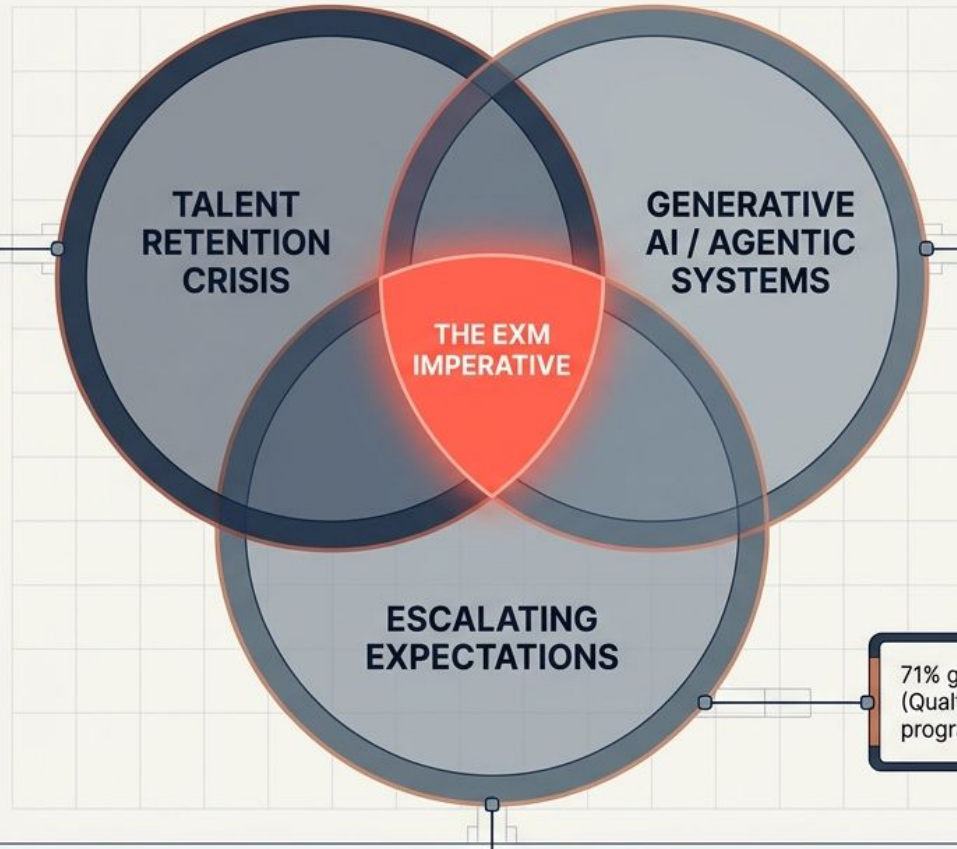


FROM TRANSACTIONAL TO TRANSFORMATIONAL

Building Employee Experience Systems
That Drive Organizational Resilience





Poor experience contributes to 40% of voluntary turnover in tech-heavy roles.

Replacing knowledge workers costs 50–200% of their annual salary.

Generative AI is forcing a complete rethink of how work gets done (BCG, 2025).

71% global engagement plateau (Qualtrics, 2024); generic programs no longer suffice.

The question is no longer whether to invest in employee experience—
it's how to do so strategically, systematically, and sustainably.

THE BUSINESS CASE FOR EXM

+25%

PROFITABILITY

Top quartile EX organizations
vs. bottom quartile

2.5x

HIGHER RETENTION

Top quartile EX companies
compared to peers

-37%

ABSENTEEISM

High employee engagement
organizations

2x

CUSTOMER SATISFACTION

Top EX performers double their
CX rates

Integrated EXM generates immediate financial returns through higher productivity, reduced replacement costs, and enhanced innovation capacity.

