

The background of the slide features a silhouette of a person's head and shoulders in profile, looking towards a wall of vibrant, out-of-focus bokeh lights in shades of green, yellow, orange, red, and purple. The slide is framed by teal and purple geometric shapes on the left and bottom.

WTW Virtual Employee Experience Summit

Driving value in an age of disruption

Welcome

April 3, 2023

WTW's employee experience business



Employee experience

Employee experience (EX) is the sum of all the touchpoints and moments that matter between employees and their employers.

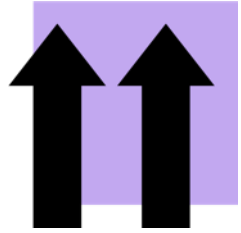


Our purpose

We transform tomorrows by making a real difference in the lives of millions of employees and inspiring them to drive organizational success.



A running theme
throughout the
summit



**Maximize
value**



**Minimize
risk**



Global disruption is impacting the employee experience

The employee view

Pandemic fallout

Financial stress

Economic uncertainty

Labor market agency

De-globalization

Climate



Anxiety and depression

62% have experienced burnout



Crises of connection

52% feel disconnected from team



Looking for new deal

>50% are open to leaving



[Employee experience in an age of disruption:
How to future proof your organization](#)

WTW 2022 Global Benefits Attitudes Survey, U.S. Full-time

Today's presenters



Suzanne McAndrew
Managing Director
WTW Employee Experience



John Bremen
Managing Director
Chief Innovation & Acceleration
Officer, WTW



Jane McGonigal
**Futurist, game designer
and best-selling author**

2.5 million news stories with the word

UNIMAGINABLE

3 million news stories with the word

UNTHINKABLE

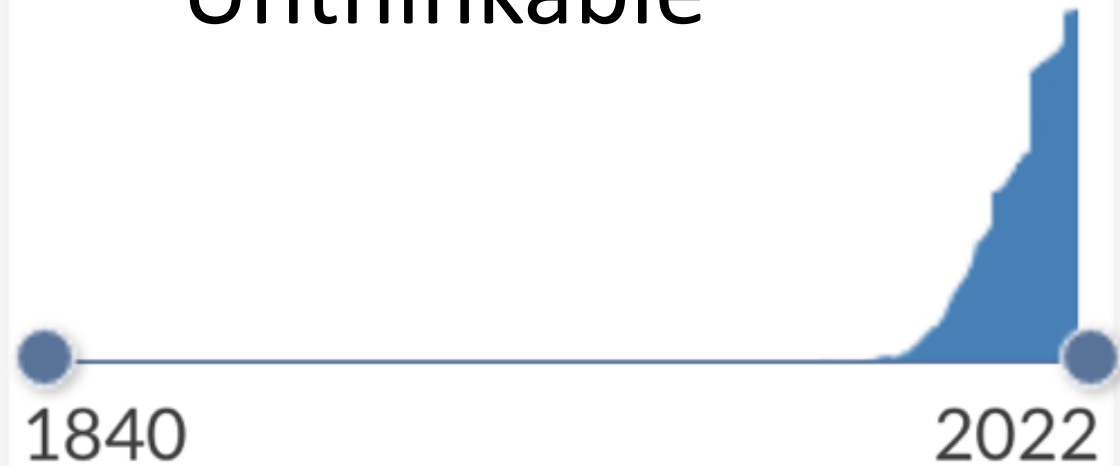
Timeline

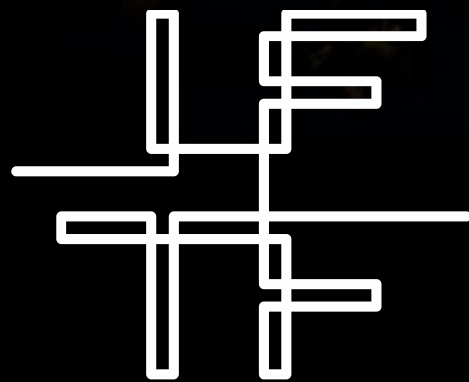
Unimaginable



Timeline

Unthinkable





INSTITUTE FOR THE FUTURE



URGENT OPTIMISM

Mental Flexibility

Realistic Hope

Future Power

MENTAL FLEXIBILITY

ON A SCALE of 1 to 10...

When you think about the next 10 years of work, do you think things will mostly stay the same and go on as normal?

Or do you expect that we will dramatically rethink and reinvent how we do it?

