EXwise | Employee Experience Consulting

SAMPLE REPORT · ILLUSTRATIVE DATA

EX Health Check

Acme Technologies

A fictional, 150-person technology company. This sample shows what a Health Check delivers in two to three weeks, built from the information a business already holds and two confidential conversations with employees.

WHAT'S INSIDE

1. **Your roadmap**
   What to keep doing, the five things to fix first, and what to build next.
2. **Your employee journey**
   A light experience map: for each stage, whether the right thing is in place, how it feels, and where the fixes sit.
3. **What happens next**
   Quick wins for the first 30 days, a 90-day plan, how to tell employees, the measures to track, and our recommendation on going deeper.

TWO QUESTIONS AT EVERY STAGE

Is the right thing in place? Checked against a practical standard for an organisation of this size, and against how it actually works, not just what is written down.

Is it working for your people? Read from existing survey results, what employees told us in confidence, and people data such as early leavers.

Where the two answers disagree is often where the quickest wins are.

Sources for this Health Check: last year's engagement survey, HR data for the past 12 months, people policies, a walk-through with the HR team, two employee focus groups (recent joiners and long-serving staff) and a two-hour leadership workshop.

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1 · Your employee experience roadmap

People value the work, their managers and how openly they can speak up. What holds the experience back is people processes that haven't kept pace with growth.

UNDERLYING THEME

Write down and standardise the core people processes. Today the experience depends on which manager you have; making a few processes consistent fixes most of what follows.

5 of 10 lifecycle stages have the basics in place for a business your size

2 of 15 areas working well for employees; 4 are clear gaps

₹90 lakh a year lost to attrition, about half of it in the first year of service

5 quick wins to start in the first 30 days

Keep doing

Protect these, and use them when you recruit

- **Meaningful work**
  94% say their skills are used; praised in both focus groups.
- **Speaking up**
  91% can give upward feedback without fear.
- **Managers people trust**
  87% say their manager treats them fairly.
- **Learning on the job**
  Both focus groups said they learn faster here than elsewhere.
- **Attracting people**
  Recent joiners say the job information helped them decide to apply.

Fix first

Months 0–6 · felt by employees and high impact on the business

1. **Onboarding** Create new + Standardise · Quick win
   Plan day one with the manager, assign a peer buddy and agree written role expectations.
   30% didn't feel welcomed. One in five joiners leaves within a year (target 10%*).
2. **Reward** Standardise · Quick win
   Set and explain pay ranges by role and level; recognise service milestones.
   Raised in both focus groups and a top-three comment theme.
3. **Wellbeing** Create new · Quick win
   Agree flexible working by role and review the leave rules people see as unfair.
   55% have the flexibility they need. Untaken leave: 7 days a person (target 3*).
4. **Retaining experienced people** Create new
   Yearly career conversations at 3+ years; recognise the time spent training joiners.
   Raised by long-serving staff. Under 1 in 3 of them answered the last survey.
5. **Performance reviews** Standardise · Quick win
   Share review criteria early in each cycle; regular check-ins in every team.
   The new process is trusted, but how it runs depends on the manager.

Build next

Months 6–18 · move each stage up to the standard

- **Information flow** Standardise
  Only 44% get the information they need; one current home for policies.
- **Equipping managers** Train
  Train managers in feedback and spotting overload.
- **Recruitment** Standardise
  Structured interviews; fewer in-person rounds.
- **Development** Create new
  Development plans and learning pathways for the main roles.
- **Equipment** Build or buy
  Slow laptops raised in both focus groups.
- **Leaving** Gather evidence
  Exit interviews are run internally; add independent leaver calls before rating it.

* Placeholder target until benchmarks are confirmed. Percentages only for groups of 10 or more. Acme Technologies is fictional; all figures and quotes are illustrative.

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2 · Your employee journey

A good start and a strong core of meaningful work, with a harder time for people once the first months are over, and for those who stay longest. Numbers match the roadmap.