THE FRAGMENTATION TRAP

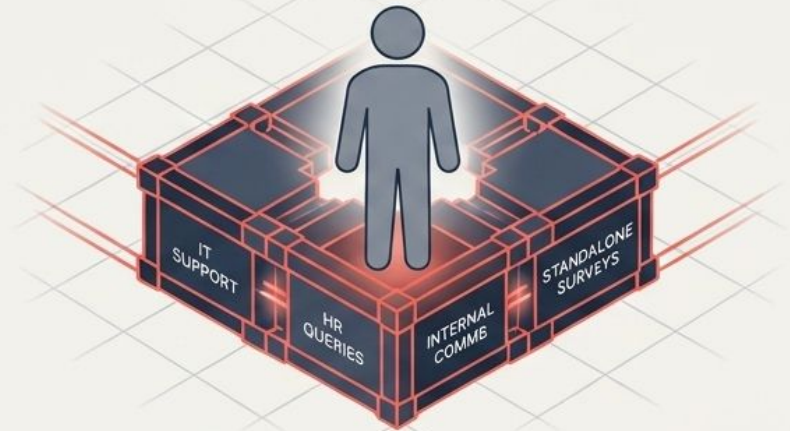
"The problem isn't a lack of innovation. It's fragmentation." (Simpplr, 2026)

