Little Things That Can Have a Big Impact on Employee Experience and Retention

It's every leader's job to make the employee experience as good as it can be.

To be future-ready and ensure your company's workforce feels satisfied and supported, you need to prioritize business agility, efficiency, and productivity. This will allow your company to create an employee experience that attracts and retains employees, leading to greater engagement and less disruption due to turnover.

According to a recent survey of CIOs, 30% of organizations say employee experience is a driver of business growth. As a result, 42% say they switched to remote/hybrid work policies to retain and attract talent, while 38% increased their use of automation so employees can work more effectively and efficiently.[1]

Employee experience is a big topic. It reflects the entire journey an employee has with a company and touches every aspect of their job: workspace, well-being, and relationships. But as in life, it's often the little things that count the most. By providing employees with the right tools, minimizing busy work, and streamlining day-to-day processes, you can help your employees feel more valued, and they'll work faster and produce better work. The bottom line: when employees win, you win.

Here are some little things that leaders can do that can have a big impact on improving the employee experience, increasing engagement, and reducing turnover.

LISTEN TO YOUR EMPLOYEES.

Listen to employees and identify the processes that frustrate them the most. The best way to identify those processes is to ask. In-house surveys and virtual town meetings are great ways to gather this information and identify pain points. When employees use these channels — especially when your company acts on their input — they feel heard and valued. Then your company can put that feedback to work today to improve the employee experience and future-proof your business for tomorrow's hurdles.
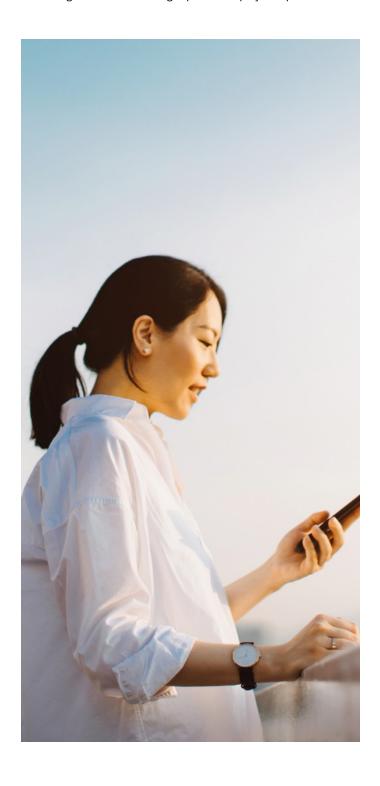
OFFER FLEXIBILITY.

Today's workforce has changing expectations about when, how, and where work should happen. With **54% of companies believing that flexible work is the new normal, 78% of companies saying they already have a mobile workforce, and 40% of businesses expecting an increase in hybrid** (in-person and virtual) events over the next two years, companies and employees need policies and tools that will support a work-from-anywhere model.[2] The more you can automate processes and make tools available in the cloud and over mobile devices, the less employees will be tethered to the office. By giving employees the digital tools, access, and connectivity to collaborate, communicate, and work from just about anywhere, their productivity won't be limited to just when they're sitting at their desks, and they'll be ready for whatever the future may bring.

SAVE THEM TIME.

With a shifting labor market and increasing strain on the team you have in place, every minute of every workday is precious. What better way to show that your company values employees' time than by giving it back to them? Streamlining and automating repetitive processes like submitting and processing expense reports and approving and paying vendor invoices can improve the experience for your entire team — employees, their managers, and your finance department. Whether you've automated some of these processes or are just getting started, modern cloud-based systems can help you streamline how your company spend is managed and free employees to focus on more high-value, rewarding work, all while boosting future retention.

MAKE TRAVEL SIMPLE AND SUSTAINABLE.

Today's employees overwhelmingly believe in the power of face time: **92% say the future of their career depends on their successful business travel in the next 12 months.**[3] At the same time, 89% say they are willing to take extra steps over the next 12 months to reduce the environmental impact of their business travel.[4] By leveraging tools that enable employees to book travel, comply with spend policies, manage travel on the go with mobile devices, and identify green travel partners and options, you can help employees make the most of every business trip.

SHOW YOUR APPRECIATION.

A small gesture can reap big dividends in employee engagement and morale. Surprise your team members with perks, events, and experiences to help them connect with one another and your company. These might include small team-wide gifts, gift cards, or in-person or virtual team lunches that offer opportunities for socializing and shared experiences. However, keep in mind that this may require remote workers to make their own purchases or require the finance team to consider new expense policies and categories. To avoid headaches for your employees and your finance department, use an automated expense solution. This will help your employees easily make a purchase that complies with your company's policies and get reimbursed faster — so they can quickly get back to quality experiences with their coworkers.

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[3] Wakefield Research, *Global Business Traveler Report*, 2023.
[4] Ibid.

One of the most important responsibilities you have as a company leader is to remove any obstacles that bog down or frustrate your team. Fortunately, by taking the steps outlined above, not only will you remove those obstacles, but your employees will reward you with greater engagement, productivity, loyalty, and retention.

For more tips on how to improve the employee experience and increase productivity, visit concur.com.

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