



FRAME



Employee Experience Framework Definition

Companies struggle to get their employees to deliver a great customer experience unless they too are having a great experience as employees. As part of delivering great employee experiences, the business needs to map out different current and future-state employee journeys. To do this, the company first needs to define what the frameworks for the journeys look like, rather like plotting a map before planning a journey. As part of the framework mapping process, the business needs to consider:

- Function - would different functions take different employee journeys?
- Role - would the journeys be impacted by the specific roles of employees?
- Seniority - would the journeys be impacted by the seniority of employees?
- Stages of the Journey - the main steps of the employee journeys
- Phases of the Journey - the sub steps for each stage of the journey

Jericho Consulting Limited

2 – 6 Boundary Row,

London,

SW1 8HP

+44 (0) 207 099 1950

info@jerichoconsulting.co.uk

 [@CustExpMan](https://twitter.com/CustExpMan)

<http://jerichoconsulting.co.uk>



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