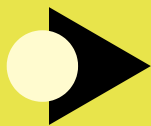


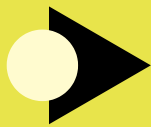
# CULTURE AND RETENTION TOOLKIT

## Expected Outcomes

### IMPROVE EMPLOYEE EXPERIENCE

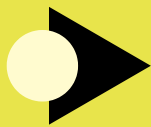


REDUCE EMPLOYEE ATTRITION

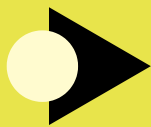


IMPROVE EMPLOYEE ENGAGEMENT

### STRENGTHEN POSITION IN THE MARKET



ACQUIRE STRONGER TALENT



INCREASE ORGANIZATIONAL PRODUCTIVITY

### EVOLVE EMPLOYEE CULTURE



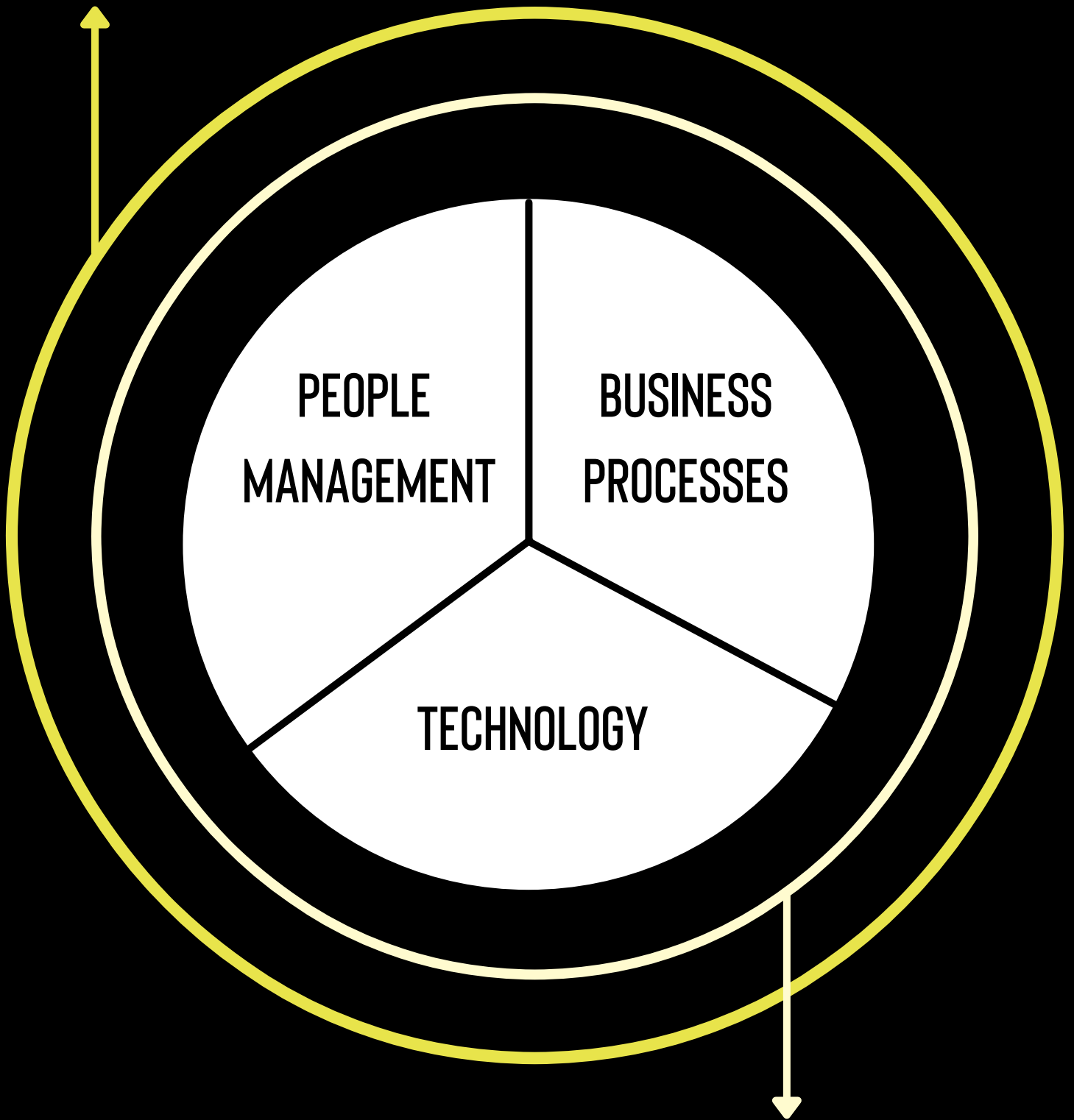
PRESERVE CX QUALITY (NPS, CSAT)



EMBED EMPLOYEE-CENTRIC EXPERIENCES

# FUTURE WORK ECOSYSTEM

LEADERSHIP ENGAGEMENT STRATEGY



COMMUNICATIONS STRATEGY

# CULTURE ALIGNMENT

STRATEGY & EXECUTION

## Technology

Propose technology solutions to remove the office as anchor of business processes.

## People Management Processes

Redesign onboarding & other performance management processes to increase retention

## Business Processes

Redesign business processes for flexible, omnichannel productivity & engagement.

## Communications

Design communication strategy & execute organization-wide messaging & feedback

## LEADERSHIP ENGAGEMENT STRATEGY

Define Leadership Role Expectations for creating & maintaining employee engagement; including travel, in-person events and other visibility initiatives.

# CULTURE DELIVERABLES

Leaning Towards:

IN PERSON

HYBRID

100% REMOTE

START WITH YOUR REOPENING STRATEGY & ROLLOUT PLANS

Design company-wide  
Reopening  
Communication Plan

Launch Wellness &  
Change Management  
Resource Center

Adapt Physical Spaces

Launch Touchless  
Technology in  
Physical Spaces

Leadership Employee  
Engagement  
Roles Expectations

Design Business  
Processes for  
Asynchronous Workflow

Design Cross Channel  
Culture Activities

Redesign of end-to-end  
employee journey  
(hiring, perf mgmt, training, etc.)

Create the Great  
Onboarding Experience

Design Distributed  
Hybrid  
Training Program

Design in-person  
engagement events

Align employee  
engagement surveys

Launch Wellness  
Initiatives

OUR VALUE ADD

YOUR INPUT

## PROVIDE ACCESS TO:

- Leadership
- Employees
- Communications Assets
- Business Processes & Procedures
- People Processes & Procedures
- Physical Spaces (if any)

COUNTER THE GREAT RESIGNATION

# REOPENING JOURNEYS

## Ways to Get Started

QUICK START



Expert diagnostic of culture alignment & readiness

IMPACT



Omnichannel reopening & employee experience plan

END TO END JOURNEY



Strategy and implementation of reopening ecosystem

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