

# The Importance of the Employee Experience

*Shifting Perspectives to the Human Experience*

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# What Is the Employee Experience?

## Interactions

Every touchpoint  
between an  
employee and the  
organization

## Culture

Who the  
organization is

## Perceptions

The employee's  
lived experience

# The Goal

**A Predictable & Consistent Experience**  
so every employee knows what to expect

## The Employee Experience

Why we do  
our work

Where we  
do our  
work

How we do  
our work

Who we  
work with

How we  
are valued

When we  
do our  
work

# From Experience to Engagement

*Experience is what employees live.  
Engagement is how they respond to it.*

# Why Employee Engagement Matters

**Safety**



**Patient Experience**



**Retention**



# Engagement Is More Than Satisfaction

## What Engagement Really Means

### Meaning & Value

Satisfaction measures whether needs are met. Engagement measures whether people are emotionally invested, motivated, and connected to the mission.

### A Sense of Belonging

Engaged employees feel they are part of something bigger. Their work has meaning and their contributions are recognized and valued.

### Trust & Connection

Engagement thrives when teams build deep trust, reciprocity, and connection — with each other and with the systems that support them.

### A Cycle of Success

Strong engagement drives operational and clinical performance — and strong performance reinforces engagement. One feeds the other.

# The Bigger Impact

## 1 Purpose & Meaning

Employees understand how their daily work connects to the mission. They find meaning in what they do and feel their contributions matter.

## 2 Psychological Safety

Teams create an environment where people can speak up, take risks, and share ideas without fear. Trust and openness become part of the daily routine.

## 3 Trust & Connection

Deep trust, respect, and reciprocity exist within and across teams. People collaborate because strong relationships make it natural.

# The Bigger Impact

## 4 Aligned Leadership

When strategy, leadership actions, and daily practices are aligned, employees see words matched by behavior — and trust in the system strengthens.

## 5 Listen & Act

Engagement grows when employees see their feedback leads to real change. Leaders who seek input, act with urgency, and communicate outcomes earn lasting trust.

## 6 Shared Ownership

Engagement is not only a leadership responsibility. Every individual, team, and leader contributes — and each level's actions reinforce or undermine the others.

# Step 1: Shift the Perspective



# Step 2: Identify Needs

Feel Listened To



Dignity &  
Respect



Clear  
Communication



When employees consistently experience these three things, **trust is built.**

# How MPC is Building a Comprehensive Human Experience Program

## Defined Behavior Standards

Clearly defined behavior standards give every team member a shared framework for predictable, consistent interactions.

## Purpose Driven Onboarding

First impressions matter. A structured, purpose-driven onboarding experience sets the tone for the entire employment journey.

## Scheduled Touchpoints

Structured check-ins show staff their voice is valued and leadership is genuinely invested in their success. The employee experience matters and their feedback drives real change.

## Leadership Development

Investing in leader development is investing in every employee they lead, creating an experience where everyone feels valued, supported, and set up to succeed.

## Coming Soon

A clear roadmap for staff development and training. These additions will create a more consistent, predictable experience for every employee ensuring growth, development, and support.

# Defined Behavior Standards

## I CARE for Leaders



### Methodist Cares & I Care

**I**ntroduce yourself and your role to patients and staff members.

**C**ommunicate: daily huddle, coaching, one-on-one check-ins, and share information in multiple ways.

**A**sk staff what they need help with and what questions they have.

**R**ound with patients and staff – be visible and present.

**E**ngage with empathy so staff know they are seen, heard, and valued.

## I CARE for Staff



### Methodist Cares & I Care

**I**ntroduce yourself and your role every time you meet a patient.

**C**ommunicate often – keep the patient informed about any delays or changes to what is expected.

**A**sk what else you can do for the patient at the end of every interaction.

**R**ound in waiting areas and exam rooms.

**E**ngage with empathy so patients know they are seen, heard, and cared for – make eye contact, smile, and speak.

## I CARE for Providers



### Methodist Cares & I Care

**I**ntroduce yourself and your role when meeting patients and staff.

**C**ommunicate – keep your staff and patients informed when delayed.

**A**sk open ended questions and 'what else'.

**R**ound with staff and attend huddle.

**E**ngage with empathy so patients know they are seen, heard, and cared for.

# I CARE and the Employee Experience

## **I** Introduce

When leaders connect staff to each other and to their environment, employees feel welcomed and that they belong.

