

THE FUTURE OF EMPLOYEE EXPERIENCE

WITH JOSHUA M. EVANS

PROVIDING MEANING AND FULFILLMENT,
BEYOND PAY AND BENEFITS

JOSHUA M. EVANS

- ▶ #1 Best selling Author
- ▶ TEDx Programmer
- ▶ Organizational Culture Expert
- ▶ Employee Engagement Specialist
- ▶ All Around Awesome Guy



DID YOU JUST IMPRESSIVE
OR OPPRESSIVE?

My Former Manager

QUESTION: WHO DID YOU
NEED MOST WHEN YOU
FIRST STARTED IN THIS
INDUSTRY?

WHAT IS EMPLOYEE EXPERIENCE & WHY DOES IT MATTER?

- ▶ It's not about the environment, it's about the atmosphere
- ▶ It's no longer about performing duties proficiently...
- ▶ Skills and Experience brought to the table is no longer enough

WHAT IS EMPLOYEE EXPERIENCE & WHY DOES IT MATTER?

- ▶ Feeling valued
- ▶ Feeling like your work has meaning
- ▶ Feeling like you are allowed to care
- ▶ Feeling like you've contributed to something worthy

THAT SURE SEEMS LIKE A LOT OF EMOTION... IT IS.

EXAMPLE: ONBOARDING SOUNDS A LOT LIKE WATERBOARDING

TEXT

WITHOUT EMOTION, THERE IS NO LOYALTY.

WITHOUT LOYALTY, WE'RE JUST MERCENARIES

EXAMPLE: BABY SITTER

WHY DOES IT MATTER?

GALLUP POLL

- ▶ 29% of Employees are Engaged
- ▶ 71% - Disengaged at work!
- ▶ 24% are ACTIVELY DISENGAGED!!!

TOP ENGAGED ORGANIZATIONS

- ▶ 22% Higher Profitability
- ▶ 10% Higher Customer Rating
- ▶ 28% Less theft
- ▶ 48% Fewer Safety Incidents

Employee Engagement



● Engaged ● Disengaged ● Actively Disengaged

TEXT

EMPLOYEE EXPERIENCE IS ABOUT THE
EMOTIONAL CONNECTION TO THEIR CONTRIBUTION

EXAMPLE: ASTRONAUTS/MASONS

MANAGING INFLUENCES

- ▶ What's Influencing us?
- ▶ How are we influencing others?
 - ▶ Subtle
 - ▶ Intentional
 - ▶ Altruistic

