



Driving end to end employee experience At Unilever

JO BARTNICKE – GLOBAL CHANGE MANAGER



A group of young girls, likely students, are shown in a line at a public water station. They are all wearing bright red t-shirts with a logo that includes the word "Febuc". The girls are actively washing their hands under a stream of water from a white faucet. The background is slightly blurred, showing an outdoor setting with trees and buildings. The overall scene conveys a message of hygiene and community care.

**“MAKE
CLEANLINESS
COMMONPLACE
”**

UNILEVER IS A GLOBAL COMPANY

EUROPE

€12.1 BILLION TURNOVER
24% OF GROUP TURNOVER

THE AMERICAS

€16.0 BILLION TURNOVER
31% OF GROUP TURNOVER

ASIA/AMET/RUB

€22.9 BILLION TURNOVER
45% OF GROUP TURNOVER

2018 TURNOVER = €51.0
BN



WE MAKE MANY OF THE WORLD'S FAVOURITE BRANDS





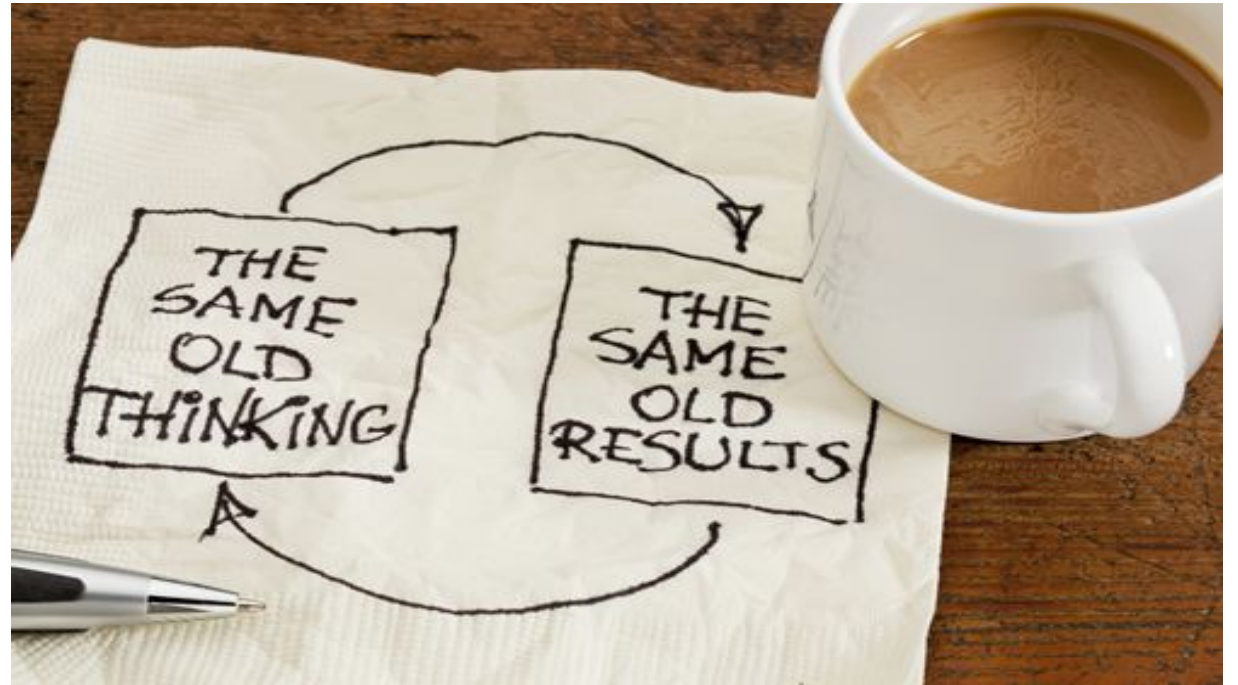
SEMANAL

	Total Volume	Q1E Actual (Sete) Actual (Sete)	Recordes Producao Production Record
L1	Plan: 45700 Real: 34838	43,4%	36 866 ca 2°T 19/11/2019
L2	Plan: 45700 Real: 49499	62,2%	17623 ca 3°T 16/10
L3	Plan:		
M			