1 is almost everything stays the same, 10 is almost everything will be dramatically different.

REALISTIC HOPE

ON A SCALE of 1 to 10...

When you think about how **work** might change over the next 10 years, are you mostly worried or mostly optimistic?

**1 is extremely worried,
10 is extremely optimistic**

FUTURE POWER

ON A SCALE of 1 to 10...

How much control or influence do you feel YOU personally have to help determine how **work** for yourself and others over the next 10 years?

1 is almost no control or influence, 10 is almost complete control or influence.



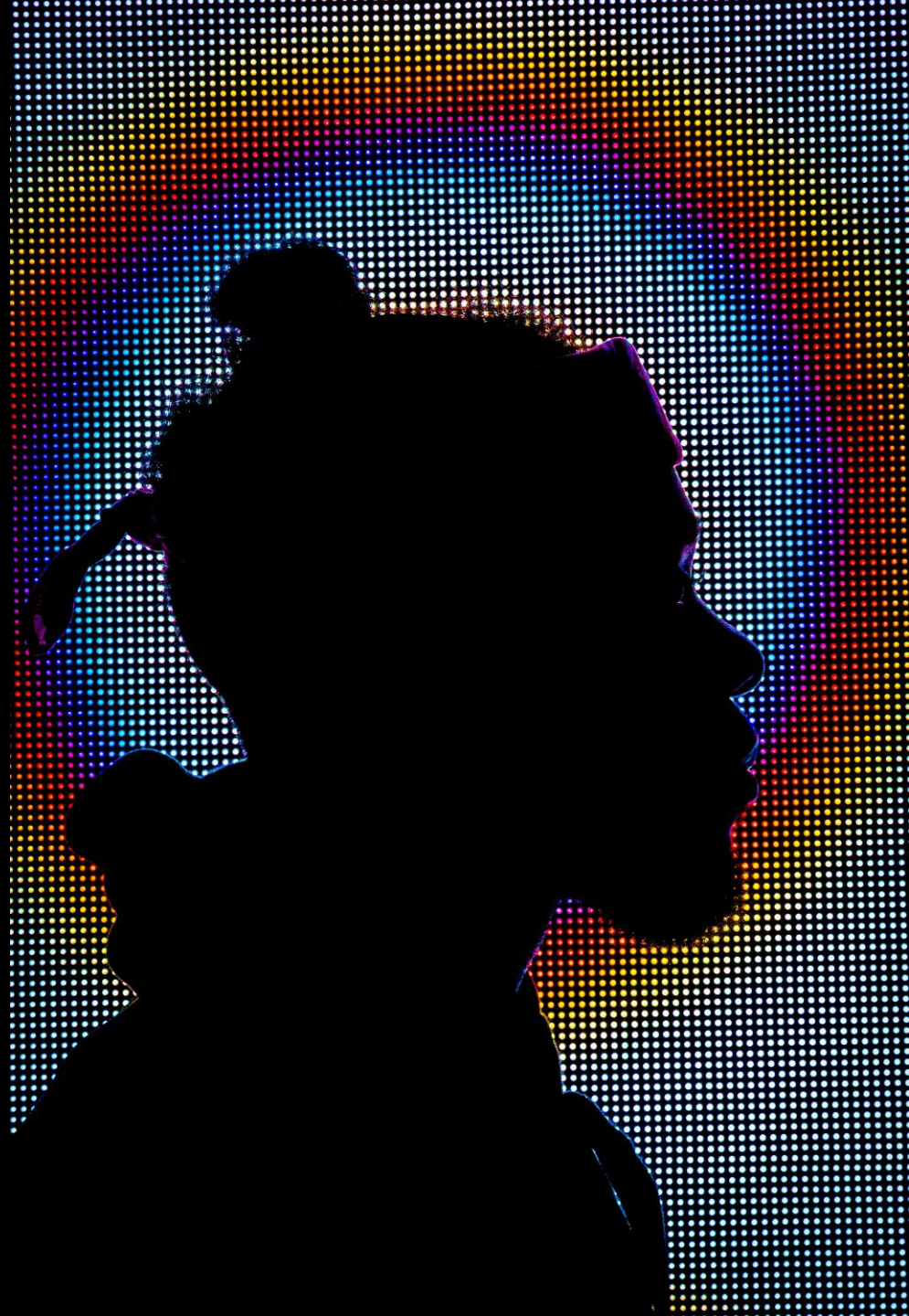
Mental Flexibility
+
Realistic Hope
+
Future Power

= YOUR URGENT
OPTIMISM SCORE
(3-30)

URGENT OPTIMISM

is NOT a fixed personality trait.