THE COGNITIVE LOAD MULTIPLIER

THE TRAP



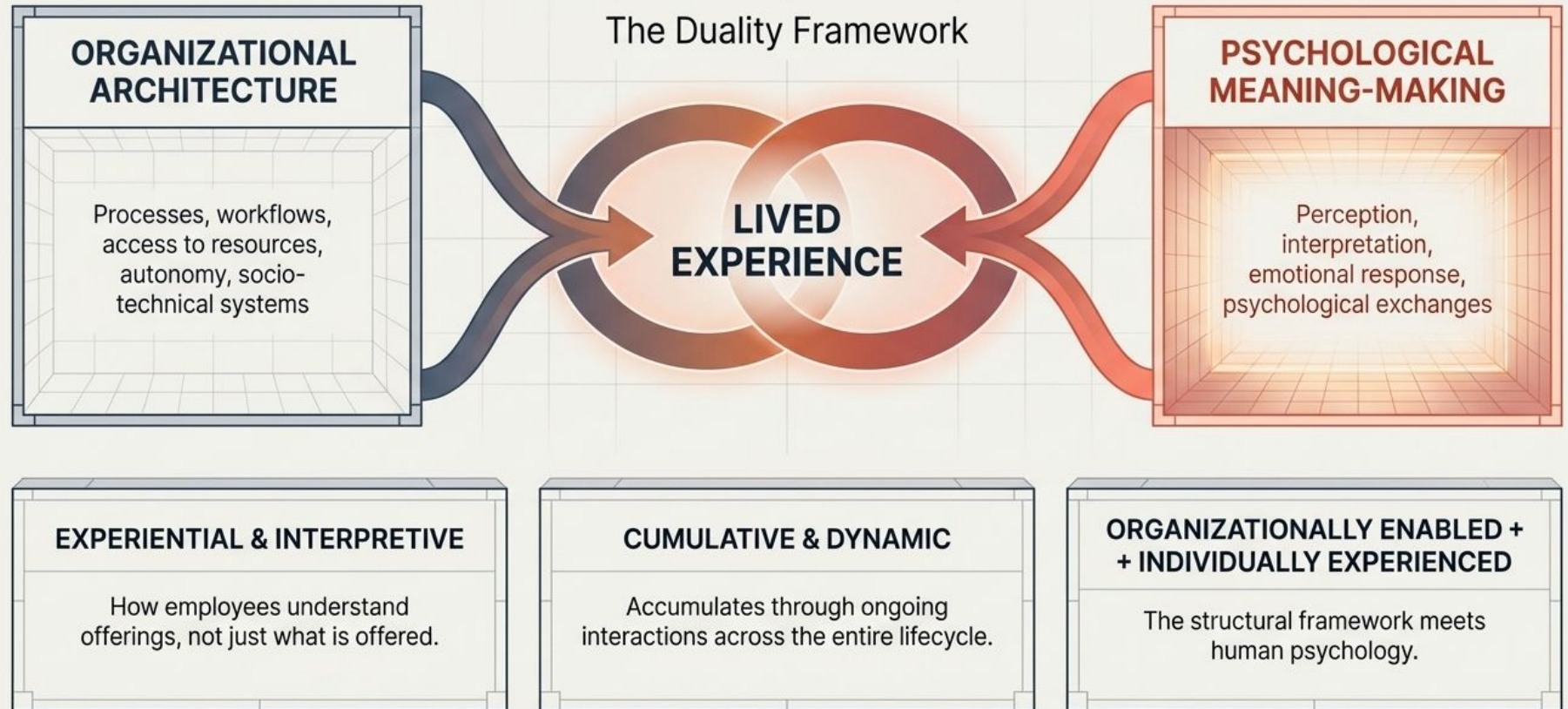
THE SOLUTION



Disconnected initiatives multiply cognitive load rather than reducing it. The strongest results require EXM to operate as an integrated, cross-functional capability.

REDEFINING EMPLOYEE EXPERIENCE

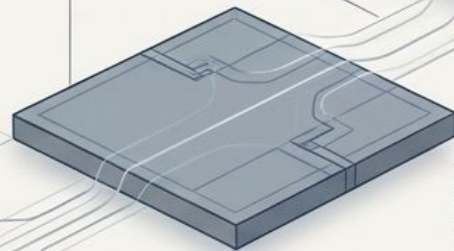
Source: Figueiredo and Mohanty (2026)



THE EXM MATURITY CURVE

50% of organizations are stuck in fragmented, reactive stages. Only **23%** have achieved **continuous, integrated EXM**.

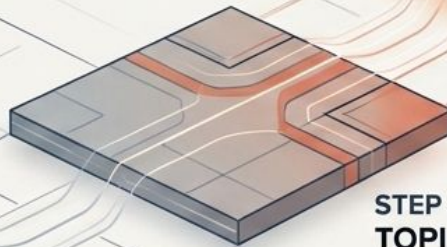
(Perceptyx, 2026)



STEP 1 EPISODIC LISTENING

20% of orgs

Feedback gathered through isolated, annual survey events.



STEP 2 TOPICAL LISTENING

30% of orgs

Targeted deep-dives on specific issues.



STEP 3 STRATEGIC LISTENING

27% of orgs

Listening connects explicitly to business priorities.



STEP 4 INTEGRATED LISTENING

23% of orgs

Continuous feedback systems inform real-time, cross-functional decision-making.

COMPARISON MATRIX: TRANSACTIONAL VS. TRANSFORMATIONAL

DIMENSIONS	TRANSACTIONAL EXM (FRAGMENTED)	TRANSFORMATIONAL EXM (INTEGRATED)
Ownership	HR solely responsible	Distributed across IT, Ops, Finance, Legal, and HR
Technology	Efficiency-first, high surveillance	Human-centered, workflow-integrated, opt-in AI
Listening	Annual, episodic, reactive	Continuous, multi-modal, rapid-cycle analysis
Philosophy	A collection of disconnected programs	A strategic, cross-functional capability
Outcomes	Plateaued engagement scores	2.5x retention, +25% profitability

INTERVENTION I & II: THE HUMAN LAYER

TRANSPARENT COMMUNICATION

- Bidirectional feedback loops
- Real-time information sharing
- Transparent decision criteria

INCLUSIVE LEADERSHIP

- Leader vulnerability modeling
- Structured inclusive practices
- Team psychological safety assessments