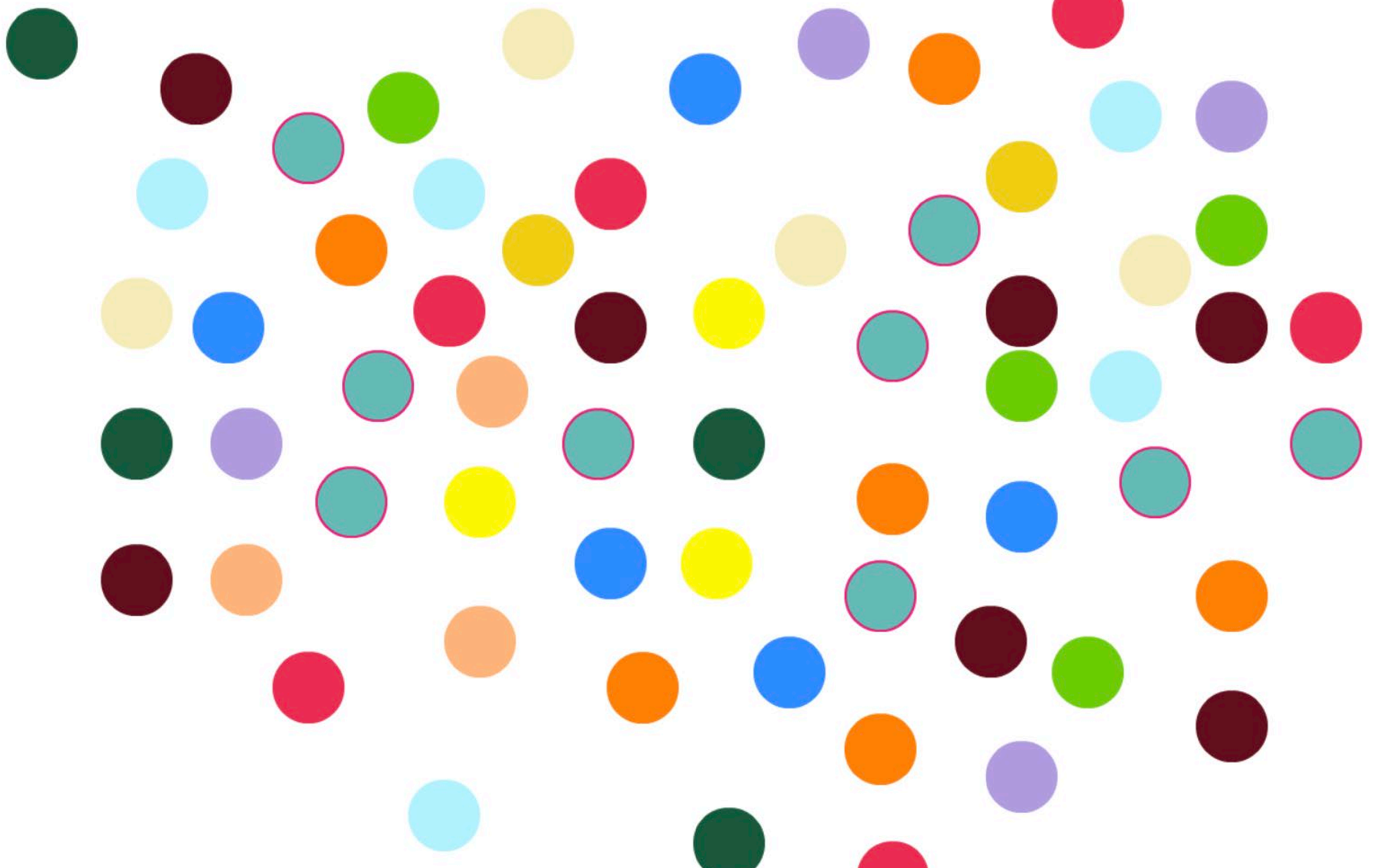
PEOPLE WON'T ALWAYS
RECALL WHAT YOU SAID,
BUT THEY WILL ALWAYS
REMEMBER HOW YOU
MADE THEM FEEL.

Maya Angelou

DIRECTING PERCEPTIONS

- ▶ What we choose to service first becomes our reality
- ▶ Filter every moment through our own knowledge and experiences
- ▶ Harvard Study: Positive Brain (defaulting to optimism)
 - ▶ 19% more accurate
 - ▶ 31% more productive
 - ▶ 3x more creative
 - ▶ 10x more engaged

EX: HANIS, FL ST. PARK



DIRECTING PERCEPTIONS

▶ I Have to:



IN APPLICATION:

- ▶ Want better answers?
- ▶ Want more respect?
- ▶ Want your team to care more?

EXAMPLE: AUTHENTIC CONVERSATIONS; EMOJIS IN THE WORKPLACE

EMOTIONAL INTELLIGENCE, ENGAGEMENT, AND DEEPER MEANING

- ▶ Is: Title
- ▶ Does: Tasks/Functions/Responsibilities/KPI's
- ▶ Means: Your Impact and Contribution

EMOTIONAL INTELLIGENCE, ENGAGEMENT, AND DEEPER MEANING

- ▶ Is: ALA NYC
- ▶ Does: Education, Meetings, Networking, Vendor Introductions, Newsletter
- ▶ Means: Be with people facing similar challenges, to know

HOW CAN YOU HAVE AN IMPACT ON
EMPLOYEE EXPERIENCE?

QUESTION: WHO DID YOU
NEED MOST WHEN YOU
FIRST STARTED IN THE
LEGAL INDUSTRY?



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