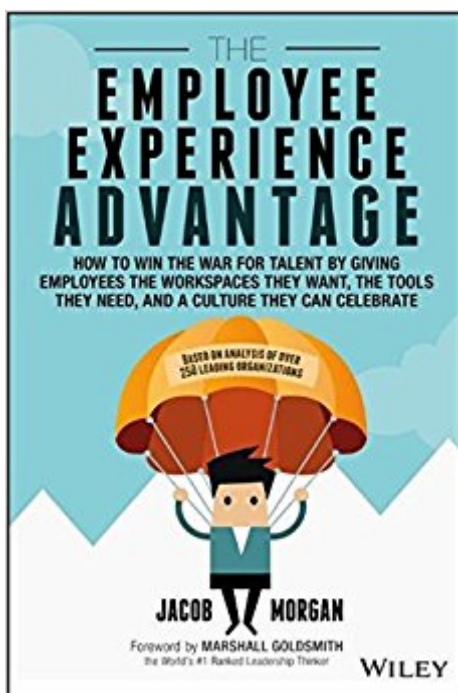The book was found

The Employee Experience Advantage: How To Win The War For Talent By Giving Employees The Workspaces They Want, The Tools They Need, And A Culture They Can Celebrate

Synopsis

Research Shows Organizations That Focus on Employee Experience Far Outperform Those That Don't Recently a new type of organization has emerged, one that focuses on employee experiences as a way to drive innovation, increase customer satisfaction, find and hire the best people, make work more engaging, and improve overall performance. Ã Â The Employee Experience AdvantageÃ Â is the first book of its kind to tackle this emerging topic that is becoming the #1 priority for business leaders around the world. Although everyone talks about employee experience nobody has really been able to explain concretely what it is and how to go about designing for it...until now. How can organizations truly create a place where employees want to show up to work versus need to show up to work? For decades the business world has focused on measuring employee engagement meanwhile global engagement scores remain at an all time low despite all the surveys and institutes that been springing up tackle this problem. Clearly something is not working. Employee engagement has become the short-term adrenaline shot that organizations turn to when they need to increase their engagement scores. Instead, we have to focus on designing employee experiences which is the long term organizational design that leads to engaged employees. This is the only long-term solution. Organizations have been stuck focusing on the cause instead of the effect. The cause is employee experience; the effect is an engaged workforce. Backed by an extensive research project that looked at over 150 studies and articles, featured extensive interviews with over 150 executives, and analyzed over 250 global organizations, this book clearly breaks down the three environments that make up every single employee experience at every organization around the world and how to design for them. These are the cultural, technological, and physical environments. This book explores the attributes that organizations need to focus on in each one of these environments to create COOL spaces, ACE technology, and a CELEBRATED culture. Featuring exclusive case studies, unique frameworks, and never before seen research,Ã Â The Employee Experience AdvantageÃ Â guides readers on a journey of creating a place where people actually want to show up to work. Readers will learn: The trends shaping employee experience   How to evaluate their own employee experience using the Employee Experience Score   What the world's leading organizations are doing around employee experience   How to design for technology, culture, and physical spaces   The role people analytics place in employee experience   Frameworks for how to actually create employee experiences   The role of the gig economy   The future of employee experience   Nine types of organizations that focus on employee experience   And much more! There is no question that engaged employees perform better, aspire higher, and achieve more, but you can't create employee engagement without

designing employee experiences first. It's time to rethink your strategy and implement a real-world framework that focuses on how to create an organization where people want to show up to work.Ã Â The Employee Experience AdvantageÃ Â shows you how to do just that.

