




**Wellbeing in the future
of work: driving
performance through
employee experience**

Paul West

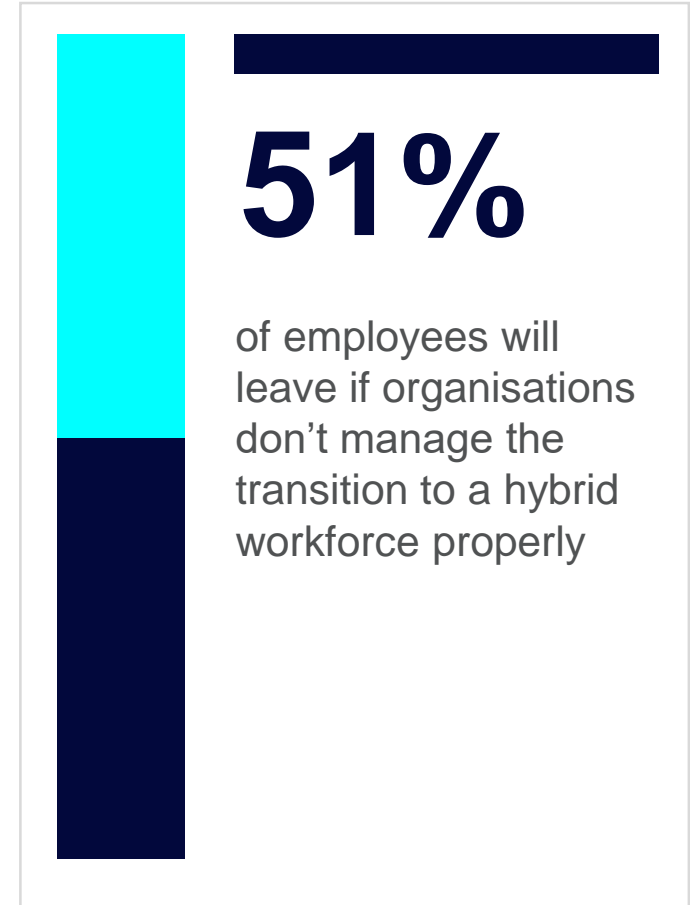
Principal HR Consultant



Human to Hybrid is the transition to the future of work where we exist in a fully optimised digital environment. Framed around the idea that there are key drivers that will improve employee experiences enabling HR to recruit, train and retain talent with enhanced outcomes across the employee lifecycle.

