an integrated, innovative and inspiring HR & Payroll solution. One that leverages modern technology to operate in the same way your people already work - and play.

We created Jemini to be different. Our decades of experience and knowledge of HCM drove our vision. Along with the unshakable conviction we could do better than traditional solution approaches.

Jemini, combined with our unique DnA (Discovery and Advisory) methodology ensures we consider the needs of your entire business - resolving and improving systems and processes holistically for greatest positive impact on employee experience, and quantifiable ROI.

- Chris Radley, Jemini CEO

Take the Jemini DnA journey

Instead of shoehorning your requirements into an off-the-shelf solution, or responding to a list of 'squeaky wheel' pains that may be masking more systemic issues, we use DnA (Discovery 'n' Analysis) to fully understand your needs and your 'win' areas, and adapt Jemini to your particular needs. Unlike a traditional solution, which is limited by what it can and can't do, we specifically designed Jemini to be incredibly flexible and able to readily adapt to your changing needs. This way we can support modern best practice and solve the key problems facing forward-thinking organisations like yours.

Read more... Jemini.com/the-journey

We discover what makes you different and bring your strategy to life

During the Advisory process, our team transforms Discovery findings into a future-state vision of what your organisation could look like. We map this against potential solutions and show you how to get there. We present recommendations and opportunities designed to evolve your organisation. Best of all - we build-in ROI, so you know the business case for transformation is solidly grounded in pursuing bottom-line outcomes.

Yes, it's a time-intensive process. But being holistic and comprehensive means it delivers the ultimate engagement experience. And forms a solid basis for a ground-up change for businesses truly ready to embrace a people-first approach. It also has a soft benefit - the process proves to staff that their employer cares about them. And that's a great way to start your Jemini journey.

Seamlessly manage the entire employee lifecycle

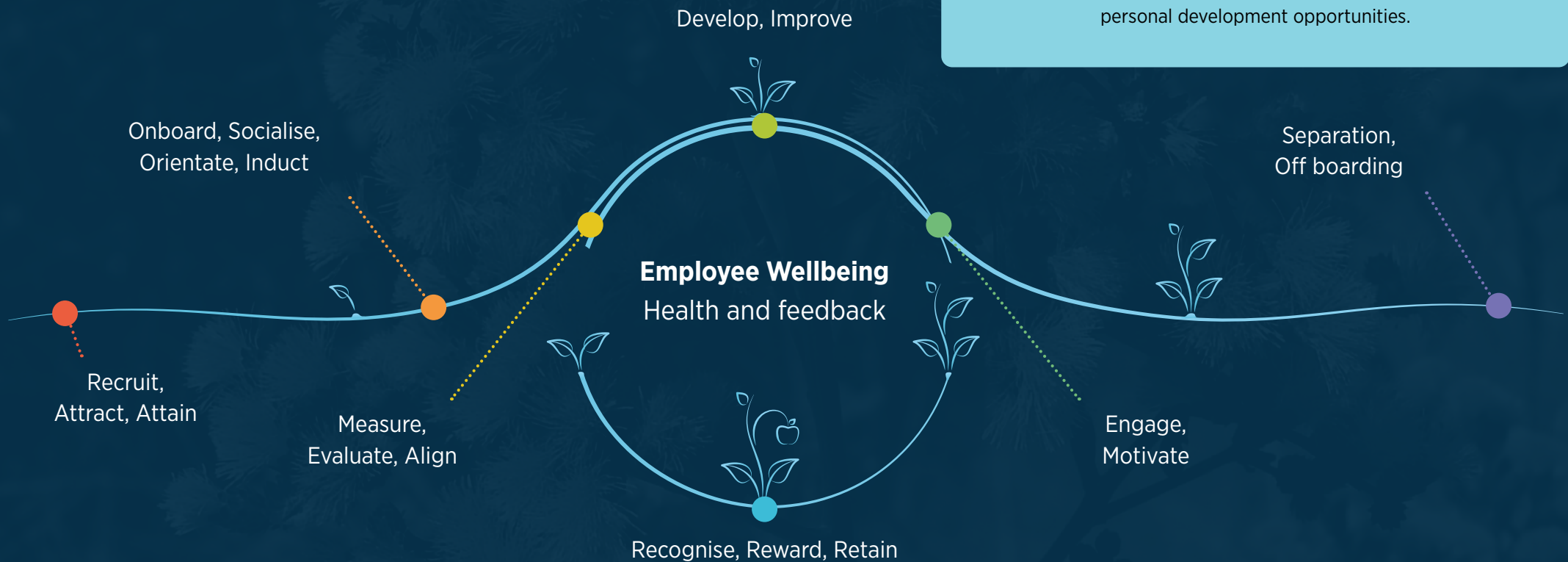
All from one place



Address the **7 stages** in the employee lifecycle

The employee lifecycle is represented by seven major stages, each of which cumulatively impact EX, and employee wellbeing.