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Customer Reviews

"Every few years a book comes along that will make you think differently about how you design your organization and treat your people. This is one of those books--a must read for employers."-James R. Downing, M.D., President and CEO of St. Jude Children's Research Hospital"Jacob's book shares case studies, research and unique models to demonstrate the incredible value of building amazing teams and transforming how work is done to positively impact business results."Ã Â -Chuck Robbins, CEO, Cisco"Companies that invest time and energy in the employee experience will crush those that don't. This book and the research behind it proves that. Wanna win? Read this!"-John Legere, President & CEO, T-Mobile US"An inspiring, thoughtful and practical book, filled with specific ideas and concrete examples that will make it an indispensable resource for anyone on the journey to building a purposeful, successful and vibrant organization."-Hubert Joly, CEO of Best Buy"Well researched, intriguing, and practical. Jacob has written a book that any business leader should read if they want to learn how attract and retain the best and the brightest talent."-Peter Brabeck-Letmathe, Chairman of the Board of NestlÃƒÂ© SA. Vice-Chairman of L'OrÃƒÂ©al and Vice-Chairman of the Foundation Board of the World Economic Forum"The Employee Experience Advantage" is a must read for the leader of any

organization seeking to create an employee experience that helps attract and retain top talent, drive innovation and outperform the competition."-Jo Ann Jenkins, CEO, AARP"This book is an important contribution in helping us understand how to unlock and amplify the most important component of success; people. A must read."Sandeep Dadlani, President, Infosys"The Employee Experience Advantage is a well-researched book that helps organizations realize the value of employee experience."-Tim Westergren, CEO and Founder, Pandora"This book offers the data behind how and why culture, technology, and the physical workplace are so vital for success!Ã Â -Tony Hsieh, NY Times bestselling author of "Delivering Happiness" and CEO of Zappos.com, Inc."

If you've had a job any time during the last two decades you know companies are extremely interested in engaging employees. You may also know that engagement scores have been at an all-time low despite investment in these programs being at an all-time high. So what's going on here? Organizations around the world have been focusing on the effect, which is employee engagement, instead of the cause, which is employee experience. As a result most initiatives today are centered around short-term band aid solutions such as free food or flexible work hours instead of being focused on true organizational design. The Employee Experience Advantage provides the first comprehensive research-based look at how to optimize the three fundamental environments that shape employee experience. Thus creating an organization where people genuinely want to show up to work to perform their best. Written by futurist, keynote speaker, and best-selling author, Jacob Morgan, this eye-opening strategy guide takes you step by step through the entire process of purposefully designing a work experience to create a truly engaged workforce that unlocks business performance. After a foundational primer on the history and the current state of the movement to optimize employee experience, the book dives into in-depth explanations of the three employee experience environments: the physical, technological, and cultural environments. Then, it makes a bulletproof business case for investing in the transformation into an experiential organization, complete with insight and proven metrics gained from interviewing 150 executives, reviewing 150 studies and articles, and analyzing over 250 global organizations. Finally, an entire section looks at every practical piece of building employee experience into the architecture of your organization in order to produce tangible business results. An extensive collection of case studies and firsthand examples from the leaders working at the forward-edge of employee experience provides peerless understanding of: How developing amazing employee experiences gives you an unfair advantage over the competition when it comes to talent. What employees care about most when it comes to culture, technology, and the physical work environment and how to give it to them. Why employee

experience is the next massive area of investment for organizations around the world and what you can do to stay ahead of everyone else. Design amazing employee experiences, create an engaged workforce, and drive business results with The Employee Experience Advantage.

Jacob Morgan has provided a great handbook for organizations that are choosing to invest in and prioritize their employee environments because their people are their real competitive advantage.Have you observed companies that have chosen to use new toolsets and bold efficiency strategies as a means to justify a pivot away from their workforce? I've read about them, and for my own self-conflict (working with cloud technologies), my various roles have been to bring about an awareness and adoption of these toolsets, squarely aimed at efficiency and optimization. So I went looking for ways to better position my own work, to understand the challenging future of work, and to balance the dystopian hype and headline about impending work replacement and layoffs due to automation.I found a refreshing and positive take here, and actions I can share with others. Morgan's empirical and hands-on approach gives this book (and all of his other work) the examples and real-world stories that differentiate, qualify and reiterate the foundation of his message (on the future of work):- the war for talent is real (as it always was)- good talent is looking for significance within/beyond the role- your company can do specific things that create the experience that great talent wants to become a part of- companies that provide this experience thrive because of their employees