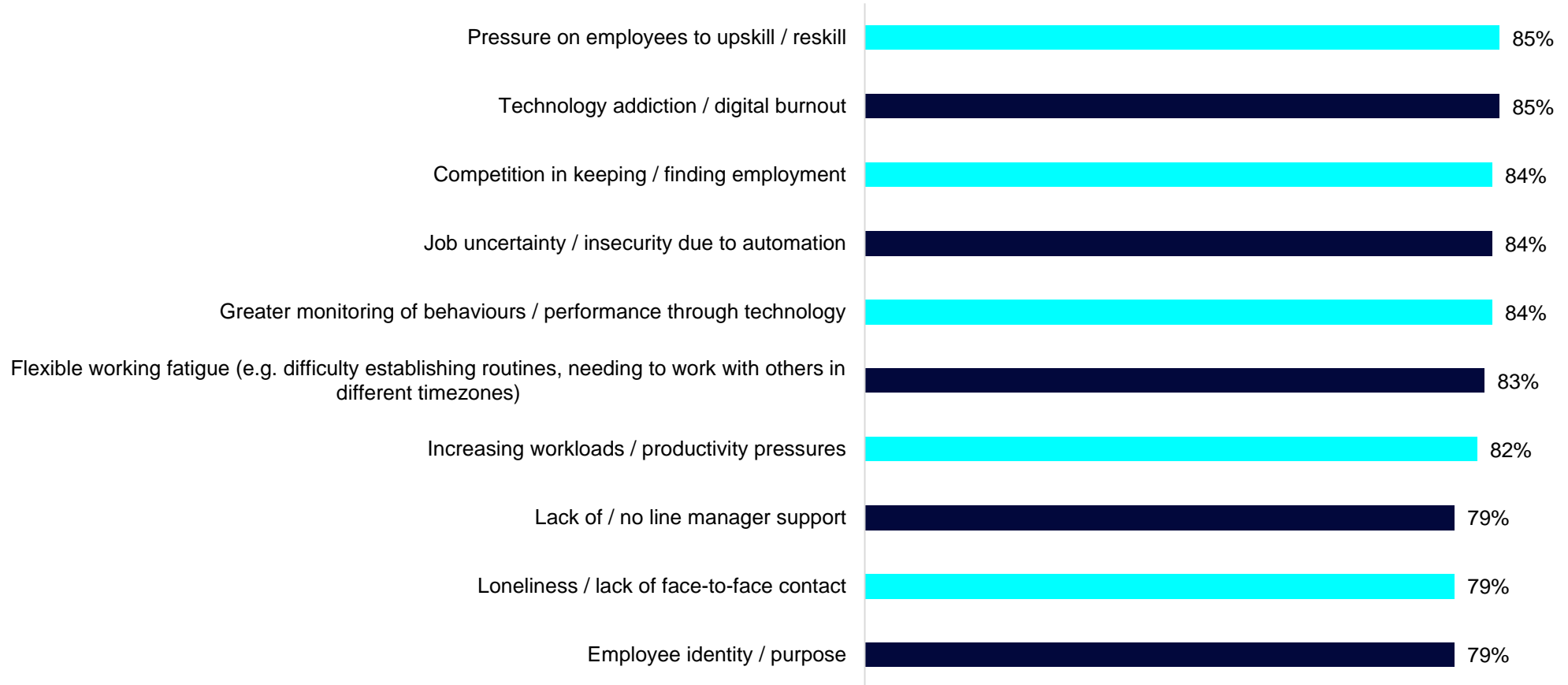
#Human2Hybrid

H2H is the strategic challenge