



# Improving Employee Experience Through Leader Experience

## Importance of Employee Experience

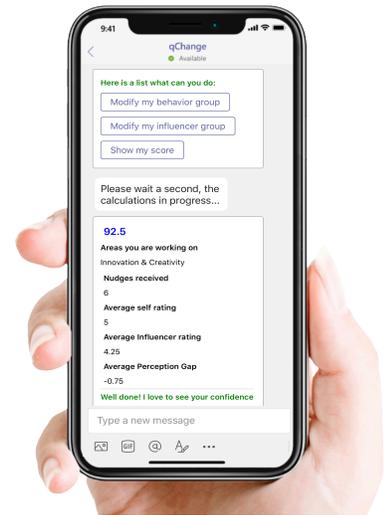
Organizations in the top quartile for Employee Experience (EX) have double the customer satisfaction levels, twice the level of innovation, and 25% greater profitability compared to competitors. Importantly, the manager has been found to have the largest impact on EX.<sup>1</sup> It's that simple.

Leadership behaviors permeate the organization in every way, deeply impacting organizational success. Yet only 14% of CEOs have the leadership talent to execute their strategy.<sup>2</sup> While creating a high performing culture has always been challenging, it is now more difficult with budget cuts, remote work, and an underserved Millennial workforce.

## Digital Transformation of Leadership Development

Ensuring sufficient reach (depth and breadth) across the organization has always been challenging, and often flawed. Why? Most leadership development programs are typically of short duration (a day, a few weeks to several months), lacking organizational context, and piecemeal - making it difficult for the program to keep up with changes in the organization's priorities and critical Employee Experience issues, much less develop a critical mass of leaders ready to pursue them. And their results are less impactful.

qChange enables faster, more flexible, large scale learning. It hosts tailored leadership development, prompting leaders to develop and improve leadership in the flow of work, and creating a supportive and engaged employee community. It's experiential learning model is seven to eight times more effective than traditional learning methods.



## Moving Beyond the Snapshot

Employee Engagement/Experience surveys are a critical information resource for identifying issues and obstacles in the organization. Annual or semi-annual 360° assessments are also important at the individual level. They are point in time snapshots. The questions become, "How do you make these critical HR processes "stick" and become more sustainable and impactful? How do you move beyond the snapshot and create continual action planning that improves leader behavior and creates positive Employee Experience?"

qChange creates cycles of leadership learning that the learner has control of, builds a culture of feedback in the organization, and allows leaders to be prompted on the most relevant organizational issues (for example, Employee Experience Drivers, Diversity, Equity & Inclusion issues, and/or Leadership Development Gaps).

This allows for more continuous, more agile, and more democratic leadership development. By utilizing our proprietary Leader Score, and focusing on more continuous feedback and development, we provide the HR function with continual performance management, leader assessment, and more objective data for talent management discussions and decisions.

## qChange Leader Experience

Our mission at qChange is to deliver a new Leader Experience for everyone. By growing leader behaviors in individual contributors, managers and leaders, we positively impact organizational culture, Employee Experience, and organizational performance. Free trials of qChange Leader Experience are available through Microsoft Teams.

<sup>1</sup> MIT's Center for Information System's Research  
<sup>2</sup> Global Leadership Forecast 2018

Leader Experience Cycle

1

Real-Time Prompts

2

Real-Time Measurement

3

Real-Time Feedback

4

Real-Time Behavior Gap Closing

# The new Leader Experience is delivered in context



Available in Microsoft Teams

	Free Trial	Enterprise Options
COMPREHENSIVE LEADER GROWTH DIMENSIONS	✓	Company Customizable
REAL-TIME FEEDBACK	✓	✓
BEHAVIOR MEASUREMENT	✓	✓
LEARNING OPPORTUNITIES	✓	Company Customizable
LEADER DASHBOARD	✓	✓
HR DASHBOARD		✓