

# The new employee experience equation

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Video starts

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The new employee experience equation

Sharon Findlay, Group Talent Director, Sodexo speaks  
I think what COVID has demonstrated is really what's possible, with respect to working differently, whether from somewhere else or at different times, employees want this to continue and are keen to exercise more flexibility in both work and in life.

So organizations are now having to really focus on creating a much more flexible solution to ensure that they're well positioned, to not only retain, but also to attract great talent.

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85% of business leaders say freedom to experiment with new working policies and practices during the pandemic has had a positive impact on their business  
Source: 2021 Sodexo Experience Next Corporate Insights Research

Sharon Findlay, Group Talent Director, Sodexo speaking  
So creating the opportunity for people, and the technology for people to really come in and connect, whether that's having everyone in one room, or whether we've got clusters of teams in other parts of the world, that's incredibly important.

I also think that when we think about the workplace, people are looking for solutions that help them, not only professionally, but personally too. Easy access, whether it's to a gym, whether it's to concierge services, that full suite of offering that helps simplify not only what they're doing in work, but also outside of work will feature much more on employees' checklists.

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82% of business leaders agree their employees expect them to invest more in policies that support mental wellbeing  
Source: 2021 Sodexo Experience Next Corporate Insights Research

Sharon Findlay, Group Talent Director, Sodexo speaking  
I think with respect to mental health and wellbeing, there's much, much more emphasis being placed on this now, and that's moved from being something that's good to do, to being a business imperative. So it's very, very high on our agenda.

Companies have a role to play in terms of ensuring that we create those boundaries, that we are helping provide the guidance around how you can be very efficient in work, whether that's virtually or not, or whether there's a hybrid solution in place. And also, that when you're not in

work, that you have that ability to disconnect. What are the tools that can be put in place? What are the parameters and guardrails that we can put in place to protect individuals' safety, as well as their mental wellbeing?

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A positive employee experience increases engagement

A positive employee experience improves talent retention

A positive employee experience makes better business

Sharon Findlay, Group Talent Director, Sodexo speaking

We must continue to engage with our employees to better understand areas of concern and be ready to address those promptly.

Organizations have to be ready, I think, to experiment more, be a little bit bolder in what the offerings are and be able and willing to pivot to something better as it comes along.

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