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## **C** Communicate

Huddles, rounding, 1:1s, and coaching keep employees informed, valued, and connected to the purpose behind the work.

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## **A** Ask

Asking and truly listening builds psychological safety. Employees who feel heard speak up, stay engaged, and are more likely to stay.

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## **R** Round

Visible, present leaders surface concerns early, provide recognition, and show every employee that they matter.

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## **E** Engage w/ Empathy

Acknowledging and validating emotions creates belonging. Employees who feel seen, heard, and valued give their best.

# Purpose Driven Onboarding

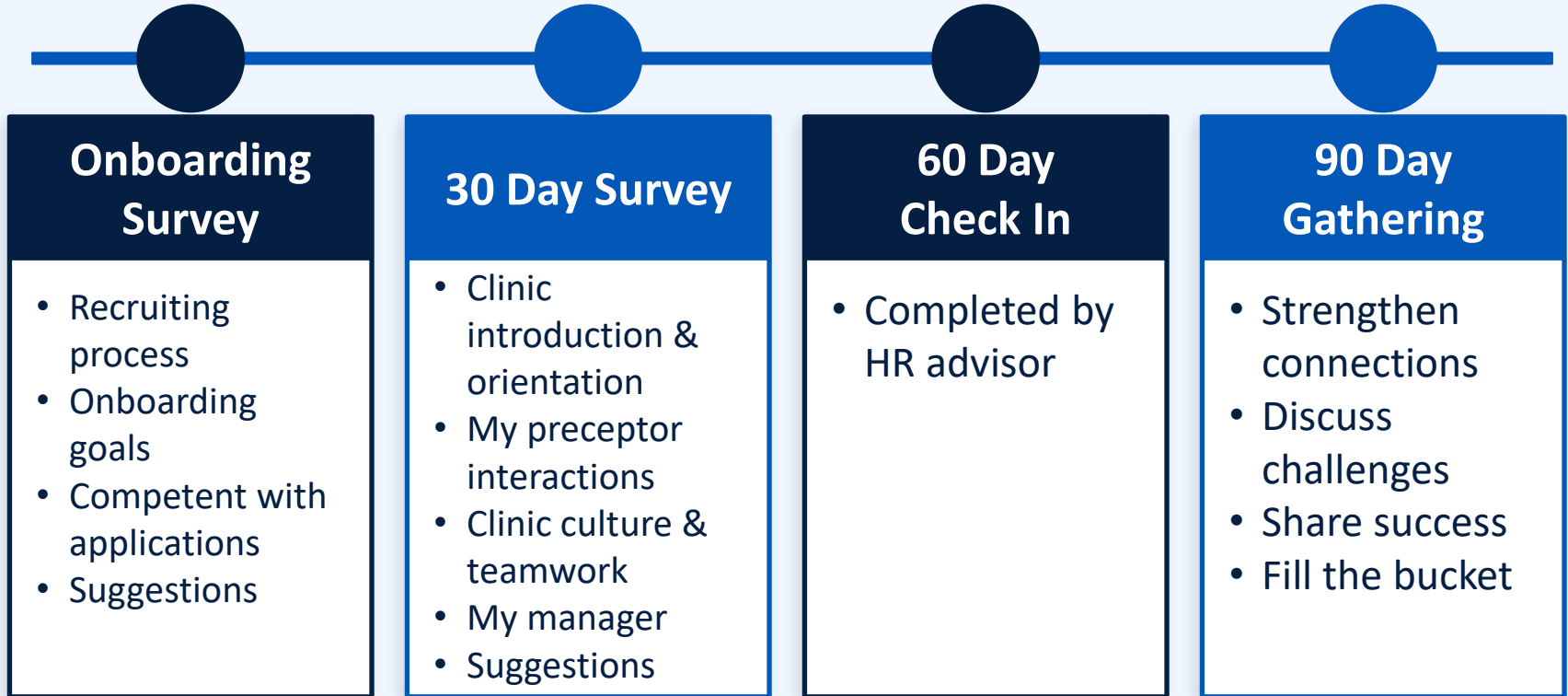
## *The Introduction*

### What it does

- New hires feel
  - ✓ Welcomed
  - ✓ Prepared
  - ✓ Supported
- Provides a predictable and consistent experience
- Brings behavior standards to life
- Introduces tools and resources
- Opportunity to build connections
- Sends the message *'You Matter'*