for organisations



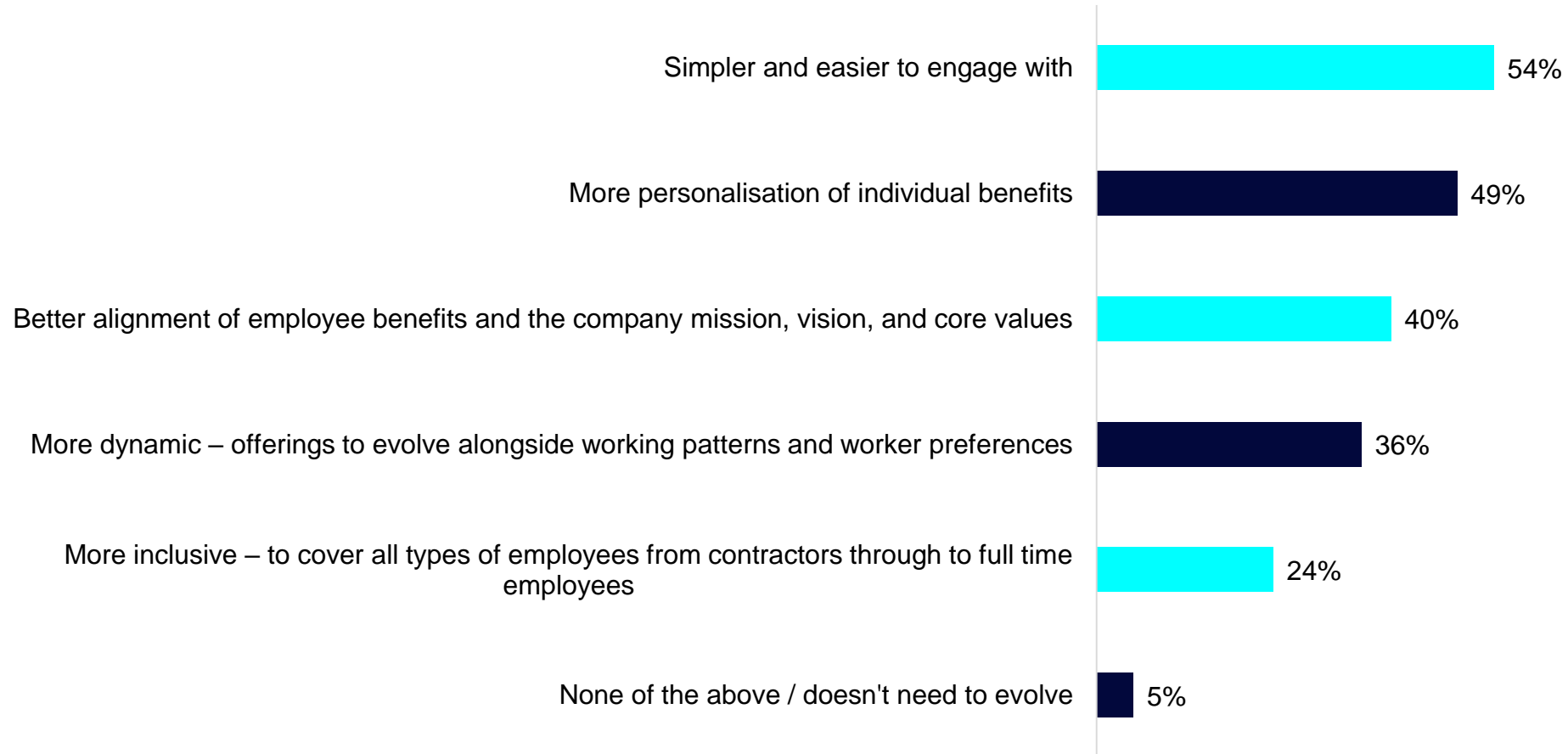
What do employees think?