My favorite book on employee engagement is Agile Engagement: How to Drive Lasting Results by Cultivating a Flexible, Responsive, and Collaborative Culture. When I saw this book 's title, my first thought was- yippee a new Dilbert Jargon Matrix buzzword to use. Well, not really.I want to warn you that this review has a lot of personal experiences in it because I want to make it clear that I am not just talking about what the book discusses, I am living it.The book breaks down the employee experience into 3 environments. Physical, Technology, and Cultural. I will provide you with my experiences below broken down into these sections.===== Physical =====What drew me to the book was the emphasis on the physical environment. I have not seen the negative level of impact a physical environment can have until the last three years and I have not seen a book raise it up to its real level of importance until this book.I am working in a torture chamber. When I started there our group was dedicated to special projects and each person had an individual cube. You could hear a pin drop. After several moves I ended up with a cube mate. At first it was fine because he didn't really have anything to do and was somewhere else in the building 6 hours of the day.Then about 2

years ago he was given an assignment that has him on the phone, with a queue in our cube waiting to talk to him, and a partner in a cube across the hall he is constantly yelling over to. The people in the queue wait by sitting on my desk. Head phones make zero difference. I still got tapped and the "what's up?", which would be fine if it happened less than 10 to 20 times a day, but it didn't.Over the next 2 years of fighting it I got at least 7 migraines from the noise. I burnt several vacation days on those migraines. I had to get FMLA just to go sit somewhere else in the building. Then of course there were several jackasses that had to make a big deal of that every opportunity they got. You know the type, they are always pointing out everything everyone else is doing wrong to take the spotlight off of themselves to help mask their incompetence. At first they didn't know I had a medical reason for going to a quiet area, but after they did, it still made no difference in their complaining about the special treatment.Finally I said I was going to have to leave if the company didn't do something. They moved me about a month later. Where did I move? I moved over the wall under a vent with black dust pouring out of it. The first week there I had to leave early because my eyes where burning so badly. I reported it and maintenance assured me it is not mold. Just dust with broken down black ventilation duct work particles. Unfortunately the same maintenance team told us about 6 months earlier drinking the brown water in water fountains was fine to drink, so I am not really sure what to think about their assurances.Temperature is another issue. Most of the full time employees in the office are 50 + years old. Most of those over 50 are also well over 60. We are now an IT department with 50% of the floor consultants from India. Everyone is always cold. The young and the old.They say the try to keep the temperature between 74-76 degrees year round. I bought a thermometer and we have hit 82 degrees. In the summer the added humidity makes it miserable. I recently rode the elevator with a guy on my floor who has been with the company for a long time. He was complaining to a friend about the heat. He said "after 23 years of complaining about the same problem, you would think they could do something". He is in a very small minority with me. We sweat all day long and it is gross.I could go on, but I think you get the reason for my attraction to the physical environment focus. I have 22 years of experience in IT and 16 of those were spent as a consultant. I have worked in well over 20 environments. I have worked at the print station, in the supply closet, in the cafeteria, in the freezing server room, in a meeting room that normally sat 6 with 12 people, most of which were on phones 1/2 the day. None of those environments touch the amount of physical and psychological stress this place has had on me in the past 6 years.The biggest plus about our environment is that they do let us work from home 1 day a week. I work from home 2 days a week because of the FLMA and the noise level. I work Friday, Saturday, Sunday, and Monday. I do 95% of my work at home. Because of the noise level, for the past 2 years I killed

