Employee Experience (EX) Journey Mapping Workshop
4 Nov 2019

Agenda

9:30am
Start

1 Intro to the EX strategy

Overview of the initiative, what we've done so far, what we have left to do, and what we hope to get out of today's workshop.

2 Employee journey mapping

Introduction to journey mapping and why it's effective. Overview of CMHC's 4 employee archetypes.

3 Defining CMHC's journey

Identifying the goals, expectations, key interactions, and opportunities for each employee archetype across their entire journey with CMHC.

4 Looking ahead for CMHC

Identifying what aspects of the journey CMHC needs to focus on in order to positively impact the overall employee experience.

5 Wrap up

Discuss next steps and talk about the sub-journey workshops on Nov 20 & 21.

4:30pm
End

Thanks for joining us!

Cloud9to5