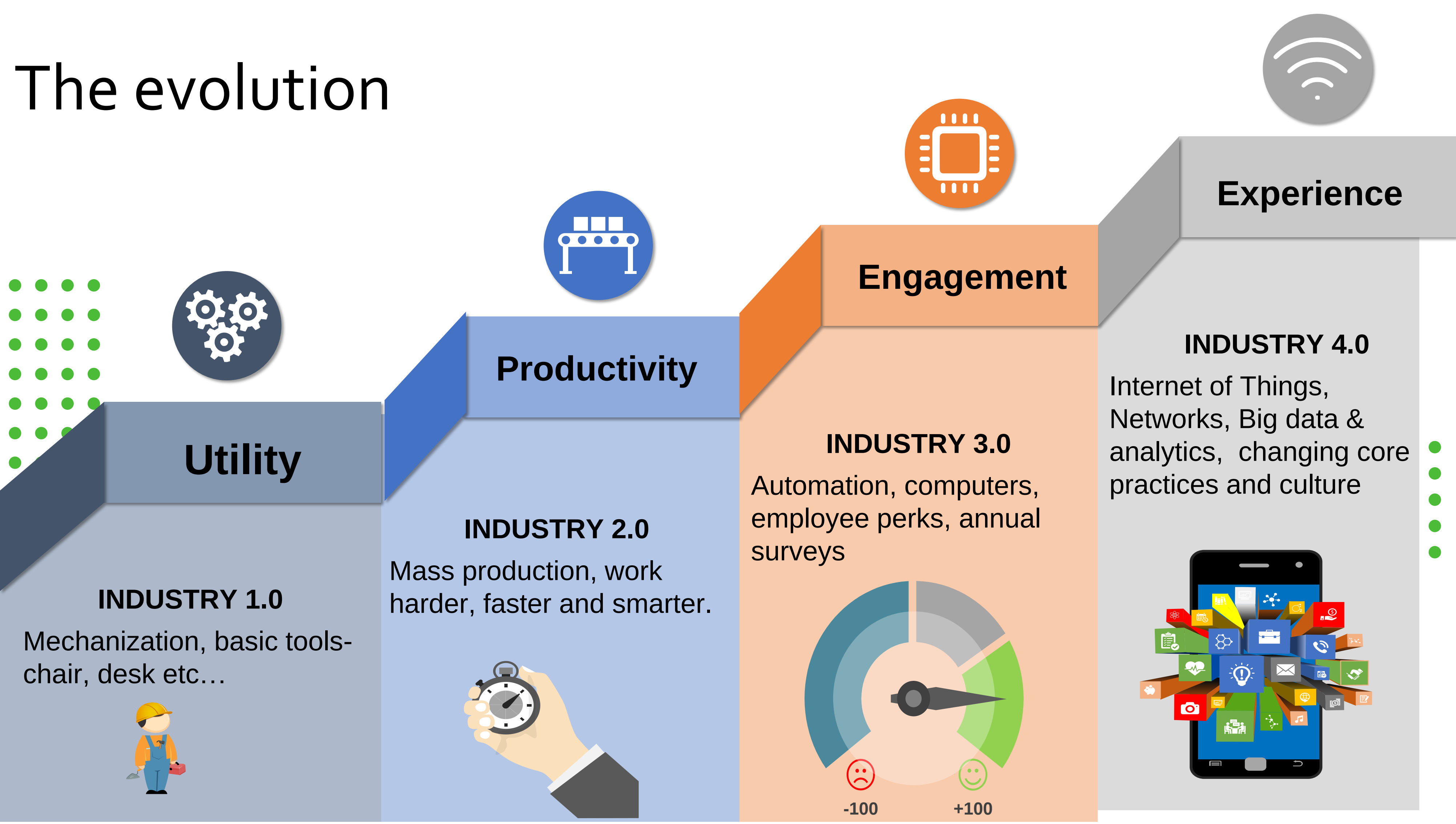




Portia Thokoane
Chief Human Capital Officer



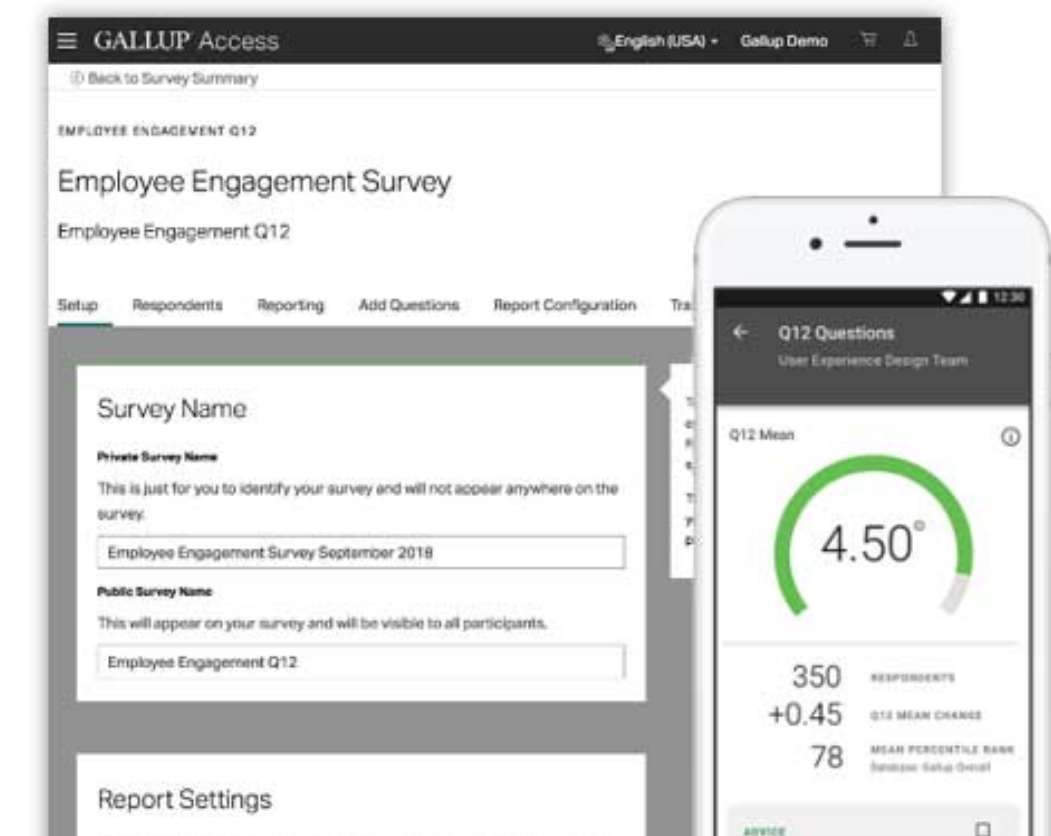
The evolution



The dismal state of employee engagement

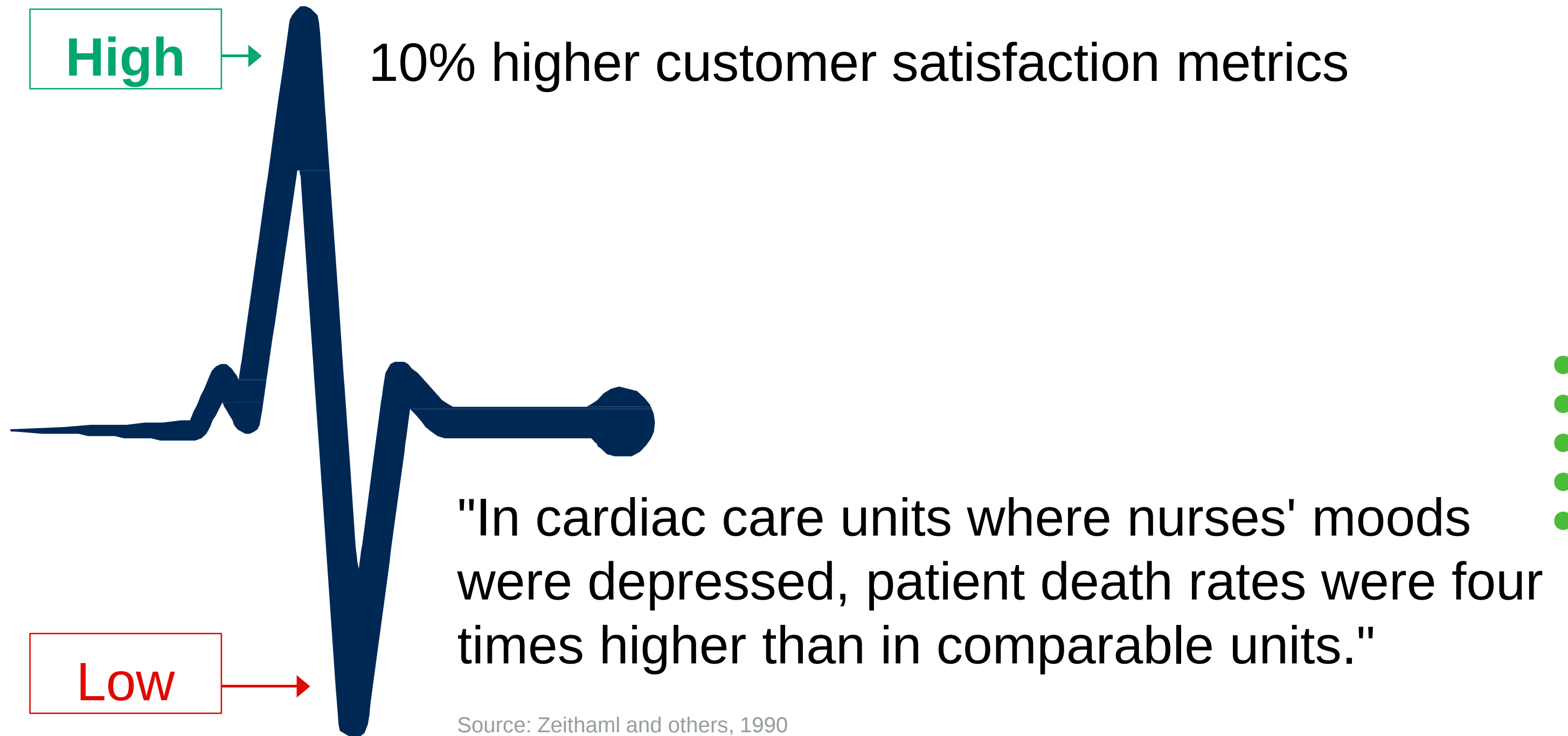
13%

Gallup



Why does it matter?

**Gallup
Employee
Engagement**



Look beyond employee engagement to employee experience

Gartner defines **employee engagement** as the extent to which
(1) a worker is willing to apply **discretionary effort** in order to achieve organizational goals and (2) feels the organization **enables employees to do their best work.**

Gartner defines **employee experience** as the **employee's** perceptions and related feelings caused by the one-off and cumulative effect of interactions with their **employer's customers, partners, leaders, teams, processes, policies, tools and overall work environment.**

The Future of the trust relationship



“Clients do not come first.
Employees **come first**. If you
take care of your employees,
they will take care of
the **clients**.”

-Richard Branson



Team Human



People will forget what you said,
people will forget what you did,
but they will never forget
how you made them feel