It changes often, and it's
changeable.

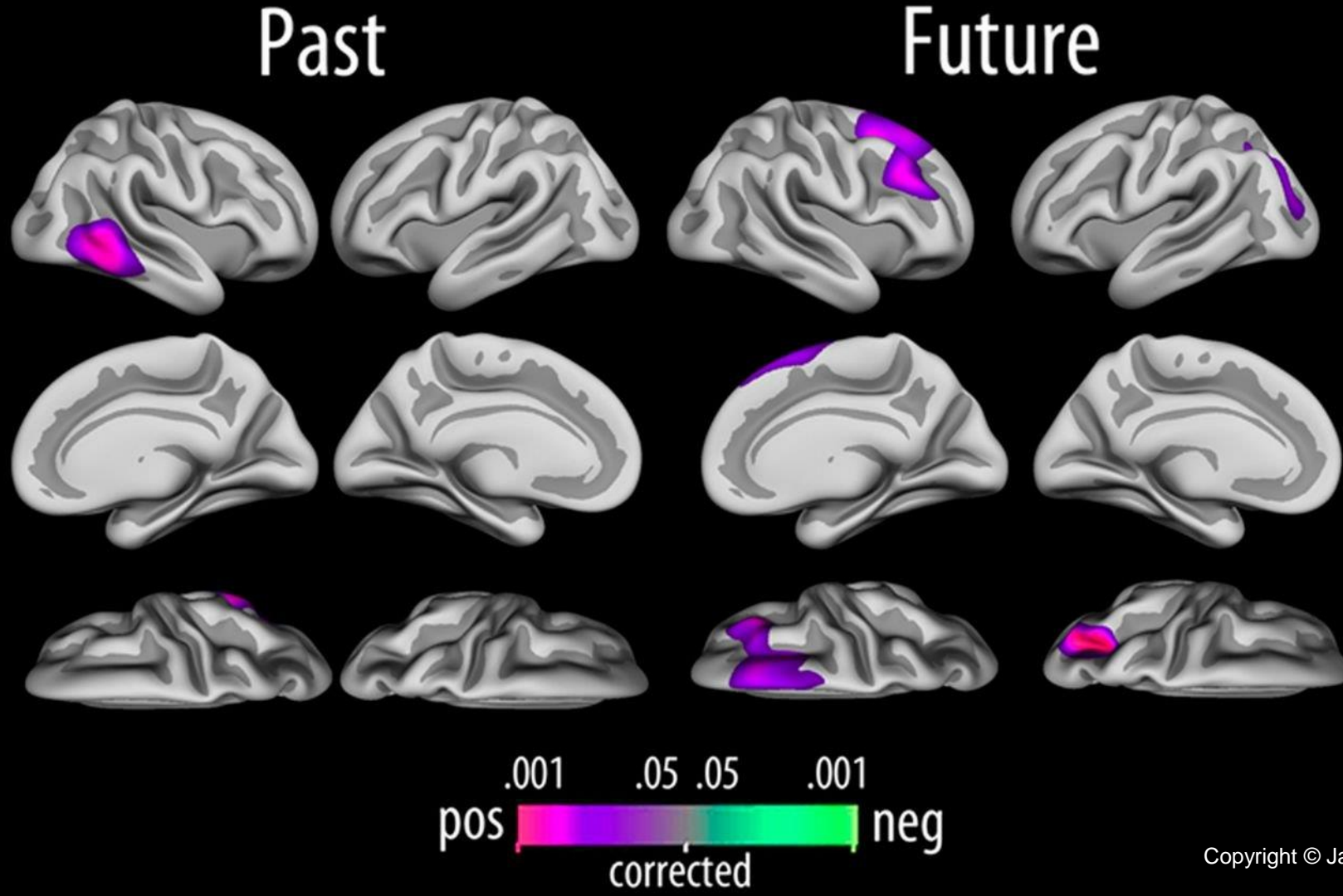


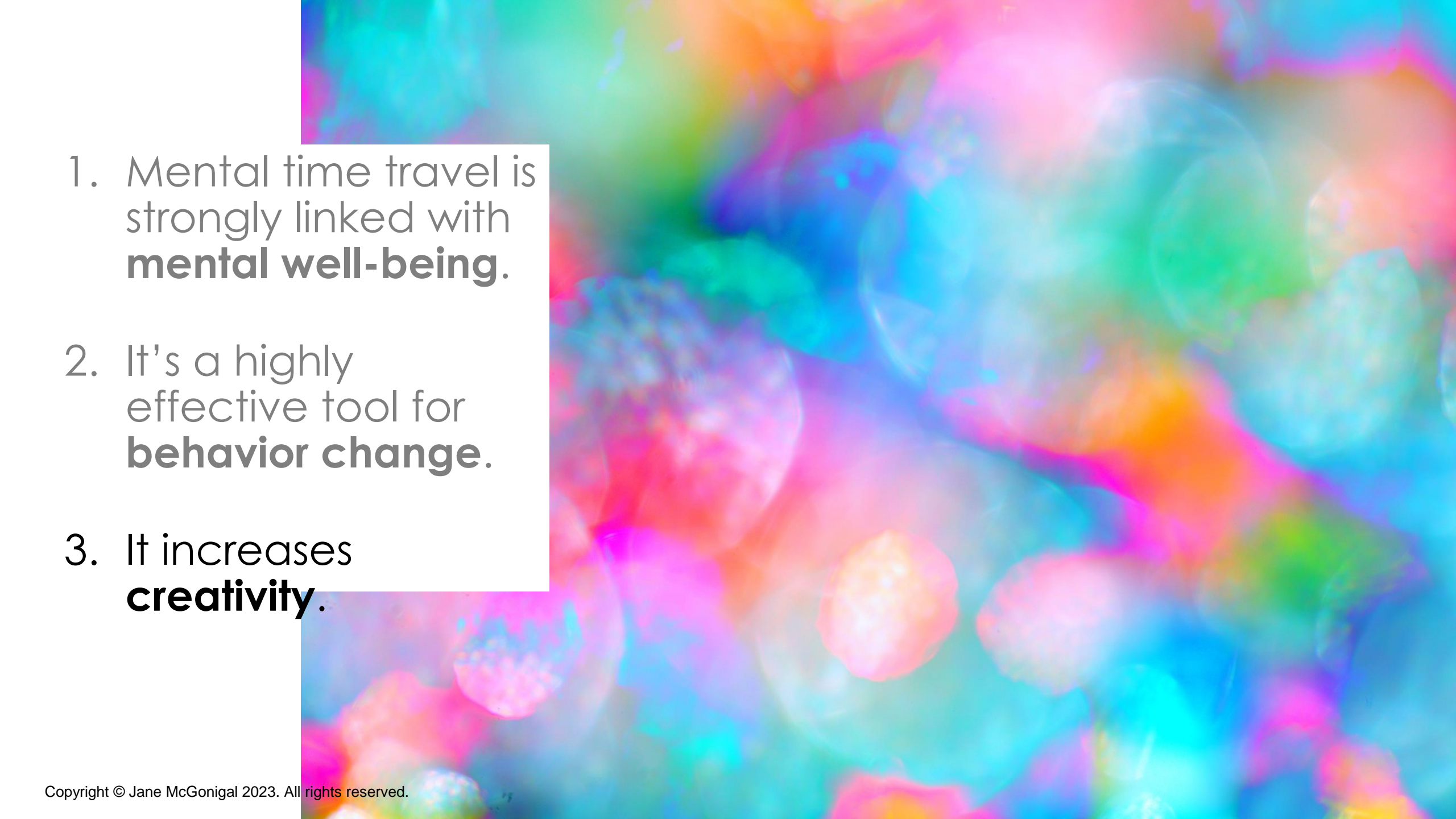
Let's try an
imagination
experiment.

- Is this a world I want to wake up in?
- What do I need to be ready for it?
- Should I try to change what I'm doing today to make this future more or less likely?



Over 5000 peer-reviewed scientific studies published on the topic of mental time travel



- 
1. Mental time travel is strongly linked with **mental well-being**.
 2. It's a highly effective tool for **behavior change**.
 3. It increases **creativity**.



