



## Delivering your Employee Experience Strategy

A short interactive online course for professionals working with employee experience

Create and test your EX strategy with the help of our QoE Pro Team

Learn how to influence key people, and align your EX strategy within your business

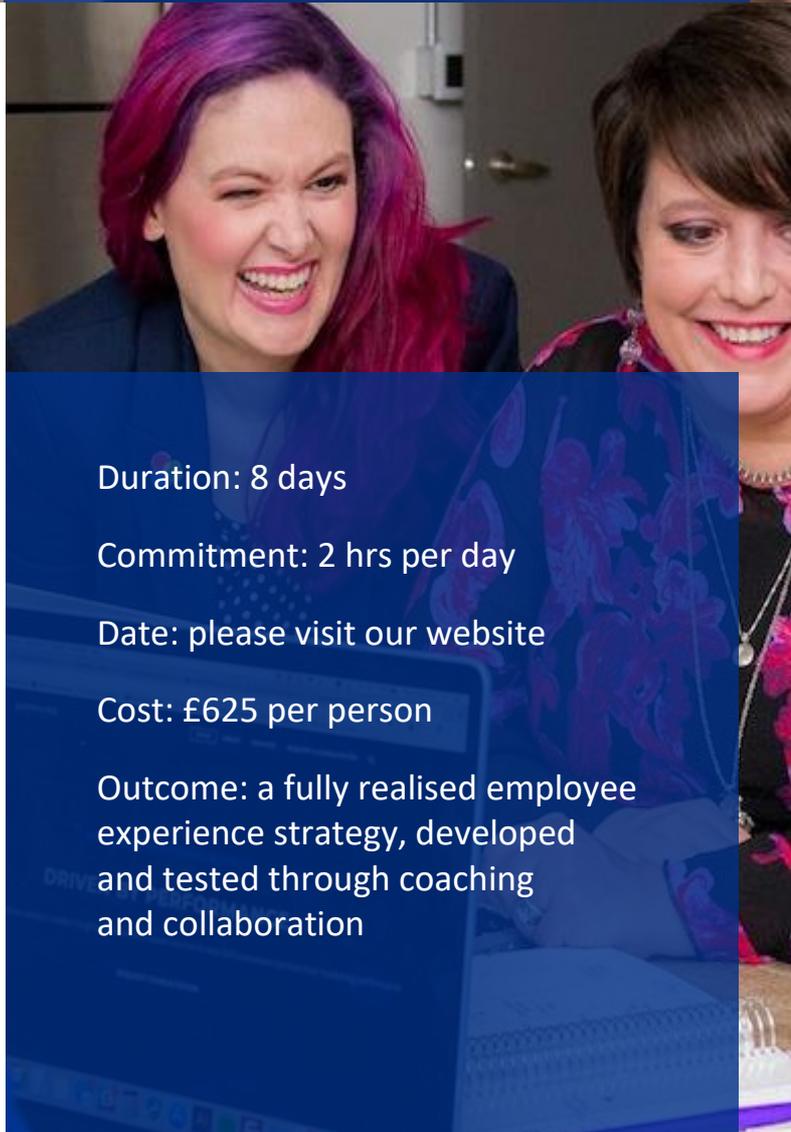


At The QoE, we believe that better alignment of customer and employee experience is the future of business.

Your employees are your biggest asset. They can unlock the potential in your business and help you deliver better customer experience.

And they hold the keys to sustainable growth, business performance and better knowledge management.

So it's no surprise that employee experience is increasingly recognised as a priority for forward-thinking businesses. And we want to help your business succeed.