EVIDENCE IN ACTION

Sharp HealthCare

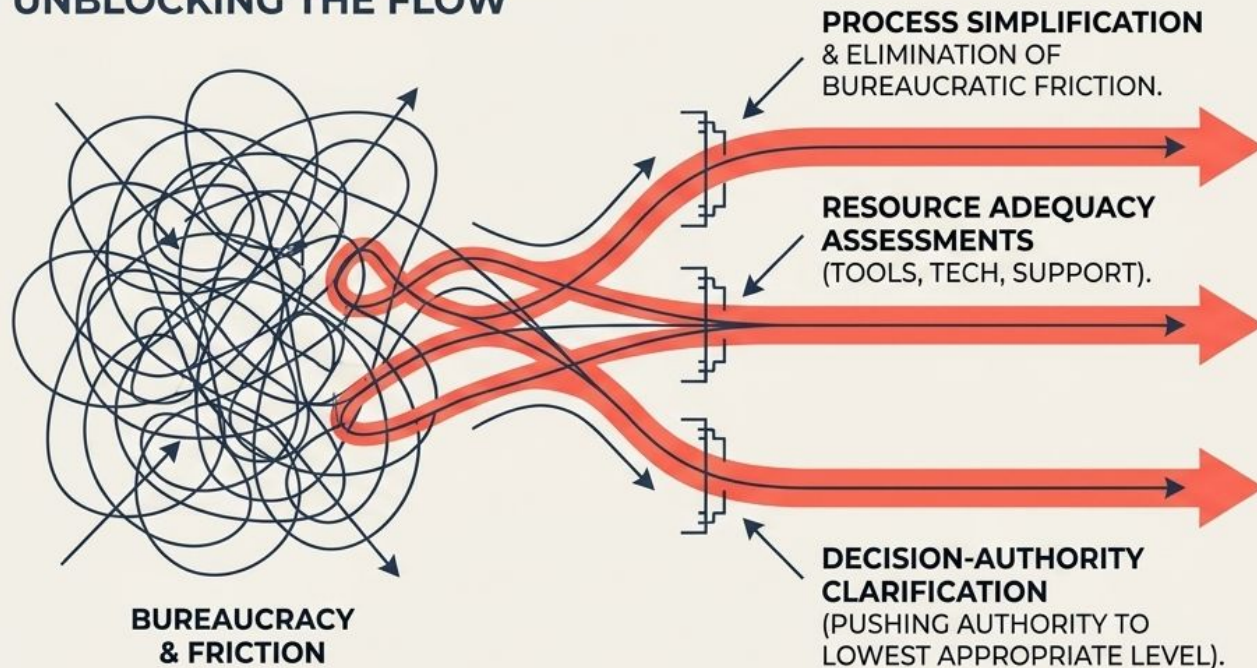
Focused on psychological safety. Dropped employee assault claims by 12%, trip-and-fall incidents by 17%, and increased retention to 91.6%.

Hyatt

Shifted from annual to quarterly pulse surveys for agile, two-way listening during crises, driving demonstrable change in leadership effectiveness.

INTERVENTION III: STRUCTURAL EMPOWERMENT

UNBLOCKING THE FLOW



EVIDENCE IN ACTION

C.H. Robinson

Reversed a severe 7.3-point engagement decline in just 12 months by redesigning processes, clarifying decision rights, and removing structural obstacles that blocked their desired culture.

INTERVENTION IV: TECH AS AN EXPERIENCE ENABLER



- Human-centered design matching actual workflow needs.
- AI transparency, ethical governance, and opt-in default postures.

Warning: Only ~50% of employees have training/ethical guidelines for AI at work, creating massive hidden risk (Qualtrics, 2024).

EVIDENCE IN ACTION

loanDepot

Implemented ElleDee AI inside MS Teams (meeting employees where they work) 
Cut HR/support approval times from days to <5 minutes.

