7 - 8 June, 2023 Crown Promenade, Melbourne

MASTERING SAP

Improving Employee Experience with Embedded Listening

Megan Fife Principal HXM Solution Advisor, SAP

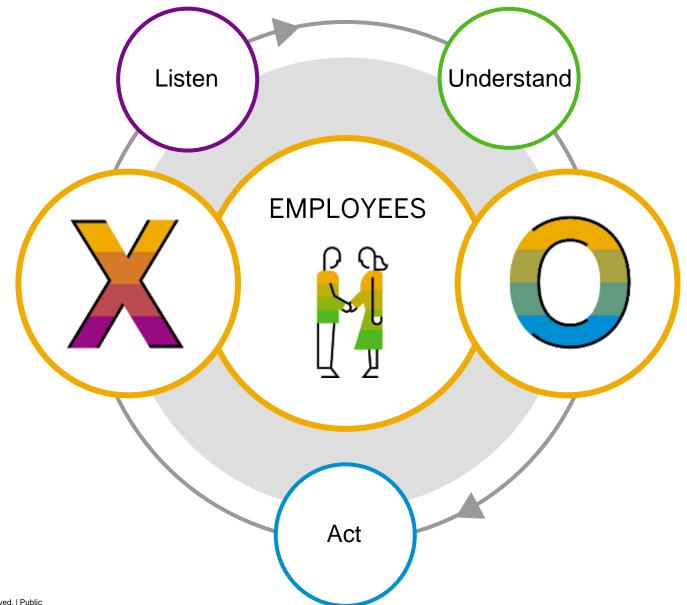
#MasteringSAP

Redefining employee experience.

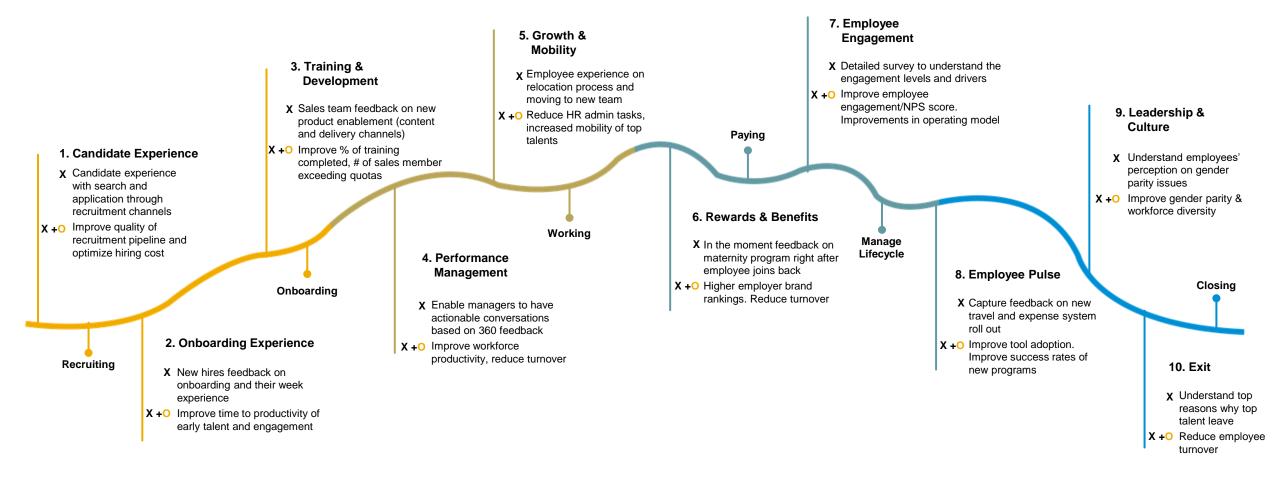
How are we doing Confidence in strategy Work aligned to org Tools and technology Leadership trust Onboarding experience Learning course feedback HR ticket feedback

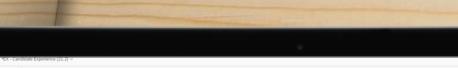
How are you doing Have flexibility Do meaningful work Work in dynamic teams Live my values Make meaningful connections Make an impact Learn from others Pursue my passions Live my work styles Personalize my career

Listen. Understand. Act.



Improve every moment in the employee lifecycle





🔯 🗉 🛛 🖓 Filters 🗸 Candidate Interview Phase: All 🗸 Journey Stage: Interview 🗸 Survey Metadata - End Date: All Time 🗸 Hide Filters Reset to Default

The feedback touch points are shown below the project phases. View any touchpoint's feedback by

Welcome to your Candidate Experience dashboard!

This dashboard will show you how to hire more talent, more efficiently by enhancing the candidate experience.

What is the candidate journey?

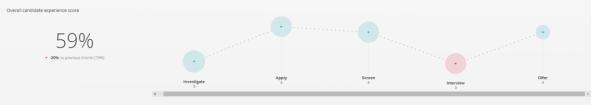
There are five major phases a candidate will pass through when going for a new job. How they experience these phases will influence their likelihood to accept, their likelihood to re-apply as well as

how they talk about the company to others.

clicking the specific page on the left.