April 2033

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
					1	2
3	4	5	6	7	8	9
10	11 ?	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30



How CHROs are thinking ahead



Organization resilience is crucial as inflation and recession concerns drive decisions



HR connects **risk and people issues**



Talent shortages for key skills and roles are here long term



Employee engagement and presenteeism frame the quiet quitting phenomenon



New work models normalize as organizations seek greater balance



Work and total rewards models continue to evolve



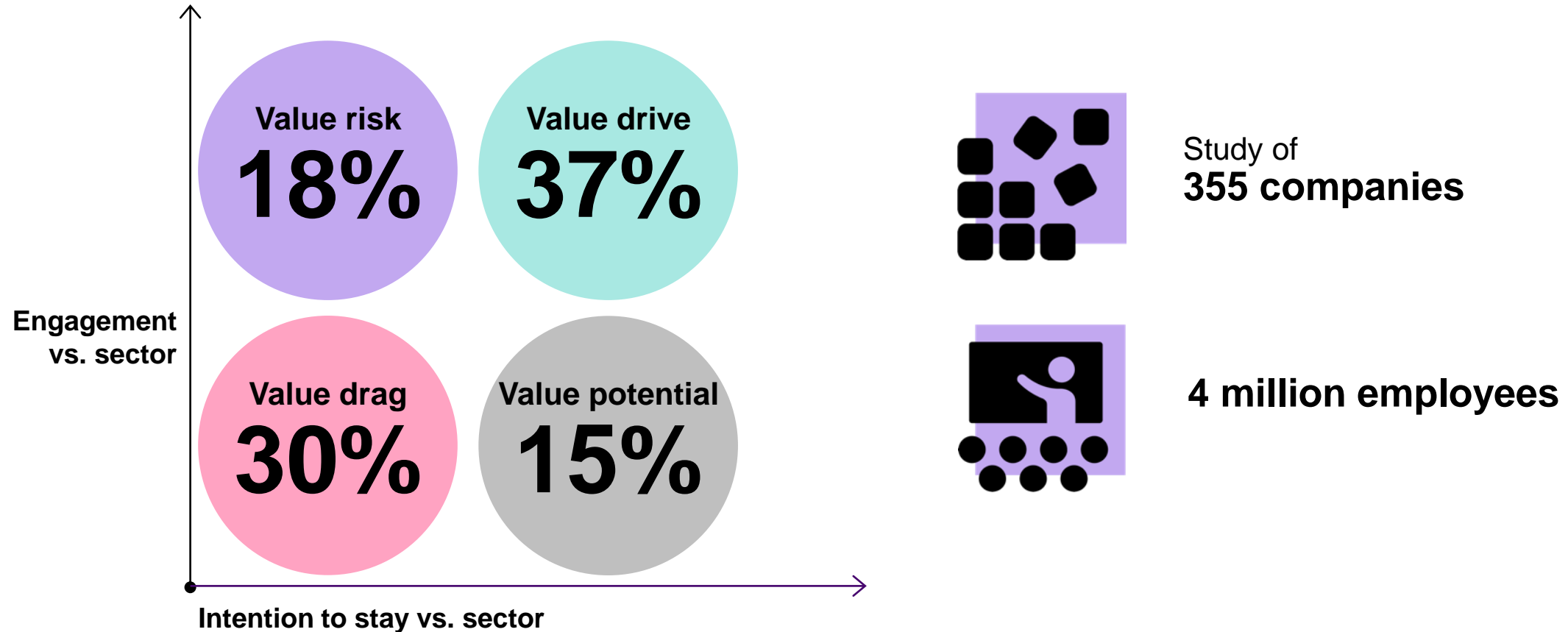
Culture and employee experience become institutionalized as differentiators



