



5 Signs Your Employee Experience May Be Missing The Mark



Is your company delivering the experience current and future employees want?

Rapid change in the economic, technology, and labor landscapes means you're under pressure to be constantly aware and evolving based on these changes.

To attract and keep top talent, focus your efforts on building a positive employee experience that meets the needs and exceeds the expectations of your workforce. We're giving you five key things that might be holding you back from delivering an exceptional employee experience.



1. You're Not Collecting Employee Insights.

Whether you call it employee data insights or people analytics, data is the key to knowing your employees better. Analytical thinking is crucial to organizational progress, and this includes HR. In a tight labor market and highly competitive industries, effective and timely decision-making are a top priority.

Utilization data, for example, helps you to focus your resources on the areas of greatest impact to reduce wasted time, energy, and money.

Holistic data minimizes misinterpretation of anecdotal information that can lead to ineffective strategies. Just as companies are evaluating the entire customer journey to get an accurate view of what's working in-house, this same holistic approach must be taken to assess the employee experience.

2. Processes are Manual and Disjointed.

Are processes like recruitment and onboarding presenting frustrating and uncoordinated experiences for applicants and employees? Are your HR records kept in multiple places and systems that make reporting time-consuming and difficult?

HR teams can spend endless hours jumping between platforms entering or looking up data manually for employees and pulling data into spreadsheets that become out of date the minute they're created. A single place to store and enter information can not only save time but also ensure accuracy and information security.



3. Learning and Development opportunities are limited and inflexible.

When you invest in your people's learning and development, you communicate your commitment to their growth and raise satisfaction. That message is pretty clear, too, when you consider 94% of employees say they would stay at a company longer if it invested in their learning and development.¹ Whether someone can see a future with his or her employer depends greatly on his or her ability to develop new skills and thrive while employed there, including opportunities to share expertise and experience.

When considering what would lead them to quit, employees report that the ability to learn and grow is roughly twice as important as getting a raise and more than twice as important as the relationship with their manager, despite the anecdote that people leave their bosses, not their jobs.²

The mistake might not be a complete lack of learning and development opportunities, though. Trainings become stale and ineffective when companies take a one-size-fits-all approach focused on organizational goals rather than employee needs. By providing customized learning that's accessible any time and on any device, employers can meet staff where they are and help turn them into tomorrow's leaders.

Source

¹ <https://learning.linkedin.com/resources/workplace-learning-report>

² <https://www.linkedin.com/pulse/want-happy-work-spend-time-learning-josh-berzin/>
<https://hbr.org/2018/01/why-people-really-quit-their-jobs>



4. Performance Feedback is One-Directional and Sporadic.

Annual reviews are not enough to keep employees aware of their performance and feeling connected to their work. Ongoing, rather than episodic, feedback gives staff the ability to continuously check their understanding of their goals and progress, resulting in a positive impact on performance.

In fact, continuous reviews that look both forward and backward and come from peers as well as supervisors have been shown to boost performance.³ More frequent feedback from a variety of sources helps employees be more agile by giving them the chance to make timely adjustments. It also enables managers to better understand their teams and makes their input more impactful as it is provided in real time.

5. Collaboration and Communication are Lacking and Ineffective.

People want to connect – with their peers and managers, and to stay informed on what is happening at your company. And there is no shortage of tools available for that. More than a quarter of employees (27%) say they waste upwards of a full work day sifting through email and messages, for example.⁴

Meaningful connections and effective communication are needed to drive a positive corporate culture and engage employees. Blended workforces made up of part-time, full-time, and contract workers in different locations—often on the road—make it increasingly challenging to provide opportunities for connections.

Centralized, mobile-accessible social platforms make it possible for employees to make those connections, and organizations can ensure news is shared consistently and quickly.

Source

³ <https://www.gartner.com/smarterwithgartner/motivate-employees-with-ongoing-forward-looking-feedback/>

⁴ <https://www.linkedin.com/pulse/want-happy-work-spend-time-learning-josh-bersin/>



Delivering the kind of employee experience that drives performance and reduces turnover is a marathon. To stay on top of evolving needs requires continuous measurement and flexible tools that help you respond quickly.

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