The stages include key milestones, such as attraction, onboarding and exit. They also capture continual employee demands, such as providing an engaging workplace, performance management and providing professional and personal development opportunities.



Let your recruitment, attraction, and retention strategies shine

Why is getting the right people so important to your business? According to Gallup, companies selecting from the top 20% of candidates from Gallup's talent-based assessments achieve, on average, 10% higher productivity and 30% higher profitability.

Jemini simplifies and streamlines your recruitment process with built-in vacancy identification and requirement management, social sourcing connectors, automated application management, candidate selection and interview scheduling.

Recruitment becomes faster, smoother, more cost-effective and turns it into a high-grade, repeatable process. Designed to cast a wider talent net, you get the right people applying for the right roles, with less HR effort.

And because nothing in this world stands still, you can use the trend data gathered by Jemini to evolve and refine your whole recruitment process.

- Remove administrative pain with digitised processes
- Reduce time and money leakage with automated application management
- Increase efficiency with the removal of manual scheduling processes
- Extend recruitment reach through targeted social channels
- Utilise accurate reporting to analyse and refine recruitment strategies and tactics
- Learn from trend data to evolve the system to keep pace with market behaviour

“How efficient are our hiring processes? Are they fair, and do they help us hire super stars?”

Offer a warm welcome with on-boarding, socialising, orientating and induction activities

Despite what you may think, Gallup reports that “Only 12% of employees strongly agree that their organisation does a great job of onboarding.” *

So, your challenge is to ensure your new employees get the welcome they deserve with an engaging digital and in-person on-boarding experience, managed from a single place.

Jemini supplies that. From mission, vision and value statement induction, to automated IT profile and hardware set-ups, auto-scheduling mentoring, and 30/60/90-day check-ups linked directly to their personnel file, Jemini centralises everything you need to create the perfect EX for new recruits.

“Once they're hired, how do we make our employees feel glad they've joined us? How do we make sure we live up to their expectations?”

- Bond employees faster with UX based digital induction
- Optimise messaging cadence for understanding and information retention
- Digitise IT and profile set-up for reduced security risk
- Socialise new employees with a combination of in-person and digital programmes

Live up to expectations by measuring, evaluating and aligning performance with goals

Gallup says that “Just two in 10 employees strongly agree that their performance is managed in a way that motivates them to do outstanding work.” *

EX directly impacts your company’s overall results and outputs. So it’s vital that your organisational strategy and business KPIs align with employee performance management.

Fortunately, Jemini comes with an online library of performance plans, ready-customised to your needs. Configure built-in workflows to streamline and reflect your performance management process and measure the progress of predetermined performance goals with live data.

Drive employee investment in their own and team performance through self-service access. And use the extensive toolset to measure, report and review progress. Leverage automated email communications, reminders and alerts to reach every milestone.

“Are our performance reviews fair and accurate? And do we use them to get the most out of our people?”

- Reduce overheads by replacing manual tasks with workflows
- Increase efficiency with automated processes and real-time data and reports
- Standardise performance management processes, company-wide
- Appraise individual, team and divisional performance and view progress online
- Consistently engage employees through self-service, giving them ownership and input
- Eliminate paper-based appraisals from your business

Help your employees achieve their potential with opportunities to develop and improve

With Gallup citing “career growth opportunities” as the No. 1 reason people change jobs today, it’s critical to equip your employees with ways to excel and grow - in ways meaningful to them.

Jemini lets you proactively manage career progression and succession planning to increase staff loyalty and retention. You can digitally tag objectives, desired behaviours, duties and responsibilities to employee performance plans. You can connect learning and training opportunities to development goals. You’re able to see specific or overall skill and experience sets at a glance, improving workforce planning.

Identify, select or create learning opportunities and invite or enrol staff. Capture course evaluations and manage waiting lists and expectations. Control budgets and measure the value of your training investment against tracked employee attendance, uptake and online feedback.

Drive and reward knowledge and skill sharing between workmates and teams via an online content sharing and rating system.

“Do we live up to our promise of a bright career future, or do we drive our top performers away? Do we coach, encourage, and offer flexible, personalised career paths?”

- Minimise attrition & boost loyalty by actively nurturing employees’ career progress
- Analyse and address competency gaps with real-time views of current skills and certifications
- Track employee satisfaction, progress, & feedback at a glance, anywhere, any time
- Customise online feedback forms easily to measure the success of your development programme
- Run, book and manage enrolment and attendance at professional learning opportunities

Make payroll an easier, more rewarding part of your business

Jemini has been built from the ground up with a user-centric design - so payroll has never been easier.