Wellbeing concerns playing out in the workforce

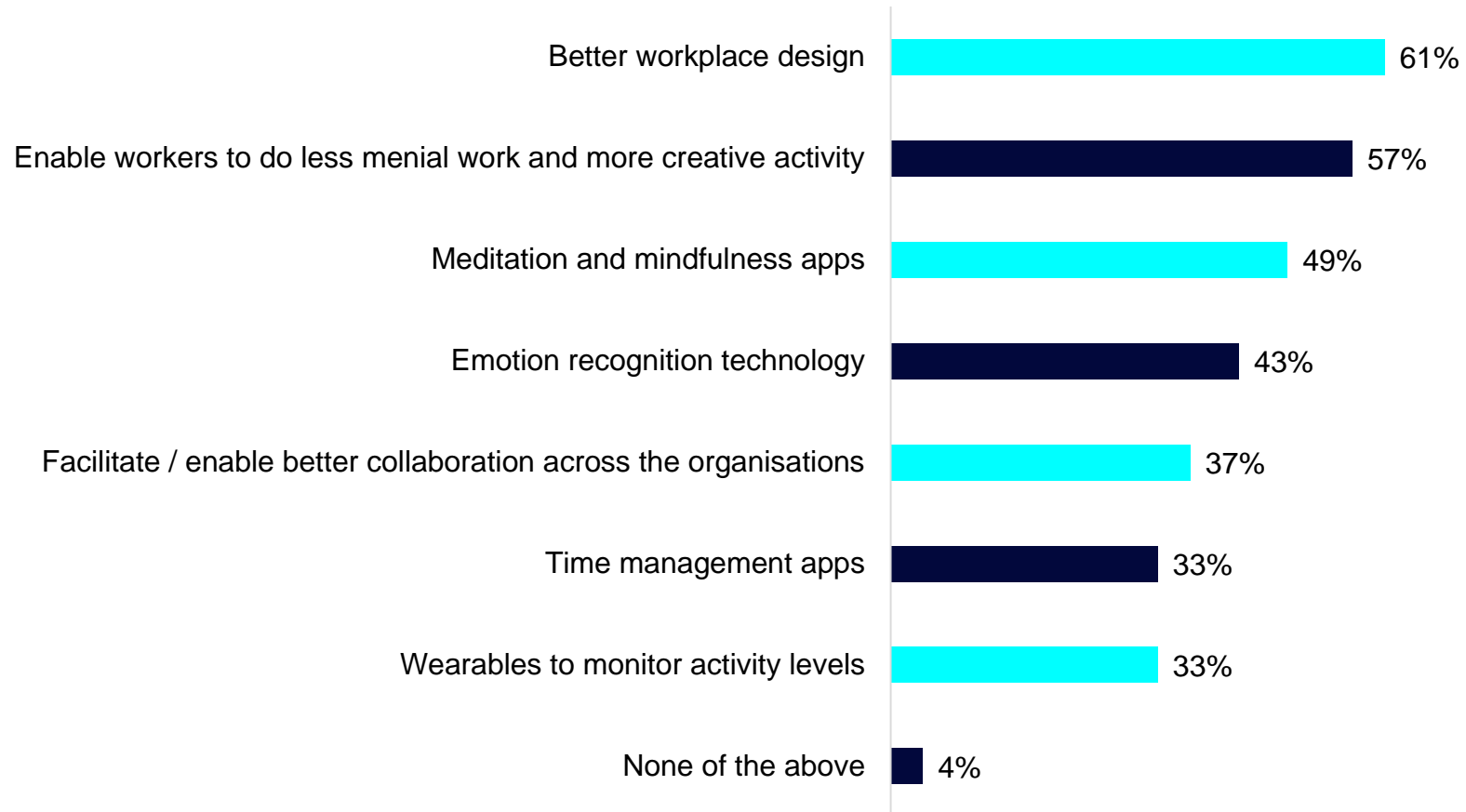


% saying “significant concern” or “moderate concern”

Ways rewards / benefits strategy and provision needs to evolve in a hybrid workforce



Ways in which AI / tech can help address wellbeing concerns



Only 15% of employees report that their employer is currently able to accommodate different types of workers and create great experiences for them based on their age, experience, working patterns and preferences.

Employees think employers can best alleviate employee concerns by...