		Joining			Working here				Staying and leaving	
STAGE		Attract	Recruit	Onboard	Develop	Perform	Reward	Wellbeing	Retain	Exit
WHAT EMPLOYEES NEED		Know what it's like to work here	A clear, timely process	Feel welcome and know who to ask	Learn and grow	Know how I'm judged	Fair pay that recognises service	Balance work and life	A future here, and recognition	Leave well
IN PLACE FOR YOUR SIZE		● In place	◐ Partly	◐ Partly	◐ Partly	● In place	● In place	● In place	○ Not yet	● In place
HOW IT FEELS		*"The job advert told me exactly what the role involved."*	Indicative: one source	*"My first day felt like nobody had planned for me."*	Indicative: one source	*"The new review process looks fairer. We'll see how it works."*	*"New joiners seem to start on what I earn now."*	*"Getting any flexibility is a battle."*	*"We look after every new joiner, but nobody asks how we're doing."*	No leaver evidence yet
PAIN POINT		Pay range not shown	Several in-person rounds	Flat first day; few links beyond own team	No development plans	Check-ins depend on the manager	No pay ranges shared	Little flexibility; untaken leave	No career conversations	Exit interviews not independent
WHAT TO DO		Keep doing	Build next Structured interviews	1 Fix first	Build next Learning pathways	5 Fix first	2 Fix first	3 Fix first	4 Fix first	Gather evidence

BEHIND THE SCENES

Enablers and communication. Policies exist but several versions circulate, and only 44% get the information they need. **Build next.**

EVERYDAY WORK

Strong: the work itself, managers, speaking up. **Weaker:** equipment, fairness across teams, office upkeep.

Dot: is the right practice in place for a business this size. **Face:** how it feels for your people (green working well, amber mixed, red not working). A dashed ring means the rating rests on one source and is indicative; a Diagnostic would confirm it. Quotes are anonymised and come from groups of five or more.

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3 · What happens next

A Health Check only pays off if something changes. Start with the quick wins, tell employees what you heard within a month, and check progress in six months.

QUICK WINS: THE FIRST 30 DAYS

Onboarding	Assign a peer buddy to every new joiner and plan their first day with the manager
Wellbeing	Review the leave rules employees see as unfair, with a small employee group
Reward	Add service milestones to the existing recognition scheme
Wellbeing	Offer independent support such as an employee assistance programme
Performance	Share review criteria before the next cycle starts

THE FIRST 90 DAYS

Month 1

- Agree an owner for each Fix first item
- Launch the quick wins
- Tell employees what you heard

Month 2

- Set pay ranges by role and level
- Agree flexible working by role
- Start yearly career conversations at 3+ years

Month 3

- Written role expectations and 30-60-90 day check-ins for joiners
- Regular check-ins in every team
- First progress check

TELL EMPLOYEES WHAT YOU HEARD

Within 4 weeks: share the main themes, the five things you will fix first, and when people will hear more.

Keep it anonymous: don't try to identify individuals or teams from the results.

OUR RECOMMENDATION: WHERE TO GO DEEPER

The Health Check gives a clear starting point. Two areas need more evidence before you invest heavily: **retaining experienced people** and **leaving**. An EX Diagnostic would compare experience by length of service, hear from leavers independently and confirm the two indicative ratings.

HOW YOU'LL KNOW IT'S WORKING

Measure	Today	Target	Check
Joiners leaving within a year	20%	10%*	Quarterly
Warm welcome on day one	30% unfavourable	Under 15% unfavourable	6 months
Pay reflects contribution	58% favourable	70%+	6 months
Flexibility in where and when I work	55% favourable	70%+	6 months
Untaken leave, days per person	7	3*	Quarterly
Survey response, 3+ years	Under 1 in 3	Company average	Next survey

HOW EXWISE CAN HELP

EX Diagnostic: the full picture, with half the Health Check fee credited within 60 days. **Embedded EX Partner:** we deliver the plan alongside your team. **Annual Check-up:** we re-measure so you can see what changed.