more time sitting in my work cube deleting emails and moving icons just waiting for the day to be over than anything else. Then I work when I get home and over the weekend to make up for it. I have been working from home -only - for the past two years, except when I sit on the other floor in the quiet.===== Technology =====So now let's touch on equipment. I am required to have virtual machines running several versions of SharePoint and Team Foundation Server (TFS) so I can proof of concept (POC) upgrade and customization scenarios. I also have to run 4 to 5 different Tomcat VMs for POC different upgrade and customization scenarios. Years ago I also lead an initiative to build iOS and Android native applications.The company provides me with none of the equipment I need to do any of that. I have purchase 3 gaming laptops, a ThinkPad Twist, a MacBook Pro, my own developer license from Apple, 2 iPads, several Android devices, 100's of books and paid for my own hotspot internet connect for the first 5 years there. I have spent well over $15,000 on my own equipment since I have been there, and another $5,000 on books, training, software, and developer licenses.The only thing my work computer is good for is checking emails, logging onto servers with remote desktop, and using the browser to manage SharePoint and TFS.===== Cultural =====Our environment is a closed door, top down, command and control environment. The book calls this an inExperienced environment. The lowest of the 9 levels the book discusses. Based on an employee experience survey we took about 9 months ago our C-Suite sent out a letter that said we had an 82% employee engagement rating, or 15% above the national average for our industry.I didn't run into anyone yet not in the C-Suite that found that laughable. I would put us down around the 32% range, the average for the US, which at least beats the worlds 13% the book refers to in Gallup's research. Gallup's report said the best companies in the world are at 70%. That pretty much says it all when looking at our questionable 82%.The book touches on salary and benefits, but I agree with the author in that they can only carry your level of loyalty so far. They can eventually become a ball and chain in the right circumstances. I have only recently switched over to our companies insurance. My wife and I were previously on hers. We have the best plan our company offers and the benefits I currently have are the worst I have had in my 30+ years of being in the workforce and carrying my own.I don't know if it is Obamacare, our HR department, pharmaceutical lobbyist, or Capital Blue Cross that is at fault. It is probably a little bit of all 4. I currently pay for everything I can without using the insurance because it is cheaper than the copay. I cannot do that at the eye doctor or chiropractor because I would have to sign a waiver saying that I no longer will use my insurance for anything. Meaning if I am injured in a car accident I cannot use my insurance for eye or chiropractic care.Last year during a town hall meeting they told us that each year health insurance costs go up 10 -12%. They told us that in order to maintain the same budget each year they shop

for a new contract that provide less benefits to the employees, but that allow the company's budget to stay relatively the same. While I appreciated the transparency in the answer to all the questions about our poor health insurance, I almost fell out of my chair when I heard that answer.Recently one prescription I paid $15 for went to $140 using insurance or $129.00 if I don't use insurance. When we switched to this insurance our chiropractor copay went from $10 to $35, and if I did not use my insurance it would be $33.50 a visit. My dog who has insurance with Pet Plan has 10X's better insurance than we do with Capital Blue Cross.===== The Book =====This book holds the key to what our company is so desperately searching for. The problem is they will never make the changes needed to get there. They are failing to recognize the importance of the digital revolution so in the next few years the hundreds of millions of dollars they have stock piled in investments will start to dwindle. We have a ton of people that are casualties of Peter's Principle, suffer from DunningÃƒÂ¢Ã â ¬Ã â œKruger effect, or just get to the point of where they have had enough and figure they have paid their dues. That makes it hard to change. They do not bring fresh blood into the C-Suite from the outside, only from the inside.This book can help, and will help, but as the authors say - you have to care, really care. The authors say "If you, your managers, or your executives do not care about the employees or the team members you work with, then this entire book will be completely useless. This is one of the key distinctions between the truly Experiential Organizations and everyone else. They don't invest in employee experiences for the business value. They invest in them because they care, and the business value comes as a result."I highly recommend this book to anyone, anyone at all, but especially C-Suite and upper management that genuinely care about their people and want to make their work life an experience that they can't wait to get to on the morning commute into the office.