... being completely **transparent** about what is happening and why

48%

... **involving employees** more in decision making

46%

... ensuring **assistance / support** is available for all employees

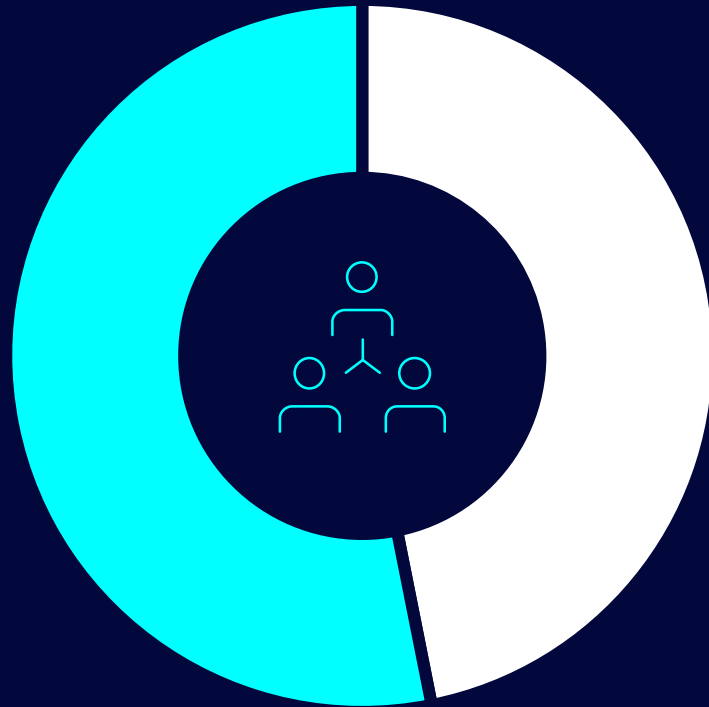
37%

... offering more **training / learning** so employees can upskill as necessary

35%

The six wellbeing imperatives for HR in a hybrid workplace

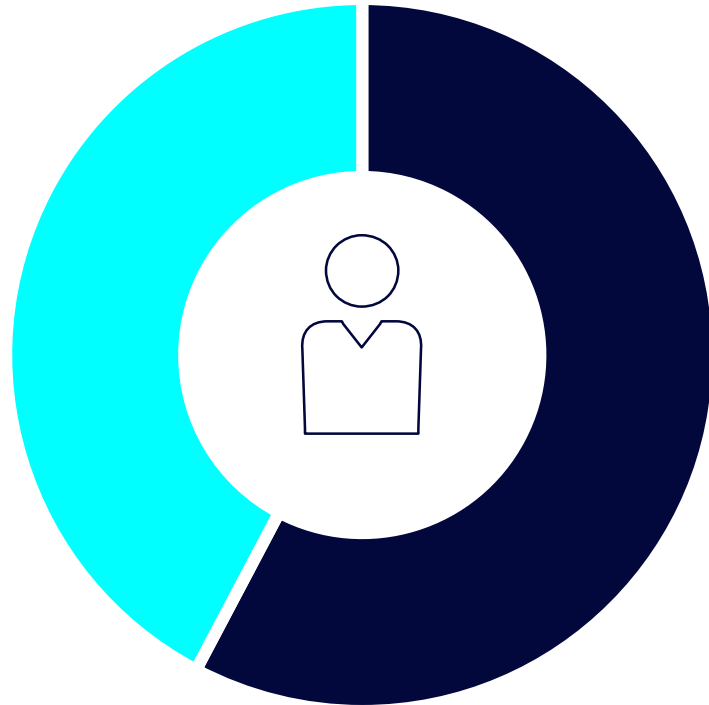
1 | Clear ownership of the employee wellbeing strategy



45%

**of HR and benefits leaders
say lack of ownership is one
of the three biggest barriers
to improving wellbeing in
their organisation**

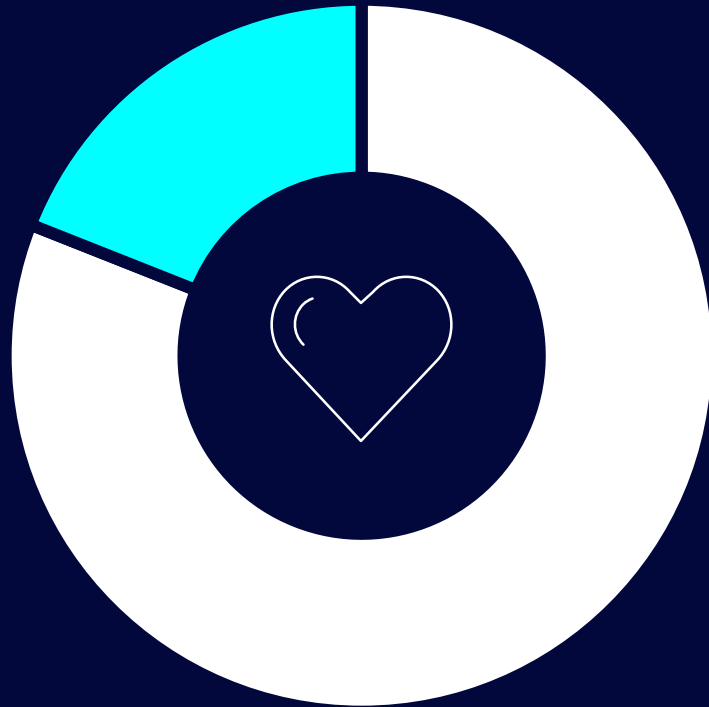
2 | The critical role of the line manager



