



**Wellbeing in the future  
of work: driving  
performance through  
employee experience**

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# The next 45 minutes

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## Wellbeing in the future of work: driving performance through employee experience

- Why preparing for the future of work and delivering the performance outcomes that matter, means meeting new employee expectations with a strategic, integrated approach to wellbeing and benefits
- How automation and technology are impacting employee experience, engagement and wellbeing
- How a robust wellbeing and benefits strategy can build engagement, advocacy and performance to support the journey to a hybrid workforce
- What the critical success factors are for employee wellbeing, why this is crucial to the employee experience, and the role this plays in driving performance



**Human to Hybrid** is the transition to the future of work where we exist in a fully optimised digital environment. Framed around the idea that there are key drivers that will improve employee experiences enabling HR to recruit, train and retain talent with enhanced outcomes across the employee lifecycle.

#Human2Hybrid

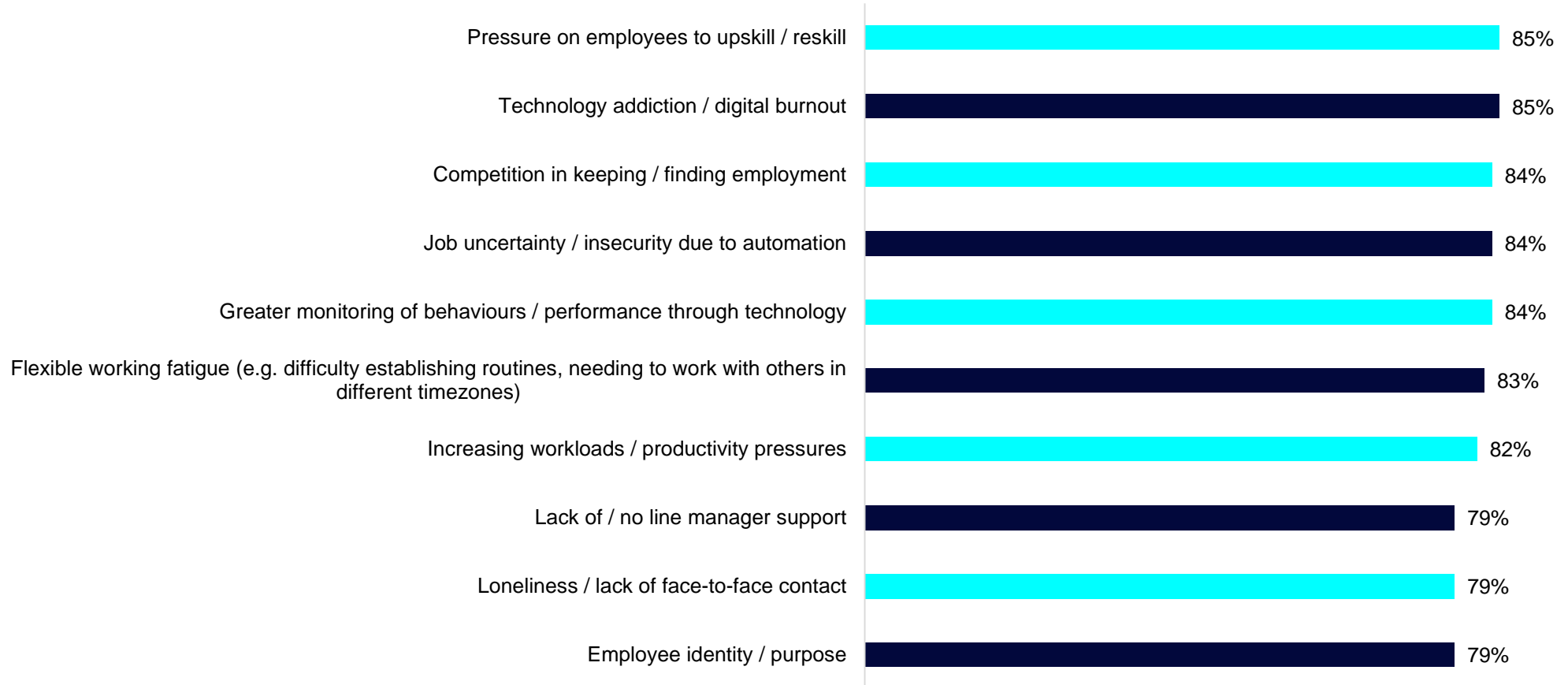
# H2H is the strategic challenge for organisations

