

Course No. 2067

Employee Experience & Employee Engagement Management Training Course

EMPLOYEE ENGAGEMENT & EMPLOYEE EXPERIENCE
HUMAN RESOURCES & TALENT MANAGEMENT

DURATION

5 Days

DELIVERY

Classroom



Course Overview

This comprehensive training course provides a strategic and practical approach to managing employee experience and strengthening employee engagement across the organization. It focuses on designing a consistent employee journey that supports organizational culture, employee expectations, productivity, performance, and long-term retention.

Participants will examine the key factors shaping employee experience, including organizational culture, leadership, communication, workplace environment, recognition, career development, employee well-being, empowerment, and opportunities for growth. The programme demonstrates how these elements can be integrated into a structured employee experience strategy.

The course also explores practical approaches to measuring and improving employee engagement through employee listening, engagement surveys, feedback mechanisms, experience mapping, engagement initiatives, and performance indicators. Participants will learn how to identify engagement gaps and translate employee insights into targeted improvement actions.

Through practical exercises, case studies, and workshops, participants will develop an integrated framework for improving employee experience and engagement, enabling organizations to strengthen workplace culture, improve employee contribution, and support sustainable organizational performance.

Objectives

- By the end of the course, participants will be able to:
- Analyze the key components and drivers of employee experience and engagement.
- Evaluate the current employee experience across different stages of the employee lifecycle.
- Develop an integrated employee experience and engagement strategy aligned with organizational objectives.
- Map employee journeys and identify critical workplace interaction points.
- Design initiatives that strengthen employee engagement, belonging, and organizational commitment.
- Apply effective employee listening and feedback mechanisms.

- Strengthen the role of managers and leaders in creating positive employee experiences.
- Develop practical approaches to recognition, empowerment, communication, and employee involvement.
- Identify organizational factors contributing to low engagement and employee dissatisfaction.
- Establish relevant measures and indicators for monitoring employee experience and engagement.
- Translate employee feedback and organizational data into targeted improvement initiatives.
- Develop a practical roadmap for continuous improvement of employee experience and engagement.

Who Should Attend

This course is designed for HR Directors, HR Managers, HR Business Partners, Employee Experience Managers, Employee Engagement Professionals, Talent Management Specialists, Organizational Development Professionals, and HR Operations professionals.

It is also suitable for Department Heads, Line Managers, Team Leaders, Learning and Development Professionals, Internal Communications Specialists, Culture and Engagement Professionals, and managers responsible for improving workplace experience and employee performance.

The programme is particularly valuable for executives and decision makers seeking to strengthen organizational culture, improve employee engagement, enhance productivity, support talent retention, and establish a more effective and sustainable employee experience strategy.

Learning Outcomes

- Upon successful completion of this course, participants will be able to:
- Define the essential elements of employee experience and employee engagement.
- Assess employee experience across key stages of the employee lifecycle.
- Analyze employee journey touchpoints and identify opportunities for improvement.
- Measure employee engagement using appropriate methods and organizational indicators.
- Identify the organizational drivers that influence employee satisfaction, commitment, and engagement.

- Design employee experience initiatives based on workforce needs and organizational priorities.
- Develop effective employee listening and feedback mechanisms.
- Analyze employee feedback and convert insights into practical improvement actions.
- Strengthen leadership and management practices that support employee engagement.
- Develop recognition, empowerment, communication, and involvement initiatives.
- Establish employee experience and engagement performance indicators.
- Build an integrated continuous-improvement roadmap for employee experience and engagement.

Course Outline

DAY 01

Employee Experience & Engagement Management

- Fundamentals of employee experience
- Understanding employee engagement
- Relationship between employee experience, engagement, and organizational performance
- Key drivers of employee satisfaction and commitment
- Employee lifecycle and experience stages
- Organizational culture and workplace environment
- Leadership influence on employee experience
- Current challenges in employee experience management

PRACTICAL APPLICATION

Mapping key employee experience touchpoints

DAY 02

Employee Journey Design & Experience Improvement

- Employee journey mapping
- Identifying critical moments that shape employee experience
- Recruitment and preboarding experience
- Onboarding and organizational integration

DAY 02 — CONTINUED

- Performance, development, and career experience
- Internal communication and information flow
- Empowerment and employee involvement
- Recognition and workplace appreciation

WORKSHOP

Designing an improved employee journey

DAY 03

Employee Engagement Strategy & Workplace Culture

- Understanding the main drivers of employee engagement
- Building a culture of participation and belonging
- Leadership and manager contribution to engagement
- Building trust, transparency, and effective communication
- Recognition and non-financial motivation
- Career development and learning opportunities
- Employee empowerment and participation in decision-making
- Addressing disengagement and workplace challenges

PRACTICAL APPLICATION

Developing employee engagement initiatives

DAY 04

Measuring Employee Experience & Engagement

- Employee experience measurement frameworks
- Designing employee engagement surveys
- Employee listening strategies
- Feedback collection and analysis
- Engagement and experience indicators

DAY 04 — CONTINUED

- Identifying trends and organizational gaps
- Using employee data to support HR decisions
- Turning employee feedback into improvement plans

PRACTICAL WORKSHOP

Developing an employee experience and engagement measurement framework

DAY 05**Strategic Employee Experience & Continuous Improvement**

- Building an organization-wide employee experience strategy
- Aligning employee experience with organizational strategy
- Governance of employee experience and engagement programmes
- Prioritizing improvement opportunities
- Linking employee experience with productivity and retention
- Measuring the impact of engagement initiatives
- Continuous improvement and experience innovation
- Developing an implementation roadmap
- Final Integrated Workshop: Developing a strategic employee experience and employee engagement management framework for organizational implementation.

Register or Request More Information

Course page: <https://quest-training.com/courses/employee-experience-employee-engagement-management-training-course>

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