

# Employee Experience Consultancy

Employee experience is not a programme you run alongside the real work. It is the real work - shaped by how your organisation actually functions every day.



# We know employee experience is not about perks and surveys. It is about how the whole organisation works.

Most approaches to employee experience focus on the visible things - engagement surveys, benefits packages, wellbeing initiatives, onboarding processes. These matter, but they are the surface. Underneath them sits something much more influential: how decisions get made, how teams collaborate, how purpose connects to daily work, and how capable people feel in their roles.

When those deeper patterns work well, the employee experience is good - not because of a programme, but because the organisation itself is healthy. When they do not, no amount of perks or initiatives will close the gap.

## We help organisations where...

You want people to thrive here - not because of a programme, but because of how the organisation actually works.

### You want the everyday experience of work to match what you stand for

We help you shape the conditions that make good experience a natural consequence

### You want people to feel genuinely supported in doing their best work

We help you redesign the systems and practices that shape how work feels day to day

### You want managers to have the space and capability to lead well

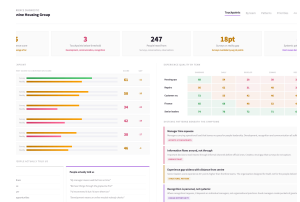
We help you create the conditions where good management can flourish

### You want an experience that's real, not performed

We help you close the gap between what you say and how it actually feels to work here

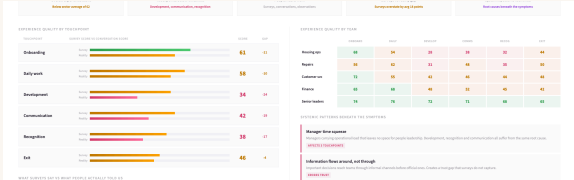
## Employee experience is an ecosystem property

Employee experience is not one thing. It is the combined effect of how your whole organisation works - the quality of leadership, the clarity of purpose, the way teams collaborate, the opportunity to develop, the pace of change, and a hundred other patterns that people experience every day.



# Four connected areas of work

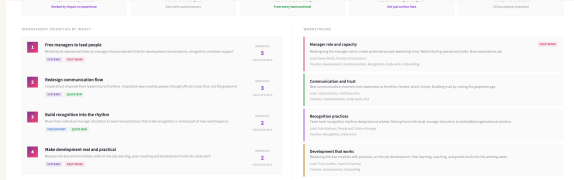
Every organisation is different, and what shapes employee experience varies hugely depending on context. But our employee experience consultancy typically moves through four connected areas - understanding what is really shaping the experience, designing improvements with the people who will feel them, making those improvements real, and building your capability to keep developing the experience independently.



**01**  
**Understand**

Engagement surveys tell you what people think. They rarely tell you why. To genuinely improve employee experience, you need to understand the organisational patterns that create it - how leadership shows up, how teams collaborate, how people connect to purpose, and whether the systems around them help or hinder their ability to do good work.

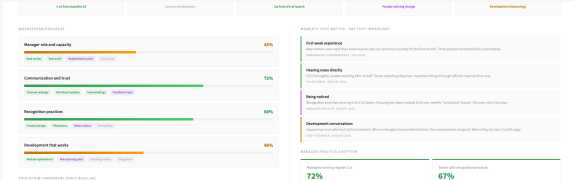
*A clear picture of what is really driving the employee experience - not just what the survey says, but the organisational patterns behind it.*



**02**  
**Co-design**

The people best placed to design a better employee experience are the people who live with it every day. Not a single team designing in isolation. Not a consultancy recommending best practice from the outside. The people who actually know what it feels like to work in your organisation.

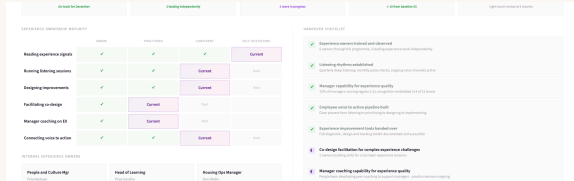
*Practical, specific improvements designed by the people who understand the experience from the inside - with real ownership because they helped create them.*



**03**  
**Implement**

Improving employee experience is not a project that launches and ends. It is a shift in how the organisation works - and that takes time, attention, and the willingness to keep adjusting as you learn what works.

*Improvements that are felt in everyday working life - not just announced, but genuinely embedded in how the organisation operates.*



**04**  
**Build capability**

Your organisation's employee experience should keep getting better long after we have gone. That means building the internal capability to listen, understand, design, and improve - not as a one-off project, but as an ongoing part of how you work.

*An organisation that can keep improving its employee experience from the inside - because the capability to listen, design, and adapt is built in.*

**17%** higher productivity with positive EX  
Gallup

**21%** higher profitability with engaged teams  
Gallup

**59%** lower turnover with strong EX  
Gallup

**2x** more likely to delight customers  
HBR

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## OUTCOMES

# What becomes possible

Organisations we have partnered with through our employee experience consultancy describe a shift that goes beyond the survey scores. The conversations change. The atmosphere changes. People start bringing more of themselves to work because the organisation feels like a place worth investing in.

**People who stay because they want to** Because the experience is genuinely good, not just marketed well

**Better service, naturally** Because how people feel about their organisation shows up in how they treat customers

**Ideas that surface** Because people in a healthy organisation are more willing to share what they see and suggest what could be better

**Faster adaptation** Because people who feel valued and connected are more willing to move with the organisation when things change

**A place people recommend** Because the experience matches the employer brand, not contradicts it

*Good employee experience is not something you add on. It is something that emerges when the organisation itself works well - and that is a much more powerful and sustainable foundation than any programme.*

Ready to explore what this could look like for your organisation?



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