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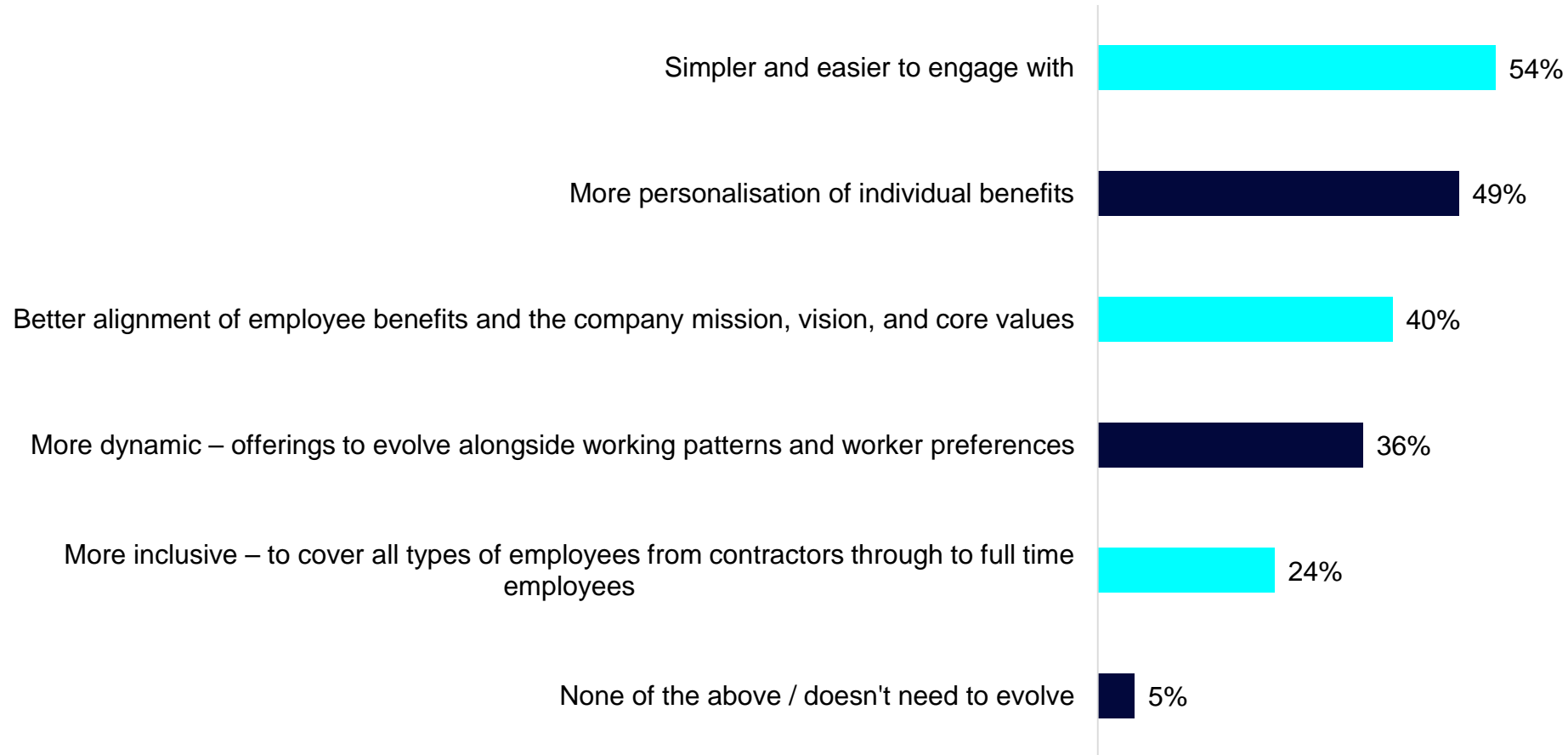
# What do employees think?