Payroll, time and attendance, compliance and reporting, employee self-service, bonus and incentive programmes, and individual compensation plans - Jemini does everything you'd expect, perfectly.

Make better decisions during the salary review process with HR objective indicators at your fingertips. Integrate compensation policies into your salary review process to reflect organisational challenges.

And for organisations who support it, Jemini offers a self-pay option which empowers employees to manage their own finances to suit their needs, while ensuring the organisation retains ample cashflows.

- Never miss a deadline with Single Touch Payroll, Automated IRD Payday Filing, KiwiSaver (NZ) and SuperStream (AU)
- Comply fully with the complexities of the NZ Holidays Act
- Automated, transparent online payroll approval with unique notification feature
- Accurate and seamless on-boarding and off-boarding employee payments
- Discover employee costs, from single staff members to teams and divisions
- Enrich the functionality of your ERP and Talent Payrolls with Jemini

Engage and motivate your employees

“Only 15% of employees, globally, and 33% in the U.S. are engaged,”* says Gallup.

Jemini removes engagement barriers with a highly familiar social interaction and social media experience. Think Facebook. Think LinkedIn.

Given the built-in social nature of our platform, you can involve and motivate your employees by aligning their at-work digital experience with the personal digital interactions they already expect. And it's easy to reinforce and support your company strategy, vision and culture by building online communities, newsgroups and interest groups. Thumbs up feedback for a job well-done, options to find like-minded colleagues to run, paint, meditate or learn together with - the greater the numbers of ways you help your employees connect increases engagement, provides positive experiences, and ultimately benefits company performance.

Survey and feedback tools are linked to AI learning, so employee interactions with Jemini are constantly refined to elicit high-value input.

“How engaged are our people in the long term? They start off enthusiastic, but are we doing our best to keep them that way?”

- Drive engagement and interaction through a familiar social media experience
- Bring your company culture to life by fostering a vibrant, aligned online community
- Leverage artificial intelligence to make employee feedback and responses more accurate and meaningful

Streamline your separation and off-boarding processes

Jemini effortlessly coordinates employee separation tasks, such as exit interviews and IT & Security off-boarding, with online tools, checklists and workflows.

It streamlines essential department, business and HR, Payroll and IT notification communications. You can generate letters for resignation or termination, and non-disclosure agreements where appropriate. Finalise pay checks and annual tax documents, collect and record the recovery of business issued devices and property online. Close out business expenses and process fees or reimbursements in real-time.

Jemini helps you tick the boxes for efficient knowledge transfer to superiors, subordinates and peers. It ensures files and documents are in shared drives, and outlines final work requirements and due dates. You can automatically close off access to business IT systems and to your premises. Gauge company performance by sharing anonymised exit interview feedback. Generate reporting to consolidate and measure commonly repeated issues or commendations.

You can even schedule an official farewell appropriate to your business culture. All from one place.

- Protect business IP and recover company assets with a comprehensive checklist of separation activities
- Drive cultural improvements by measuring and reporting on employee sentiment
- Make off-boarding a positive experience with fully finalised payments, fees and reimbursements
- Meet legal compliance by generating official documents

**“Who are we losing our best people to?
What have they got, that we don’t?
And when they do leave, do we make it a positive
experience, to keep the door open for their return?”**

Focus on workplace wellbeing through connection, empowerment and stimulation

Build active online communities within your workplace! Jemini uses AI to help support the health and well-being of business cultures by monitoring and reporting on employee sentiment to identify potential issues or opportunities.

Run polls, surveys and create team and company-wide events. Gather real-time responses to make fast decisions.

Employees can form and build groups by logging their own special interests and discovering who in the business has similar hobbies, sports or passions. They can start running groups, host discussions or speaking groups, and organise regular or one-off events, such as shared lunches, pub quizzes, going rock climbing or learning yoga.

And in familiar Facebook style, contributions to discussions can be commented on or simply marked with an emoji to indicate support or disagreement.

- Strengthen personal relationships across the business through special interest groups
- Develop a more cooperative and supportive culture where people get to know one another and can easily identify likeminded workmates
- Organise, coordinate and run social events company-wide, by interest group or team
- Keep your finger on the pulse of your workplace with AI sentiment monitoring, and real-time anonymised polls and surveys
- Give your people the opportunity to interact online with proposed ideas, put forward alternatives or refinements, and indicate their level of support with familiar social platform emojis

The EX journey must be well-thought-out and activated for the whole time your employee is with you. Much like a customer experience, one negative incident in the process can create knock-on problems throughout the system. EX thinking takes all of these elements into consideration when forming a talent strategy. Other key factors for EX include the individual's manager, role, team, workspace and workplace, and well-being.



Employee eXperience

We hope you now have an understanding of how to harness EX to improve business performance and the bottom-line

To see Jemini in action, book a demo at Jemini.com