56%

**of HR and benefits leaders say
lack of mental health training
across their organisation is
a challenge**

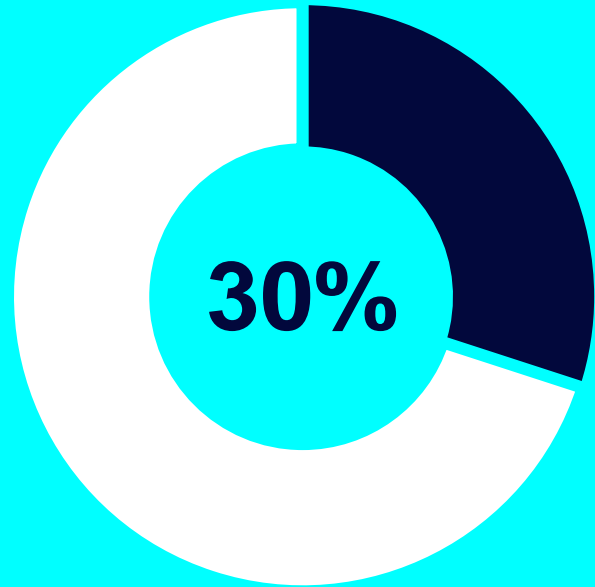
3 | Taking a holistic approach to workplace wellness



81%

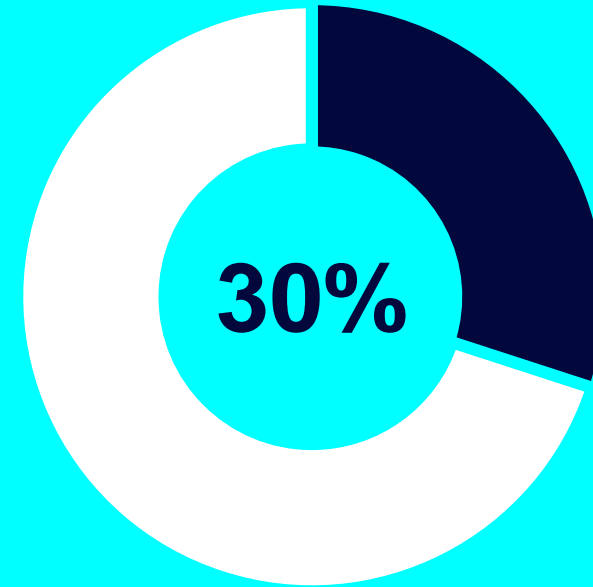
of HR leaders recognise that considering all aspects of employees' lives – inside and outside work – and supporting their physical, mental and emotional wellbeing is vital

4 | Wellbeing throughout the employee lifecycle



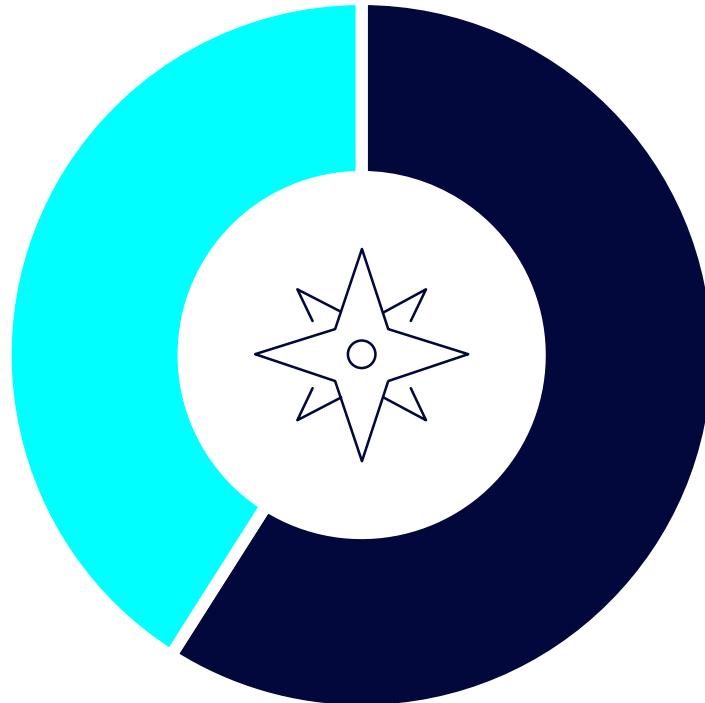
30% of HR leaders are most likely to consider wellbeing during recruitment