# Scheduled Touchpoints

*Feedback Matters*



# What the Data Shows

*Real results from a purpose drive onboarding program*

**92%**

felt better prepared to  
begin work

**97%**

found content engaging  
and interactive

**99%**

felt confident in ability to  
demonstrate core values

**97%**

connected with fellow new  
hires

**95%**

rated orientation as Good  
(compared to fair or poor)

**99%**

felt excited to start work  
after attending

# Perception is Reality

*"I am a **returning employee**, and I absolutely loved that this onboarding session has been implemented! It really does give you a lot of information about who you can go to for support and how you go about doing it, so you feel like you are **stepping in to a work family and not just a job.**"*

*"I already **feel supported** by every person I've interacted with today."*

*"For once, I feel **truly prepared** to start a new job."*

*"Best onboarding by far. Loved all the fun things that **made getting know everyone** a great experience."*

*"I definitely feel that the butterflies in my stomach that I had coming into a new job are gone."*

*"It is very apparent everyone here is here to help with any questions and want to **see us succeed!**"*

*"I liked how we had fun with it — **I felt important.**"*

# 30-Day Check-In Results

Felt welcomed & included **96%**

Felt comfortable asking for help **94%**

Team demonstrates core values daily **94%**

Understood role and expectations **93%**

Felt enthusiastic about coming to work **95%**

Overall orientation was a positive experience **88%**

*"The manager is very helpful and gives me lots of helpful feedback."*

*"The people I work with are very nice and supportive."*

*I love the way the management team faces things head-on and work hard to keep the peace among coworkers.*

*"My manager is supportive and easy to get ahold of when I have questions."*

*She makes you feel comfortable. I felt like part of the team the minute I walked through the door*

# Structured Leadership Development

*Investing in leaders is an investment in employees*

## Organizational Development

- HR Fundamentals
- Leadership Essentials
- Empowering Our Differences

## MPC Specific Training

- Manager Essentials
- ICARE (4 Sessions)

## Engaged Staff Tell Us

- *My manager is approachable.*
- *I am recognized for the work I do.*
- *My manager jumps in and helps.*
- *If I bring up a concern, my manager addresses it – no matter how small.*
- *My manager is great!*

**Every I CARE behavior a leader demonstrates is a direct investment in the employee experience.**

# Behaviors That Impact Engagement

**R**

## Rounding

Pick one time each day to walk around and genuinely check in. Ask what staff need, recognize one person, and follow through.

**H**

## Daily Huddle

Same time, same place, every day. Good news first. Keep it brief and keep showing up — consistency creates culture.

**1**

## 1:1 Time

Setting time for each direct report. Even 5 minutes changes the relationship. Staff who feel heard stay.

**E**

## Lead with Empathy

Practice naming the emotion. Acknowledge before advising. Ask before fixing. Small shifts in language create lasting shifts in culture.

**W**

## Explain the Why

Before every change, every initiative, every expectation explain why it matters. Staff who understand the purpose are staff who commit.



## Recognition is a Habit

Find one thing to recognize every single day. Public praise, a handwritten note, a direct thank you — **recognition is free and it is powerful.**

# Engage with Empathy

## EMPATHY

*The ability to feel or imagine another person's emotional experience — to see things from their point of view.*



## Empathetic Leaders

- ♥ Listen intently to employees
- ♥ Committed to building a positive employee experience
- ♥ Prioritize employee well-being
- ♥ Help employees manage constant change
- ♥ Communicate with their heart and their head
- ♥ Ask the right questions in the right way
- ♥ Listen for total meaning

# A Shared Responsibility

## The Organization

### BUILD THE FOUNDATION

- Invest in the right structures and resources
- Establish frameworks for accountability and growth
- Create conditions for positive experience and sustained performance
- Support leaders so they can support their teams

## Leaders

### LISTEN, ALIGN, AND ACT

- Be visible and present
- Lead by example
- Clear communication
- Recognize and
- Know your people
- Be curious
- Engage with empathy
- Act with compassion

## Employees

### OWN YOUR EXPERIENCE

- Speak up
- Own your growth
- Hold yourself and others accountable
- We over me
- Ask questions
- Use your resources

# The Human Experience begins with me.

*When we invest in the people delivering care,  
we elevate the care itself.*

*Healthcare is human beings caring for human beings.*

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