INTERVENTION V: CONTINUOUS LISTENING SYSTEMS



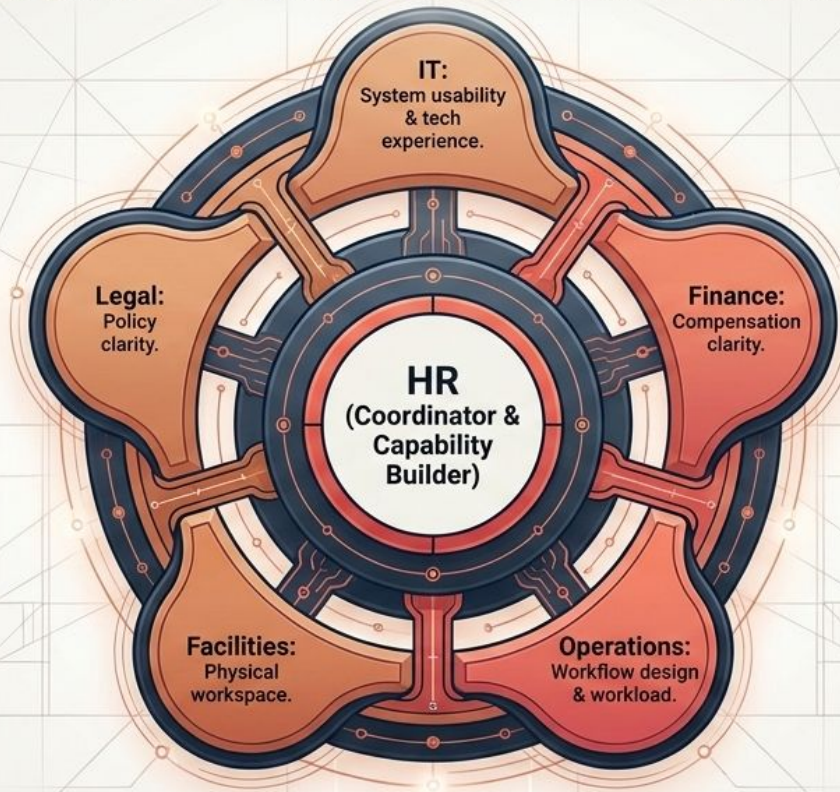
EVIDENCE IN ACTION

New York Life

Used structured continuous listening to let employees identify AI transformation opportunities.

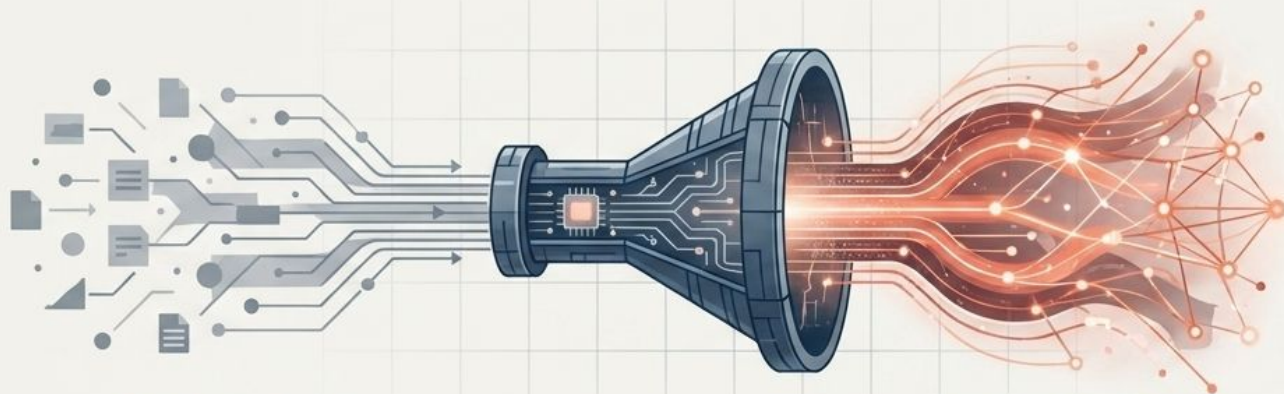
Resulted in **32,400 hours saved per week** through employee-led solutions.

CAPABILITY PILLAR I: DISTRIBUTED OWNERSHIP



Employee Experience is not an HR initiative. Most touchpoints occur completely outside HR's direct control.

CAPABILITY PILLAR II: PREDICTIVE INTELLIGENCE & AI



DESCRIPTIVE

(Hindsight - What happened)

PREDICTIVE

(Foresight - What will happen)