# Wellbeing concerns playing out in the workforce

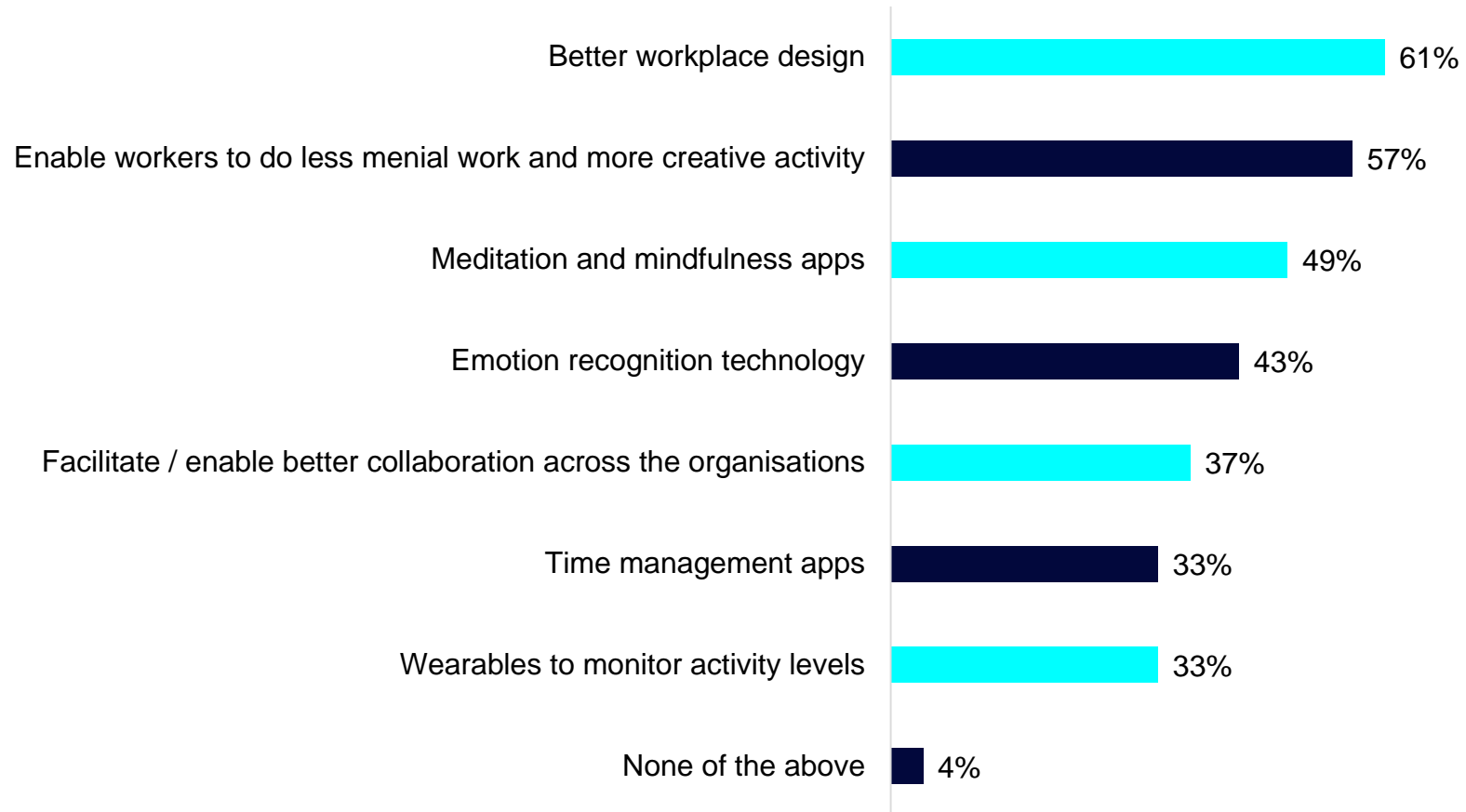


**% saying “significant concern” or “moderate concern”**

# Ways rewards / benefits strategy and provision needs to evolve in a hybrid workforce



# Ways in which AI / tech can help address wellbeing concerns





**Only 15% of employees report that their employer is currently able to accommodate different types of workers and create great experiences for them based on their age, experience, working patterns and preferences.**