MAYA ANGELOU,
Pulitzer Prize Winning Author and Poet



Era of transparency and connectivity



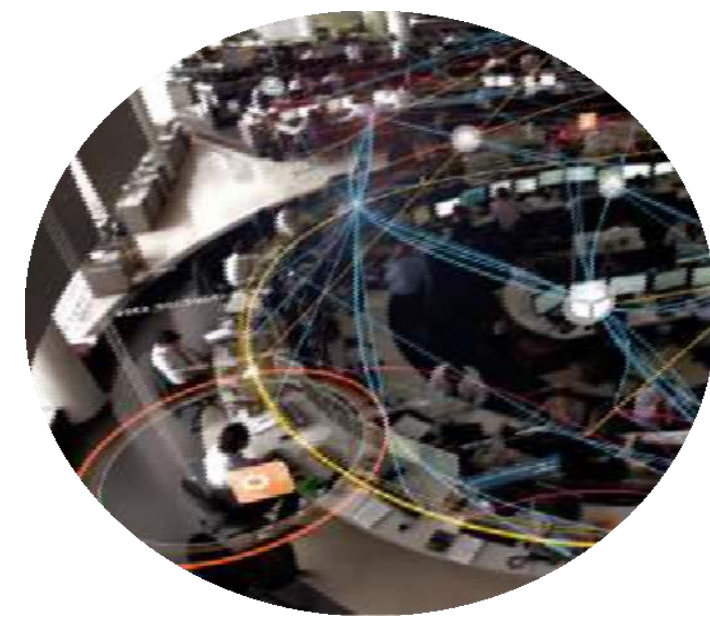
Sustainable Competitiveness: Value Twins



Things



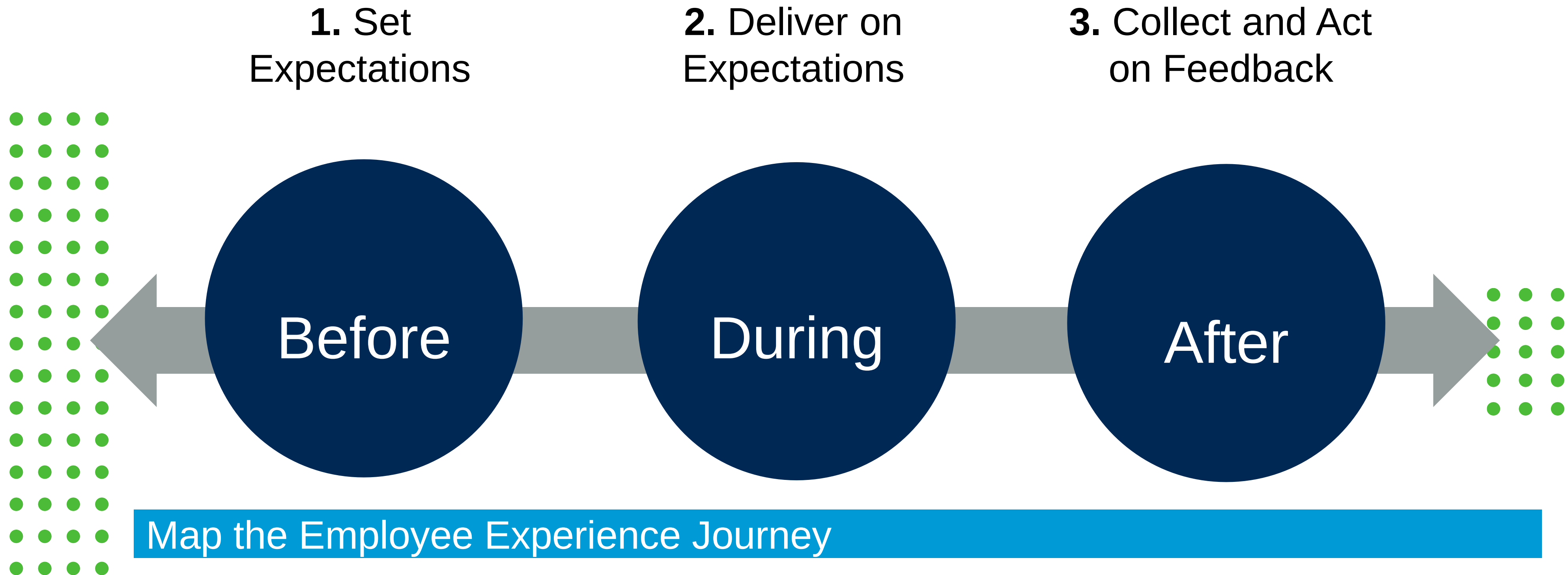
People



Successful
Organizations



Learn From Customer Experience Management



Recommendations

1. Optimize technology for the human future.
2. Digital transformation should drive business strategy.
3. Automate governance processes and reskilling talent to gather intelligence and make decisions.
4. Empower employees to use digital and social platforms.
5. Promote culture that is obsessed with its people- it is them who will drive customer centricity.