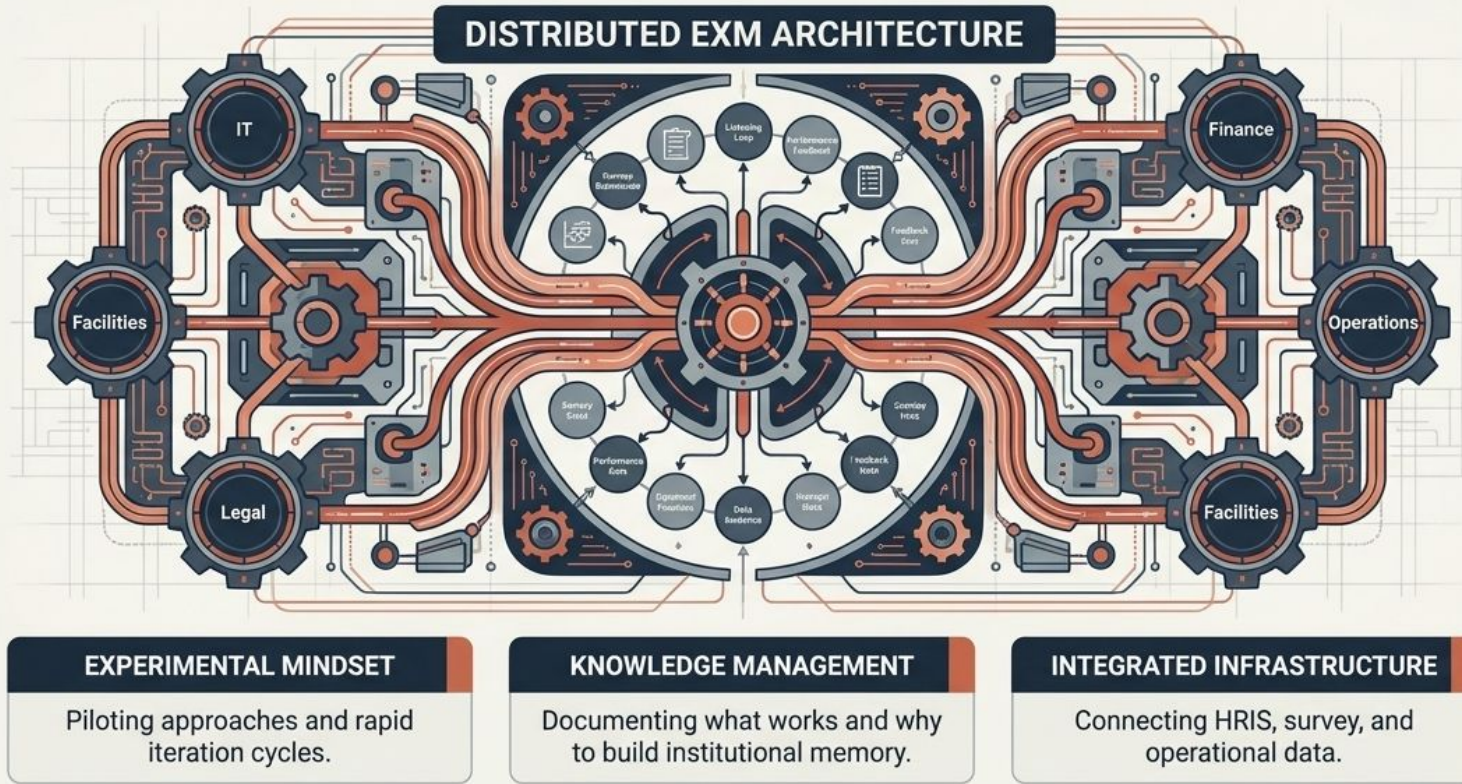
AI-driven machine learning models predicting flight risks, turnover, and burnout before they happen (models frequently hitting >0.8 predictive scores per AIHR, 2026).

EVIDENCE IN ACTION

Databricks

Integrated AI HR assistant (R2DB) deflects 73% of support tickets, driving a 40-point NPS increase (30 to 70) and yielding \$1.5M in annual savings reinvested into strategic EXM.

CAPABILITY PILLAR III: THE CONTINUOUS ADAPTATION ENGINE



TREAT EX IMPROVEMENT AS AN ONGOING EXPERIMENTAL PROCESS, NOT A STATIC ANNUAL PROJECT.

THE EXECUTIVE MANDATE

- ✓ - Build capability, not programs.
- ✓ - Create integrated systems, not isolated initiatives.
- ✓ - Use the AI evolution as a catalyst to redesign work around the human experience.

In an era of intensifying talent competition, the ability to architect exceptional employee experiences is your organization's most sustainable competitive advantage.