

Employee experience (EX) a top priority for over 9 in 10 employers



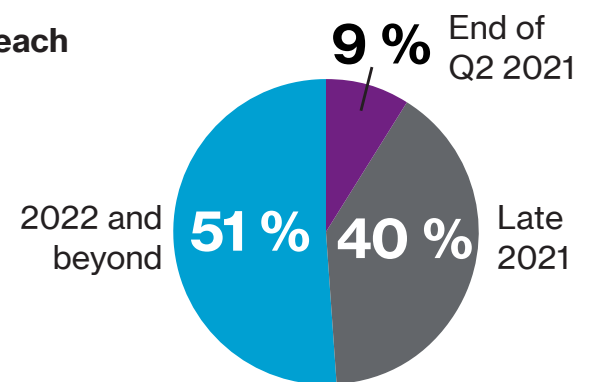
A great EX awakening occurred over the past year



95% of employers say enhancing EX will be a top priority over next 3 years

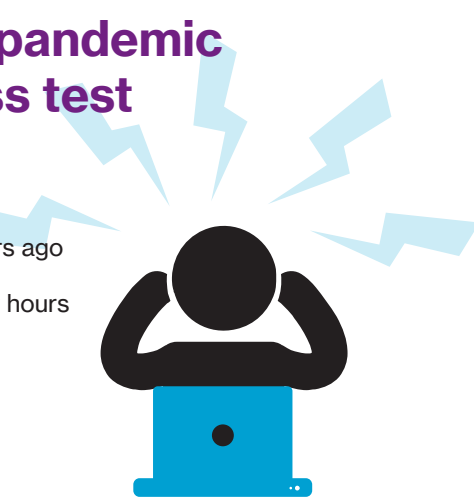
Organizations recognize specific EX challenges, but few are ready to deliver change

When will employers reach their "new reality"?



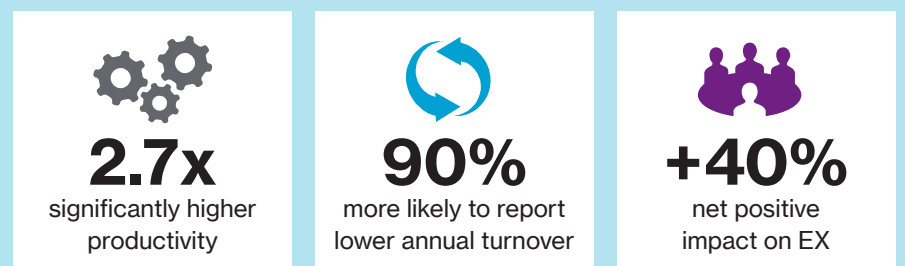
Why? Because the pandemic created an EX stress test

- 64%** of employees use remote or hybrid working models, up from only 6% three years ago
- 42%** of employers cut people or hours
- 48%** restructured
- 42%** cut pay or benefits



Only 1 in 20 employers have integrated EX and business strategies, and use technology to transform EX

These transformative EX organizations more likely to report:

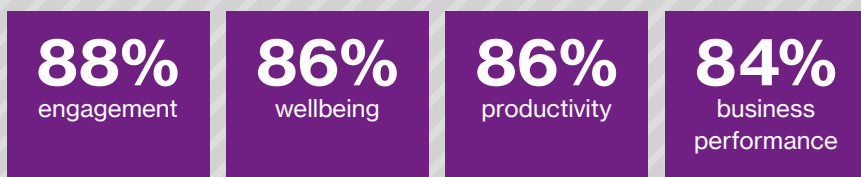


vs. companies with undefined EX

Organizations were not equipped to deal with this challenge

25% have only a basic approach to EX and no overall strategy

Yet the majority view EX as a value driver in key areas:



EX breakthrough moments are needed to thrive



Key actions to consider

- Recharge strategies, programs and policies to address emerging needs of flexible work
- Rebalance EX programs, focusing on the importance of designing and delivering Total Rewards, wellbeing, and inclusion and diversity programs
- Equip leaders and managers to lead through change
- Reconnect with employees by listening, communicating and focusing on engagement
- Build an EX strategy that is integrated with your business strategy and fueled by technology

Source: Willis Towers Watson 2021 Employee Experience Survey – Canada

About the survey: A total of 1,550 employers around the world, including 65 from Canada, participated in the 2021 Employee Experience Survey. The survey was conducted between March 29 and April 30, 2021. Canadian respondents employ more than 250,000 workers.

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