PRE-CANDIDATE EXPERIENCE	SCALED CANDIDATE EXPERIENCE		PERSONALISED CANDIDATE EXPERIENCE	
INVESTIGATE The career site experience	APPLY The application experience	SCREEN The screening experience	INTERVIEW The interview experience	OFFER The offer experience
I browsed the career website	I applied for a job	I was screened and moved to interviews	I had at least one interview and was moved to offer	 I was offered and I accepted
		I was screened and not moved	I had at least one interview and was	 I was offered and I declined

How is your current candidate experience? This score shows whether candidates think and speak positively of the company as a result of their experience.



What is important to candidates when they go through a hiring process? Below are the six key dimensions that, together, lead to a positive candidate experience.

Experience



Candidate

5 © 2022 SAP SE or an SAP affiliate company. All rights reserved. | CUSTOMER

Employee Lifecycle

10



100

How effective is the training that you have received so far?

Not effective at all

Slightly effective

Moderately effective

Very effective

Extremely effective

What changes can we make to the new hire training process to make it more effective?

Reviews Team Overview		English Verall, how satisfied were you with the Performance Management Process?	C 🗞 🖻 🤹 G C 🤤	
My Forms		O Extremely satisfied	, bi	
		O Moderately satisfied		
		O Slightly satisfied		
All Forms	Items per page 10	O Neither satisfied nor dissatisfied	ly Direct Reports	
In Progress		O Slightly dissatisfied		-
Inbox	Create New Form	O Moderately dissatisfied		
		O Extremely dissatisfied		
En Route	 Search 			
Completed	Templates: All Ten	How satisfied are you that the evaluation had no bias?	~ 2	
Form Status	Feedback	O Extremely satisfied	Todd	
t i i i i i i i i i i i i i i i i i i i	Employee:	O Moderately satisfied		the state
	Divisions: All Div	◯ Slightly satisfied		it was a
	Departments: All De	O Neither satisfied nor dissatisfied	· · · · · · · · · · · · · · · · · · ·	
	Departments.	O slightly dissatisfied		
	Locations: All Lo	O Moderately dissatisfied		
	Search Reset	O Extremely dissatisfied		
	 Display Option 	How satisfied are you that the evaluation truly reflected your work performance?		2.2
	Form Title	C Extremely satisfied	Form End Date Form Due Date Last Modified	- 2
				Y and the second

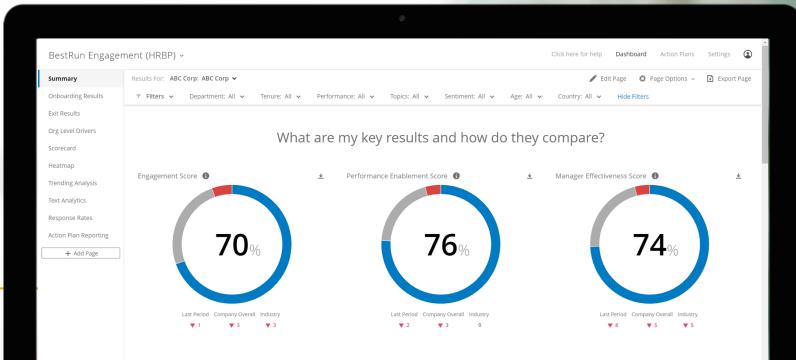
Employee Lifecycle

-

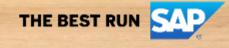


7 © 2022 SAP SE or an SAP affiliate company. All rights reserved. | CUSTOMER

Employee Engagement



How can I help to drive and maintain Engagement?



Employee Technology Experience

	8					
XM	Projects	Actions Directories Library Help 🏟 😩				
🖾 th 🔯 🖸	♥ Filters	Hide Filters 🗋 Duplicate Page 🗋 Export 🛩				
Headlines End User Requirements Readiness Assessment	Are you on track? Discover Prepare Explore	Realize Deploy Run				
Program Goal Alignment	Program Goal Alignment allows you to continue to monitor the vital signs for your project's success.					
Solution Validation High Functioning Teams	Data on this page was asked of the core team and project sponsors .	 Sterner 				
Readiness for UAT Tracking Goals 1 Training Satisfaction	How confident are the teams at this stage of the project Keep an eye on the teams confidence that they are still on track.					
Tracking Goals 2 Performance Project Results Instructions	% feeling confident 🔻 1 🛓 % feeling confident 🔻 1 🛓 Feedback from the core team Please share some details to support	±. t your response.				
DEMO ADMIN	Leo laculis, laoreet dui dictumst cursus magna.	tempora diam phasellus praesent. Blandit suspendisse				
	Cras luctus. Proin nulla visi sem ab vita Service PROVIDER Sapien vivarnus mi ac urna. Maecenas t					
	0% 100% 0% 100% 0% 100% 0% 100%					



MASTERINGSAP An SAPinsider Company

7 - 8 June, 2023 **Crown Promenade, Melbourne**

How to Connect with Me

megan.fife@sap.com

+1 215-872-8842

Li: www.linkedin.com/in/ megan-fife-67840116