# Employees think employers can best alleviate employee concerns by...

... being completely **transparent** about what is happening and why

**48%**

... **involving employees** more in decision making

**46%**

... ensuring **assistance / support** is available for all employees

**37%**

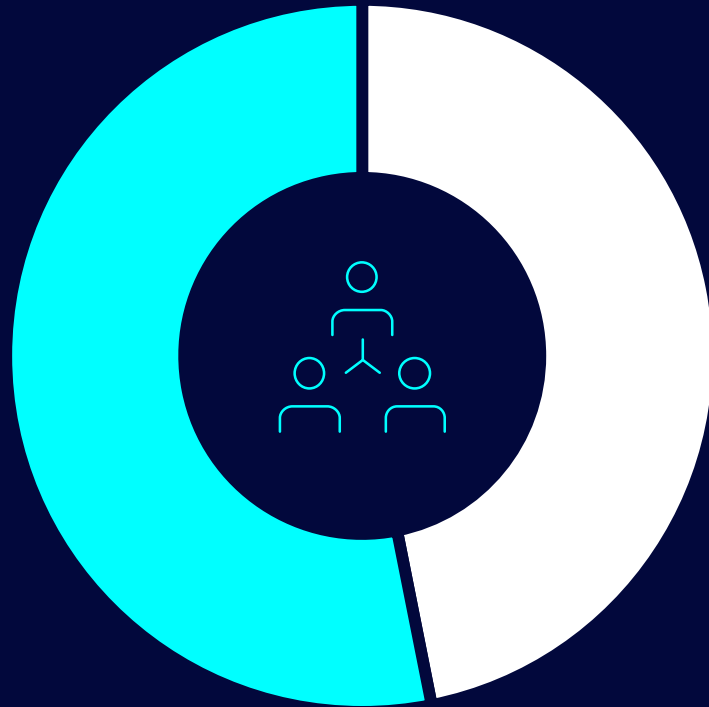
... offering more **training / learning** so employees can upskill as necessary

**35%**

# The six wellbeing imperatives for HR in a hybrid workplace

# 1 | Clear ownership of the employee wellbeing strategy

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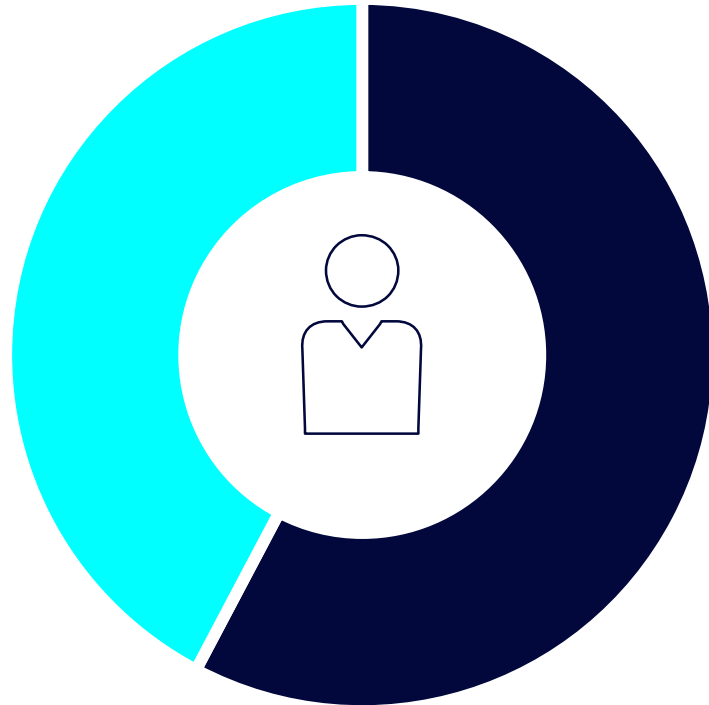


**45%**

**of HR and benefits leaders  
say lack of ownership is one  
of the three biggest barriers  
to improving wellbeing in  
their organisation**

