WTW High Performance Employee Experience Framework

2024



High Performance Employee Experience (HPEX) organizations continue to differentiate and achieve superior financial returns

11X High-performance organizations will see Increase in profit margin over 3 years Revenue growth over 3 years Return on equity

HPEX framework guides high performing employee experience

The HPEX framework acts as a strategic compass – helping leaders prioritize key components of the employee experience.

Excellence **Q** Accelerate through change

EXCELLENCE

How to excel

EMPHASIS

How to get ahead

ESSENTIALSBasics to get right

INSPIRATION

- Clear vision & strategy
- Inspiration and belief in purpose
- Values driven behavior

INCLUSION

- Equal opportunities
- · Treated with dignity
- Fair treatment for all

UNDERSTANDING

- · Clear goals & objectives
- Employees well informed
- Goal alignment

PURPOSE

TRUST

- Open & honest communications
- Confidence in leadership
- · Act with integrity & respect

COLLABORATION

- Lack of silos
- Promotion of collaboration
- Best practice sharing

SUPPORT

- Build effective teams
- Team communications
- Local recognition

PEOPLE

DRIVE

- Change effectiveness
- Speed & agility in the market
- Customer driven

VOICE

- Encouraged to innovate
- · Empowered decisions
- Safe to speak up

ORGANIZATION

- Operational excellence
- Delegated decision making
- Flexibility & conditions

WORK

RECOGNITION

- Pay equity, pay for performance
- Tailored comp & ben
- Transparent reward

GROWTH

- · Clear career path possibilities
- Develop talent & skills
- Achieve potential

WELLBEING

 Leaders demonstrate care for employee wellbeing (physical, financial, social, emotional)

TOTAL REWARDS

Source: WTW global employee opinion database