ESG matures and enters a new stage of development

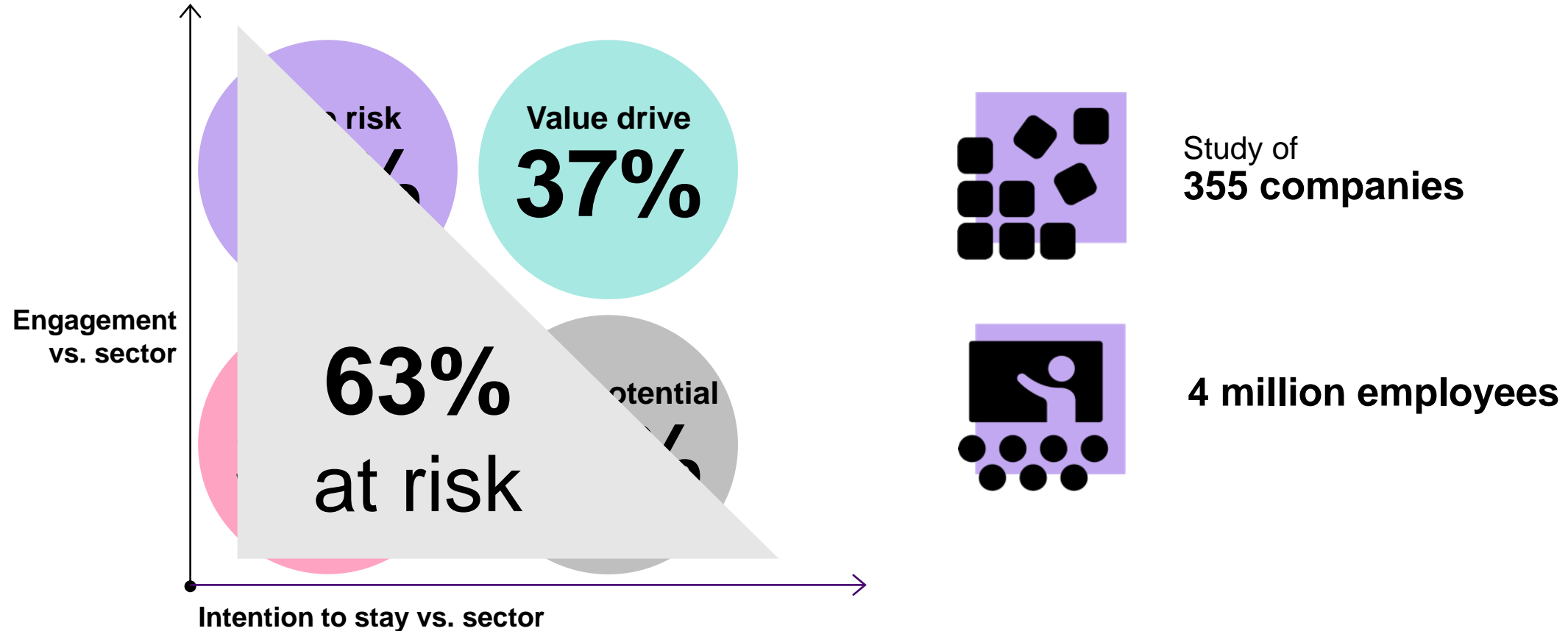
Employee experience impacts business value, in one of four ways