## 2 | The critical role of the line manager

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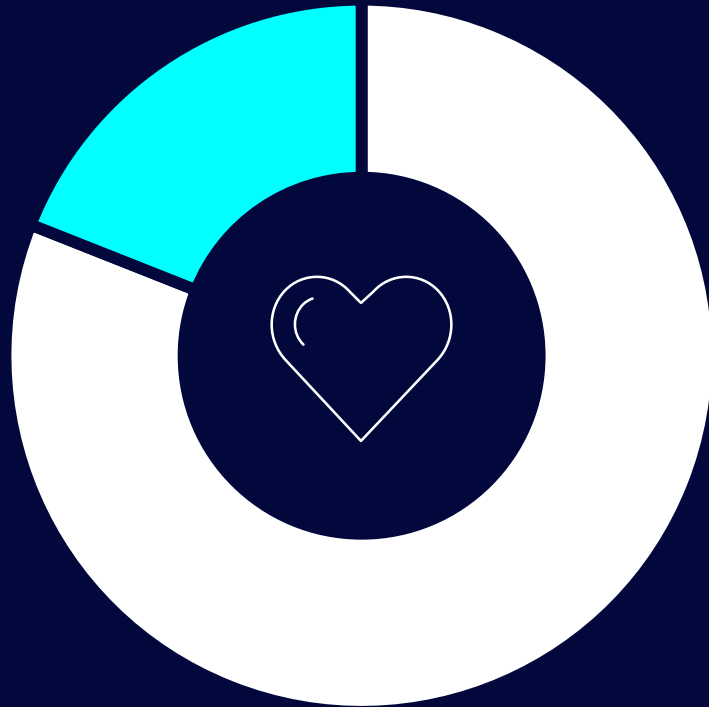


**56%**

**of HR and benefits leaders say  
lack of mental health training  
across their organisation is  
a challenge**

### 3 | Taking a holistic approach to workplace wellness

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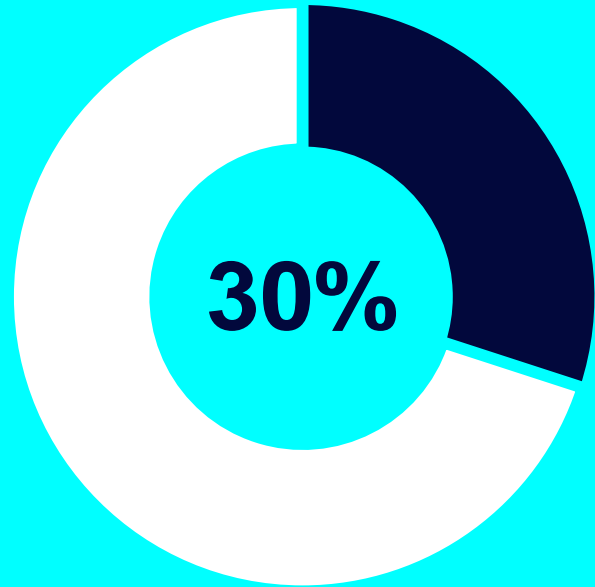


**81%**

**of HR leaders recognise that considering all aspects of employees' lives – inside and outside work – and supporting their physical, mental and emotional wellbeing is vital**

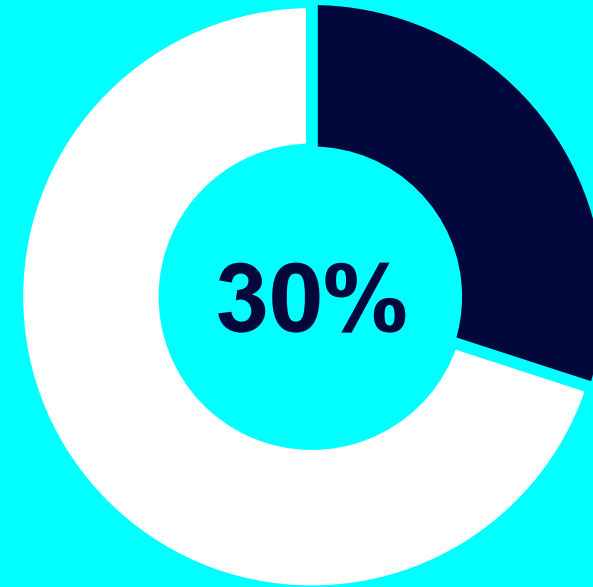
## 4 | Wellbeing throughout the employee lifecycle

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30% of HR leaders are most likely to consider wellbeing during recruitment