THE VOICE
OF THE EMPLOYEE

FROM PROCESS EXECUTION TO EXPERIENCE FOCUSED

TRANSFORM
= your =
Thinking





Free
1 hour
per
week

EMPLOYEE EXPERIENCE CENTERED DESIGN

	Record	Download to computer	Import to editing software	Edit the video	Export	Upload	Share
ACTIONS	Charge battery Buy blank tapes	Find cable Transfer to PC	Choose to install app Import footage	Add Crossfades Tinker for hours	Choose file format: codec Wait for export: zzzz	Select hosting service Upload file	Send out chain mail Link to myspace, bebo, etc.
QUESTIONS	Do I have blank tapes? Batteries charged? Spare battery packed?	Why is it taking so long?	Which app is best? Is my PC compatible?		What's a CODEC? What settings are best?	Where can I put this file?	
HAPPY MOMENTS	Video quality is amazing Love the long zoom				Labour of love - looks great		HOORAY friends like it!
PAIN POINTS	So much preparation!	Can't find goddam cable! out of disk space huh?	Hard to jink the right app	Takes way too long	It came out all blocky! Too many decisions!	Youtube is 10 mins max	Doesn't play on mum's PC Too much work overall
OPPORTUNITIES	Use flash storage not tape Allow AA batteries	Build an integrated USB cable	Preload editing app free on camera	Streamlined editor - less control but quicker	Video recorded as web ready Jargon free export options	Jargon free export options Share as one click feature of editor	Ensure a joined up 'end to end' experience



Capture the **Voice of the employee** not only on tools and processes, but on experience



Collated User Feedback



We'd like to get your feedback

Please rate your experience with:

Skype for Business

☆☆☆☆☆

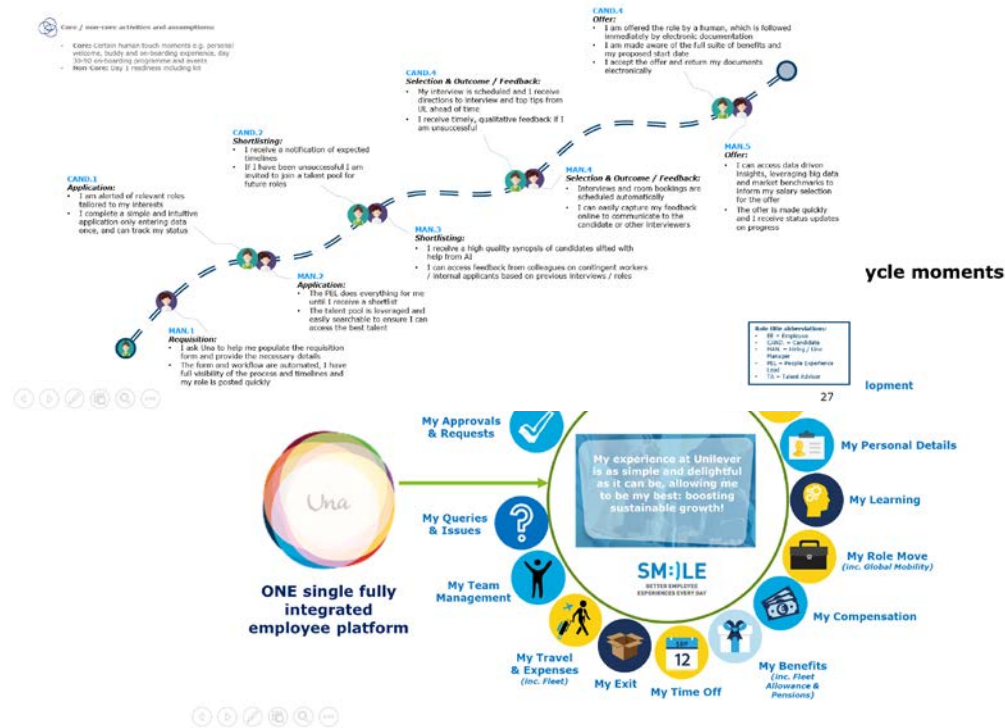
Full on track, if you wish...

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Sub Journey: My Joining Journey overview



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How can I help you today





EXPERIENCES
UNDERPINNED BY TECH



**END TO END
COLLABORATION**



Questions ?

SM:LE
BETTER EMPLOYEE
EXPERIENCES EVERY DAY