Percentage of businesses in each state

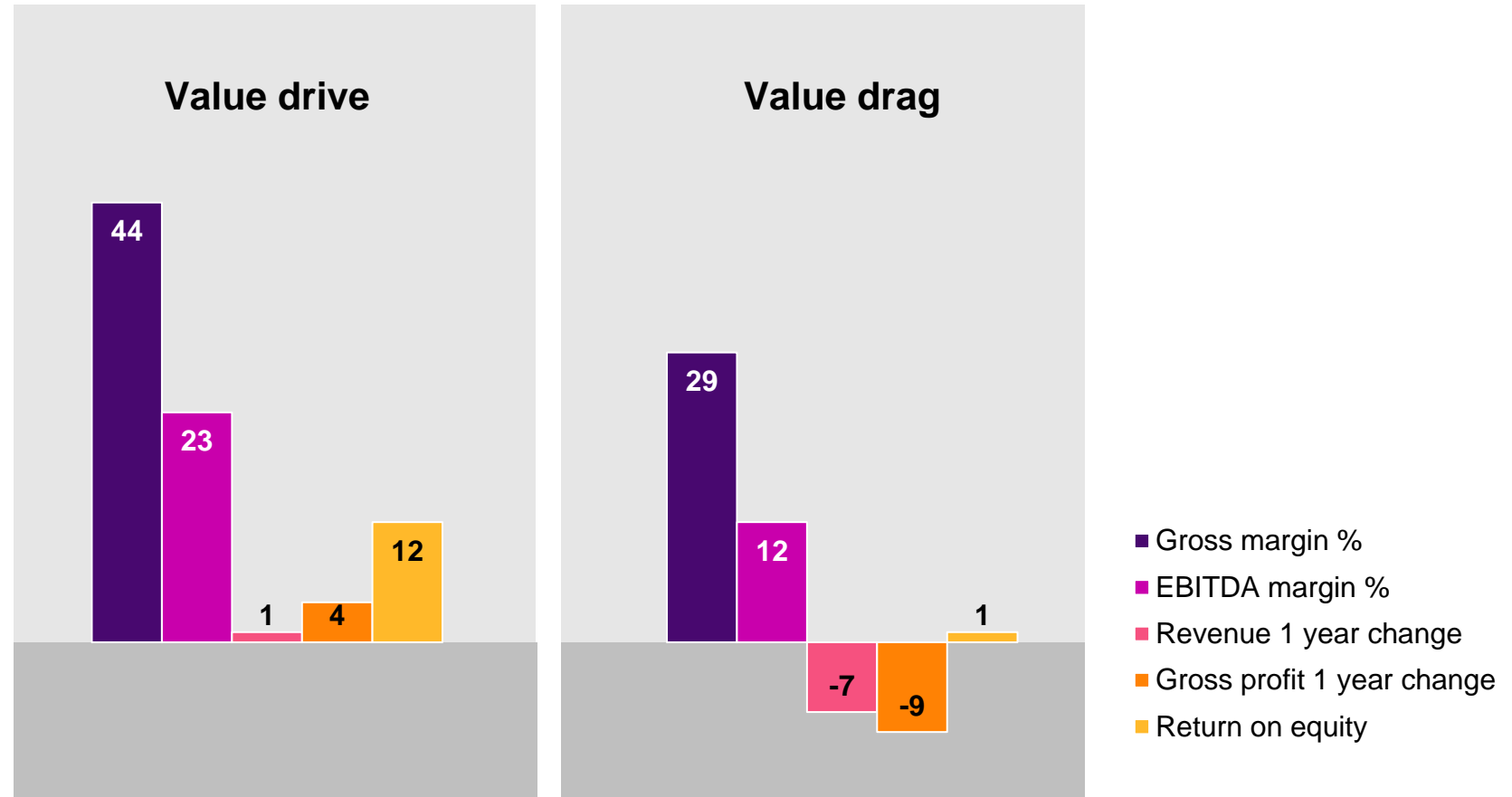


Employee experience impacts business value, in one of four ways

Percentage of businesses in each state

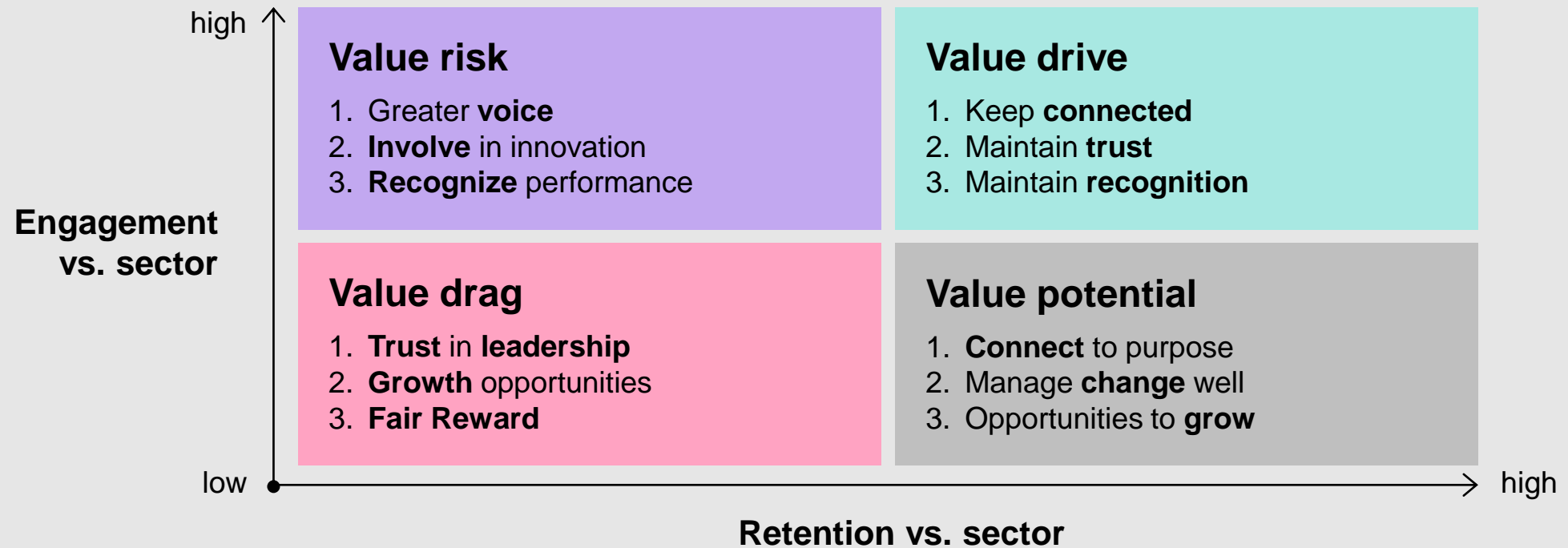


Getting employee experience right vs. wrong makes an enormous financial difference



Source: WTW global EX insights data base – Study of 355 companies, 4 million employees.