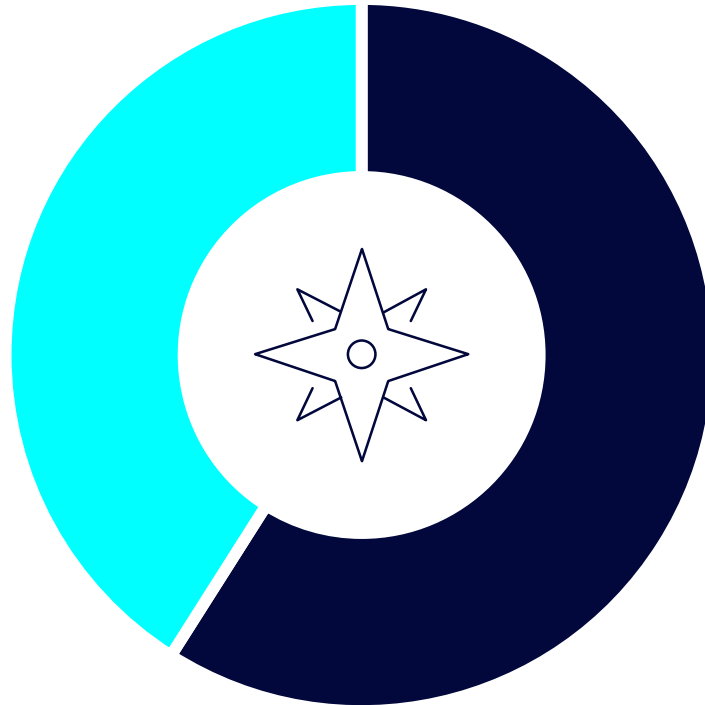
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30% are likely to consider wellbeing during the exit process

## 5 | Purpose and impact at work

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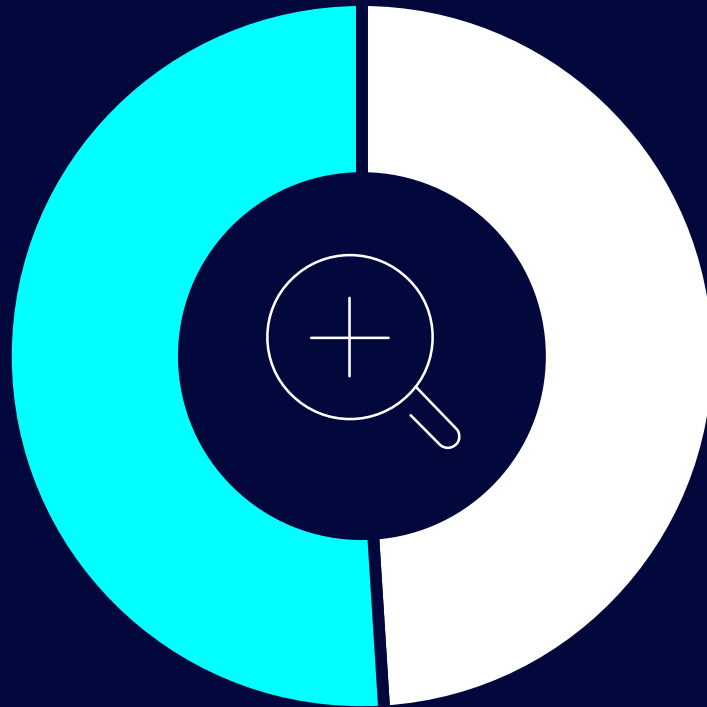
**59%**

**of HR and benefits leaders  
predict purpose and  
meaning will become much  
more important to people**



## 6 | Transparency about the future

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**49%**

**of HR leaders say a lack of transparency about the future and employees' role in it is one of the biggest barriers to improving wellbeing**

# From reactive to proactive



# Better employee experience and wellbeing in the moments that matter



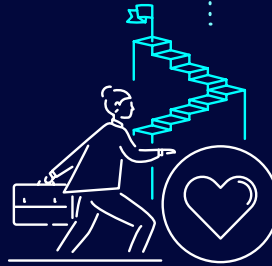
## Recruiting

EVP, Interview,  
Assessment



## Onboarding

Vetting,  
Onboarding,  
Induction



## Reward and Benefits

Payroll, Benefit  
Selection,  
Compensation



## Life Changes

Maternity, Paternity,  
Relocation,  
Handling Bereavement



## Career Development

Learning,  
Internal Mobility,  
HR Support



## Exit / Retirement

Pensions

**Key  
challenge**

Articulating tangible  
and intangible ROI  
and outcomes

**“It’s clear that there’s an increasing need for business and HR leaders to engage with their employees around this future vision of work — welcoming their input, sharing ideas and having meaningful and honest conversations with them.”**

**(Ismail Amla, Chief Growth Officer, Capita)**

# Closing summary

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