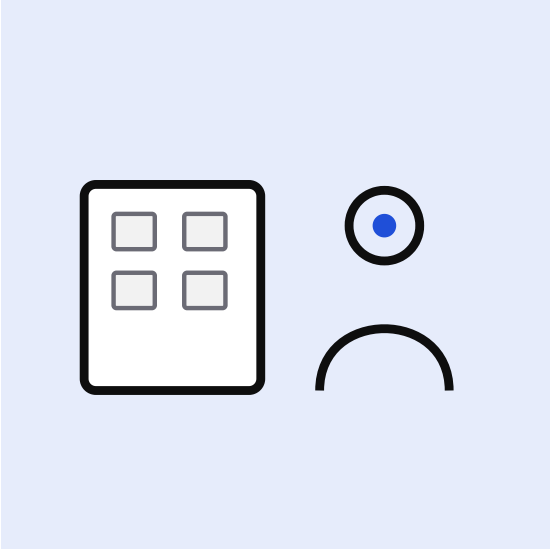
Specialty

Employee experience design

Designs the experience of working at an organization, from hiring to leaving, with the methods of experience and service design.



In Spanish
Diseño de experiencia de empleado

Origin
Several proposals since the mid-2010s; Plaskoff (2017)

What problem it addresses

Many companies try to improve engagement with one-off perks, without looking at the whole experience of working there.

Principles

The whole, not perks
The entire relationship with the organization counts, not an isolated benefit.

Co-design
Design with employees, not just for them.

Test and adjust
Experiment on a small scale before changing everything.

Applications in design

✓ Use it like this
Map an employee's journey, from the job offer to leaving.

✗ Avoid
Treating employee experience as a list of perks.

👁 Don't fall for it
Employee and customer experience overlap: it is hard to serve customers well when working conditions are poor.

Connections

Uses these methods

- Journey map

Related to

- Customer experience design
- Service design
- Organizational design

Authors and works

2017	**Josh Plaskoff**	Proposed applying design thinking to the employee experience as an approach to human resources.

Sources

Original sources

- Plaskoff, J. (2017). Employee experience: The new human resource management approach. Strategic HR Review, 16(3), 136–141. View source (https://doi.org/10.1108/SHR-12-2016-0108)

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