



# Manage change and navigate uncertainty through meaningful employee experiences

Workday Elevate 2023



**Frances Johnson**

Product Marketing  
Manager  
Workday



**Kat Bernardes**

Director, People  
Experience  
LACE Partners

# Safe Harbour Statement



This presentation may contain forward-looking statements for which there are risks, uncertainties, and assumptions. Forward-looking statements may include any statements regarding strategies or plans for future operations; any statements concerning new features, enhancements or upgrades to our existing applications or plans for future applications; any projections of revenues, gross margins, earnings, or other financial items; and any statements of expectation or belief. Forward-looking statements are based only on currently available information and our current beliefs, expectations, and assumptions regarding the future of our business, future plans and strategies, projections, anticipated events and trends, the economy, and other future conditions. Because forward-looking statements relate to the future, they are subject to inherent uncertainties, risks, and changes in circumstances that are difficult to predict and many of which are outside of our control. Our actual results and financial condition may differ materially from those indicated in the forward-looking statements, and therefore you should not rely on any forward-looking statements that we may make. Further information on risks that could affect Workday's results is included in our filings with the Securities and Exchange Commission which are available on the Workday investor relations webpage: [www.workday.com/company/investor\\_relations.php](http://www.workday.com/company/investor_relations.php)

Workday assumes no obligation for, and does not intend to update, any forward-looking statements. Any unreleased services, features, functionality or enhancements referenced in any Workday document, roadmap, blog, our website, press release or public statement that are not currently available are subject to change at Workday's discretion and may not be delivered as planned or at all.

Customers who purchase Workday services should make their purchase decisions based upon services, features, and functions that are currently available.

# Agenda

- 01 Employee Experience Landscape
- 02 Fireside Chat with Kat
- 03 Key Takeaways

# Today's World Is Not the Same

**Manage  
unprecedented  
employee  
disengagement**



**Retain and develop  
existing talent**



# Disengagement Directly Impacts Organisational Success



The global economy loses

# 7.8T

in productivity annually due to disengaged employees worldwide



Amongst front line managers in retail and hospitality

# 63%

consider quitting their work in the near future



Organizations Investing in employee experience outperform peers by

# 147%

In earnings per share

# Measuring Experience Matters

Employee experience

Employee engagement

Inclusive onboarding

Inspiring career guidance

Concise career advancement

7.5

9.1

8.7

7.4

8.3

9.4

3.2

Intuitive candidate experience

Simple when requesting support

Responsive when needing help

Painless exit

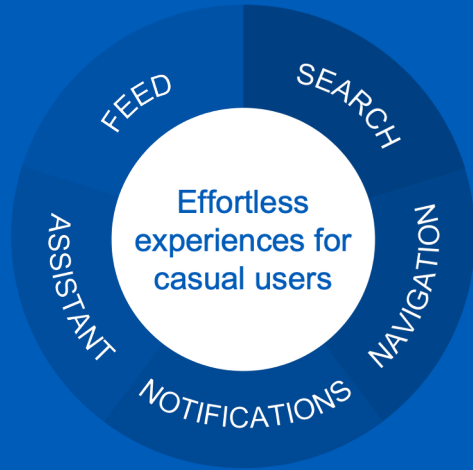
# **Fireside Chat with Kat Bernardes**

The background of the slide is a solid orange color. On the right side, there are several overlapping circles in shades of orange and yellow, creating a decorative, abstract pattern.



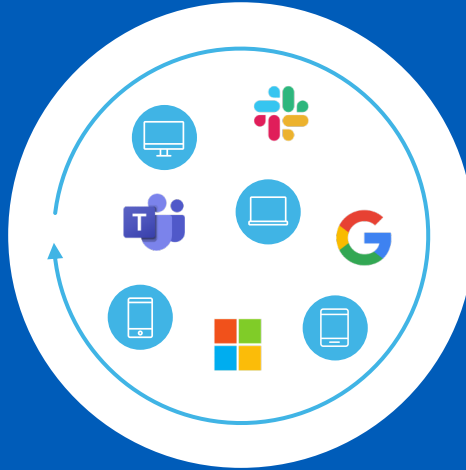
# Our Experience Vision

Simplify the self-service experience



ENGAGE

Meet people in the flow of work



EVERYWHERE

Turn insights into action with AI and ML



EMPOWER

# Unrivalled and Humanized Employee Experiences

Powered by the **most advanced AI and ML technologies**, Workday delivers highly-personalized employee experiences and the highest levels of workforce efficiency and automation.

---

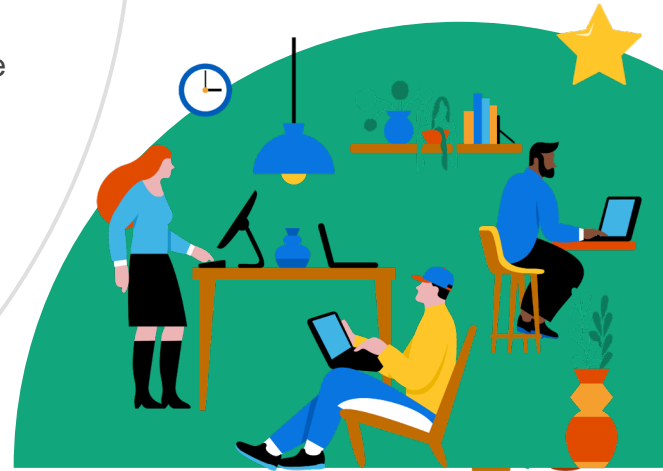
Improved self-service delivery, meaningful journeys and support

---

Higher productivity and personalisation across moments that matter

---

Increased employee retention and development with lower operational cost



# Employee Experience Management

## Elevating the Human Experience



### ACT

Meaningful actions supporting HR and the entire organization

- Workday Journeys ★
- Workday Help ★
- Workday Peakon ★
- Workday Today

### LISTEN

Across all steps for maximizing the EX

- Workday Peakon ★

### ANALYZE

Understand, design and thrive

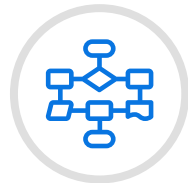
- HCM
- Skills Intelligence Foundation
- People Analytics ★
- Workday Peakon ★
- Prism ★
- Help & Journeys Analytics ★



# Top 3 Takeaways



Deliver **greater personalisation** at every step of the employee experience journey



Embrace AI and ML technologies to **augment and automate** the human experience



**Close the employee experience loop** with active listening from Workday Peakon

**Thank you**