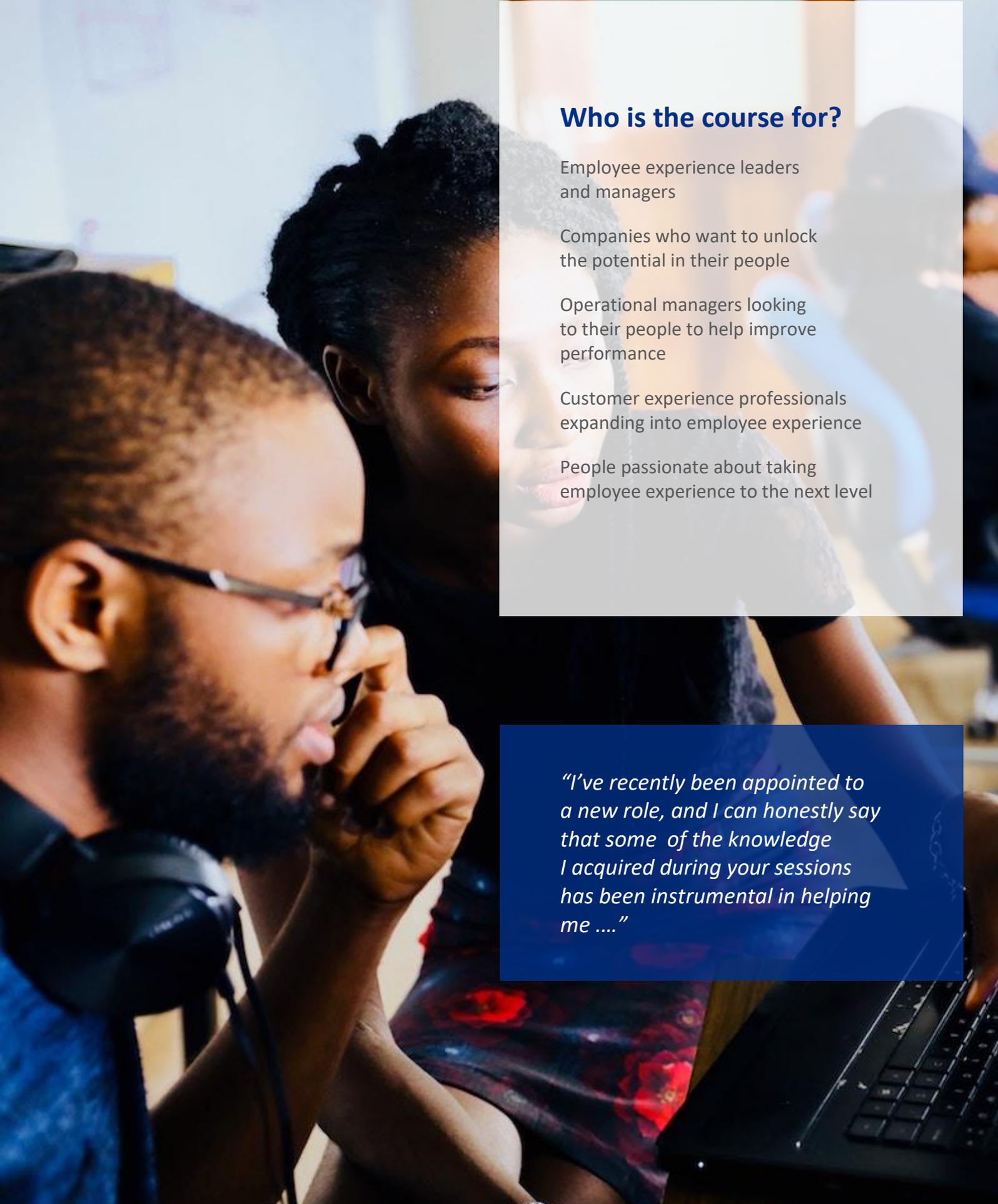
**Duration:** 8 days

**Commitment:** 2 hrs per day

**Date:** please visit our website

**Cost:** £625 per person

**Outcome:** a fully realised employee experience strategy, developed and tested through coaching and collaboration



## Who is the course for?

Employee experience leaders and managers

Companies who want to unlock the potential in their people

Operational managers looking to their people to help improve performance

Customer experience professionals expanding into employee experience

People passionate about taking employee experience to the next level

*“I’ve recently been appointed to a new role, and I can honestly say that some of the knowledge I acquired during your sessions has been instrumental in helping me ....”*

*“Without The QoE, I wouldn’t have found the time or the stimulus during my normal business day to consider and resolve the issues raised during these sessions.”*

James Kaye, Head of Service Quality, O2

## How does it work?

### Day 1 Introduction and exploration

We begin with a 2-hour interactive Zoom session in which we explore your business objectives, define success, establish a timeframe, and identify potential obstacles for your EX strategy.

### Days 2 and 3 Coaching and interviewing

We provide individual support to help you develop your vision and rationale for employee experience, and identify your key influencers.

You use and adapt our interviewing template to talk with these key influencers and help you establish your enablers and blockers.

### Day 4 Removing barriers

A 1-hour interactive progress session where we examine the issues that you have uncovered and provide guidance on how to tackle potential barriers to success.

### Days 5, 6 and 7 Developing your strategy

We provide individual support to help you adapt and personalise our strategy template. This will enable you to refine your vision, rationale, actions, enablers, blockers and measures of success, and align your EX strategy with your business objectives.

### Day 8 Present and test your strategy

The course concludes with a 2-hour group session during which each participant presents their strategy and receives group coaching from the QoE Pro Team.

If you're ready to take your employee experience to the next level, we'd love to work with you. Please contact Tony Reeves from The QoE Pro team to book your place [tony.reeves@theqoe.com](mailto:tony.reeves@theqoe.com)

To find out more about what we do at The QoE, and how we can support you in your work, please **visit [theqoe.com](http://theqoe.com)**