&



30% are likely to consider wellbeing during the exist process

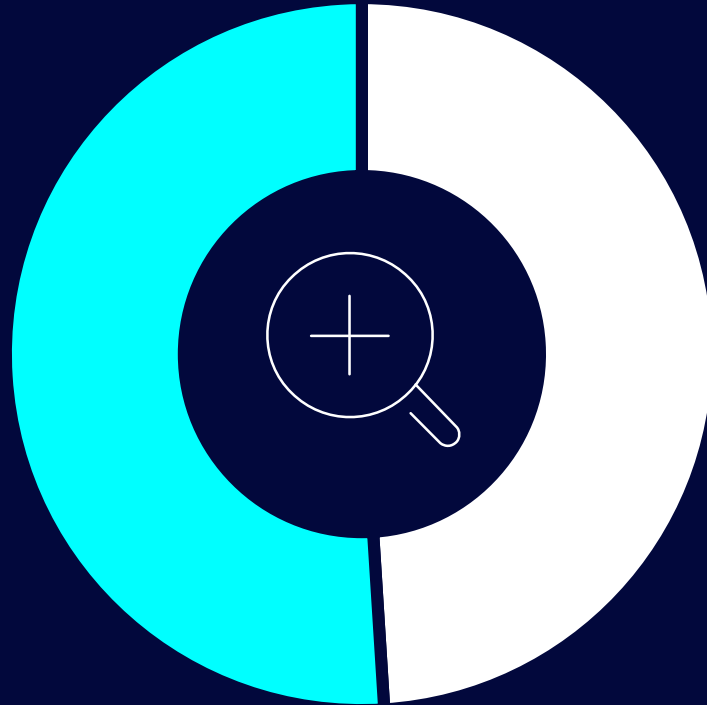
5 | Purpose and impact at work



59%

**of HR and benefits leaders
predict purpose and
meaning will become much
more important to people**

6 | Transparency about the future



49%

of HR leaders say a lack of transparency about the future and employees' role in it is one of the biggest barriers to improving wellbeing

From reactive to proactive



Better employee experience and wellbeing in the moments that matter



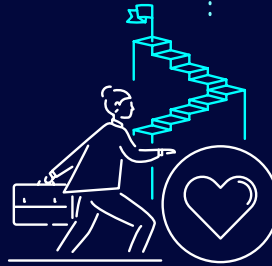
Recruiting

EVP, Interview,
Assessment



Onboarding

Vetting,
Onboarding,
Induction



Reward and Benefits

Payroll, Benefit
Selection,
Compensation



Life Changes

Maternity, Paternity,
Relocation,
Handling Bereavement



Career Development

Learning,
Internal Mobility,
HR Support



Exit / Retirement

Pensions

**Key
challenge**

Articulating tangible
and intangible ROI
and outcomes

“It’s clear that there’s an increasing need for business and HR leaders to engage with their employees around this future vision of work — welcoming their input, sharing ideas and having meaningful and honest conversations with them.”

(Ismail Amla, Chief Growth Officer, Capita)

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