How to enhance value or minimize risk in each segment



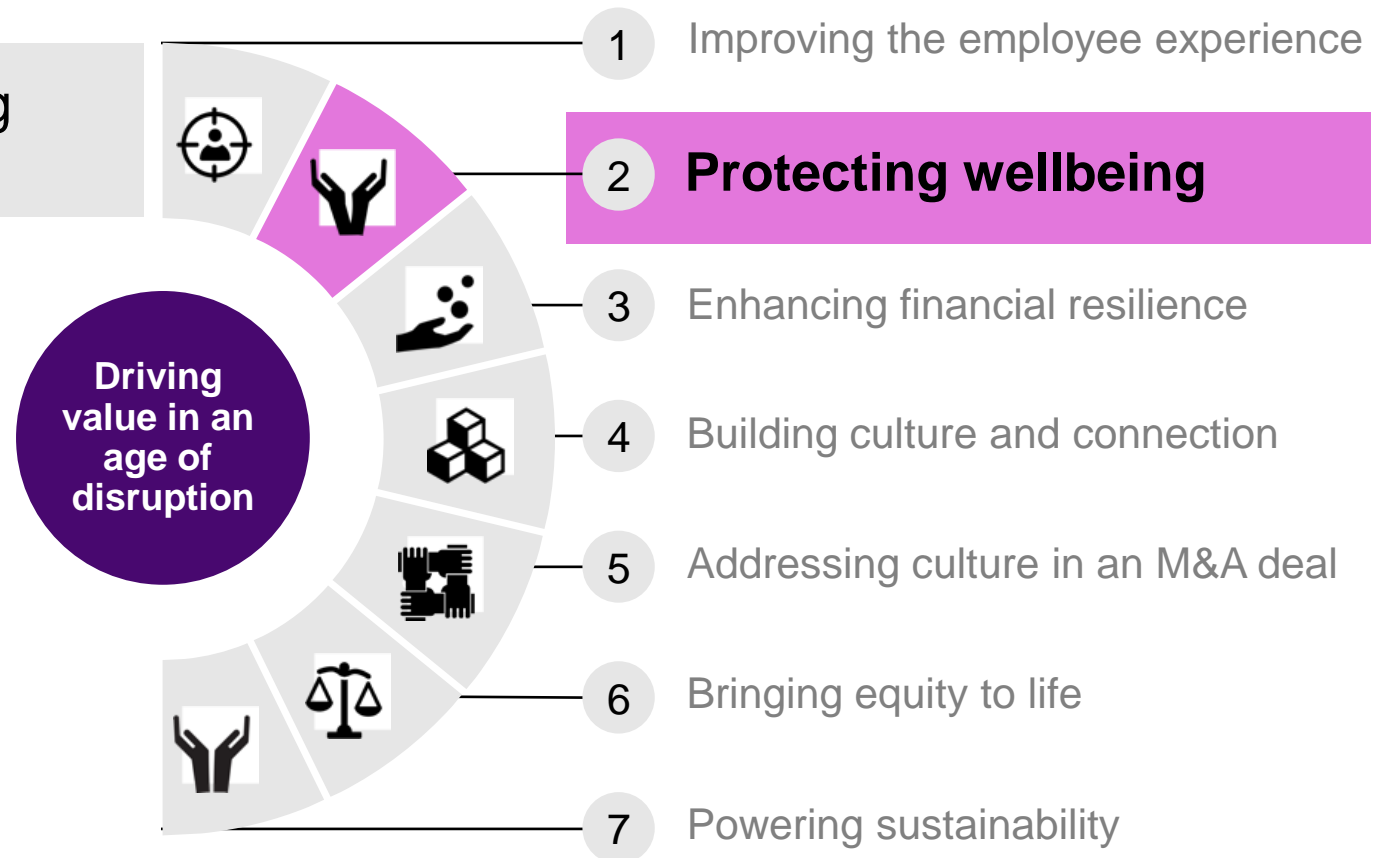
Source: WTW global EX insights data base – Study of 355 companies, 4 million employees.

WTW Virtual Employee Experience Summit

Driving value in an age of disruption

April 11: Driving value by protecting wellbeing

63% of organizations are losing value through their employee experience



Source: WTW EX Insights global database.