If you are looking to reinvent or rejuvenate your organization this book has a lot of idea kick starters backed with data and research to support Morgan's discussion points.

Morgan provides a wholistic and fresh view to the questions relating to employee engagement & involvement and redirects thinking towards the experience of the employee in the organisationHe provides useful models for combining the conceptsThis is a good reference book

Jacob has a clear vision of the workplace at it's best.

It's very rare anymore that a problem gets re-framed in such a brilliant way. Jacob has distilled a

very complex issue into some very, very manageable chunks. My only suggestion is that we drop the car metaphor for businesses. I think it creates this romantic notion that every business is one tune up or new air filter away from running like a top. Businesses are more like people that need psychologists than cars that need mechanics. Thankfully the tactics laid out will position any business to create superior employee experiences.

As a member of the business world for 30 plus years, I wish I had a copy of this book back then! Jacob Morgan's publication clearly outlines what organizations need to do to prepare for the future of talent. Great job!

I was able to read the first 30 pages of this book before making the decision to purchase it. Based on the extremely detailed information outlined in this book, I was able to see what attributes truly and positively affect employees and companies as a whole. As someone who is currently working their way up in a HR department, I can't wait to put these ideas into practice. I believe not only will my company be influenced by positive changes, my own personal career path can rise higher as I am working on my next company presentation with the help of this book. Thanks!

The Employee Experience Advantage: How to Win the War for Talent by Giving Employees the Workspaces they Want, the Tools they Need, and a Culture They Can Celebrate The Tools & Techniques of Employee Benefit and Retirement Planning (Tools and Techniques of Employee Benefit and Retirement Planning) Tools & Techniques of Employee Benefit and Retirement Planning, 11th ed. (Tools and Techniques of Employee Benefit and Retirement Planning) The Employee Experience: How to Attract Talent, Retain Top Performers, and Drive Results Roulette Rockstar: Want To Win At Roulette? This Simple Roulette Strategy Helped An Unemployed Man Win Thousands! Forget Roulette Tips Youââ¬â„¢ve Heard Before. Learn How To Play Roulette and Win! Career Paths: Charting Courses to Success for Organizations and Their Employees (Talent Management Essentials) Not My Circus, Not My Monkeys: Why the Path to Transformational Customer Experience Runs Through Employee Experience Talent Is Never Enough: Discover the Choices That Will Take You Beyond Your Talent Misunderstood Millennial Talent: The Other Ninety-One Percent (Center for Talent Innovation) Writer's & Illustrator's Guide to Children's Book Publishers and Agents, 2nd Edition: Who They Are! What They Want! And How to Win Them Over! (Writer's Guide) Jeff Herman's Guide to Book Publishers, Editors and Literary Agents 2017: Who They Are, What They Want, How to Win Them Over Jeff Herman's Guide to

Book Publishers, Editors and Literary Agents: Who They Are, What They Want, How to Win Them Over Hard to Believeland: Cavs win the NBA Championship! Indians win the AL Championship! Browns win a game! The Future Workplace Experience: 10 Rules For Mastering Disruption in Recruiting and Engaging Employees (Business Books) Help Them Grow or Watch Them Go: Career Conversations Employees Want The Tools and Techniques of Employee Benefit and Retirement Planning World War I - 9 Book Collection: Nelson's History of the War, The Battle of Jutland & The Battle of the Somme: Selected Works from the Acclaimed War Correspondent ... Perspective and Experience During the War Cengage Advantage: A Creative Approach to Music Fundamentals (with Keyboard for Piano and Guitar) (Cengage Advantage Books) Dyslexia: For Beginners - Dyslexia Cure and Solutions - Dyslexia Advantage (Dyslexic Advantage - Dyslexia Treatment - Dyslexia Therapy Book 1) World War 2 HistoryÃ¢â¬â„¢s 10 Most Incredible Women: World War II True Accounts Of Remarkable Women Heroes (WWII history, WW2, War books, world war 2 books, war history, World war 2 women)