



NNAHRA
NATIONAL NATIVE AMERICAN HUMAN RESOURCES ASSOCIATION

27th Annual Conference

Gila River Resorts & Casinos

September 25-27, 2023



The Role of Technology in Supporting the Employee Experience Journey

Erika Sandoval

Sr. Partner, Strategic Advisory Group



Erika Sandoval (she/ella)



- Global Sr. Partner, Human Insights, Strategic Advisory Group
- 15 years of experience in Global DEI & HR Experience
- Writer, Speaker, Consultant, Mentor
- Multilingual advocate for equity in the workplace

HRD
HR Tech Summit



WORKFORCE
INSTITUTE
@UKG



Human Resource
Executive

Gartner®





HR has an Opportunity
and Responsibility

82%
of global leaders
agree that HR is more
critical now than it
has ever been.

LinkedIn, 2023

Why We Work

1

Make a living

- Get paid
- Access to benefits
- Sense of security
- Support lifestyle

2

Personal fulfillment

- Pursue a passion
- Opportunity to grow
- To be challenged
- Accomplishment

3

Social interaction


- Build relationships
- Shared interests
- Sense of belonging

Expectations of employers
and managers

Understanding the Whole Employee





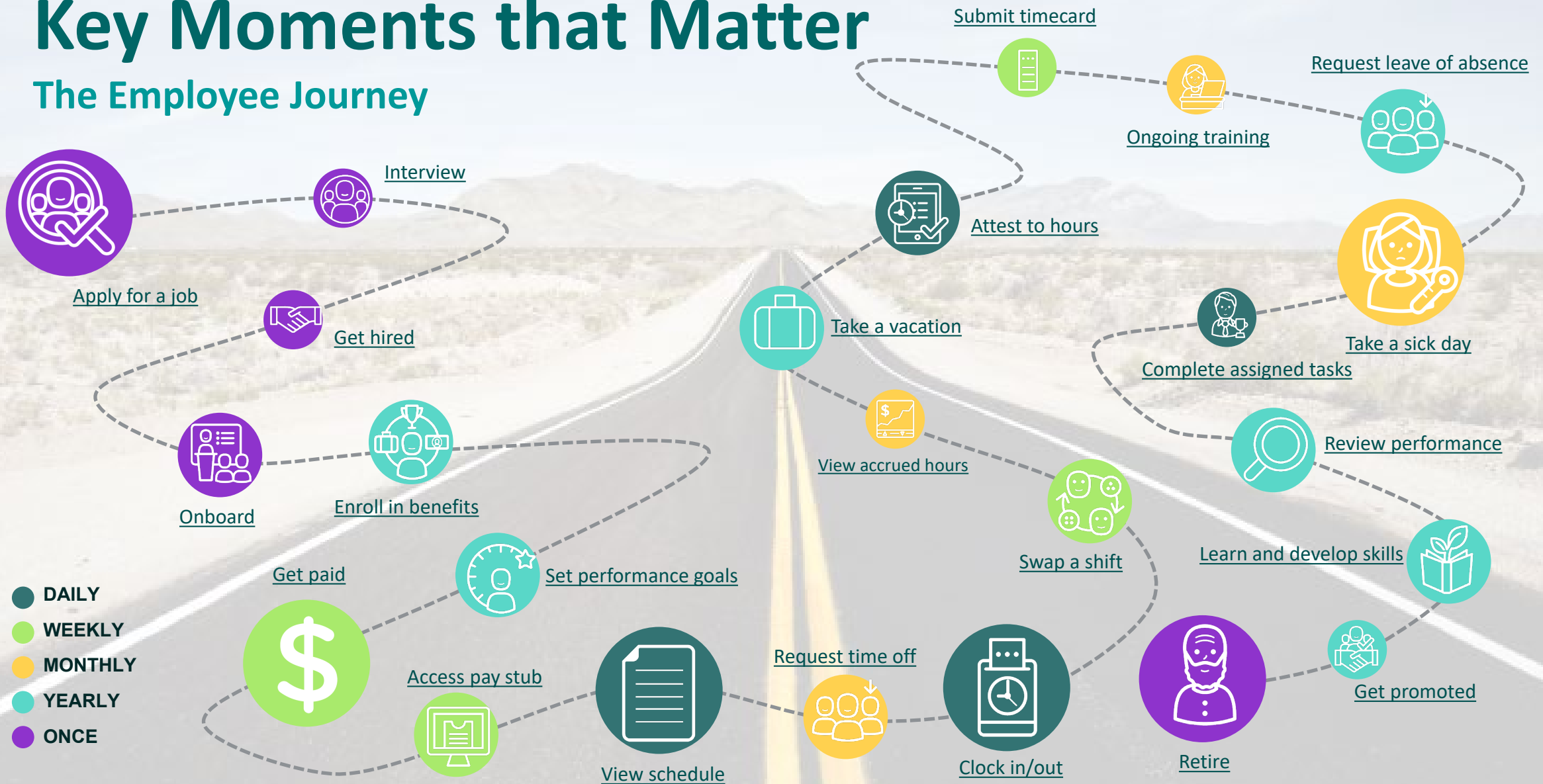


Moments that matter for the employee shape their view of the company and influences how they contribute.

- How HR Can Transform the Employee Experience, HCI

Key Moments that Matter

The Employee Journey



Own the Experience Throughout the Lifecycle



Recruit



Onboard



Engage



Develop & Retain



Offboard

Do you have an efficient recruiting and automated hiring process?

What is the experience on the first day of a new job? 30, 60, 90 days?

Does your company have a self-service strategy?

Do employees know their goals? Can they easily track activity against those?

Are exiting employees paid final pay accurately and on time?

Elevating the Human Experience

**Understanding
Employee
Expectations**



**Preparing the
Organization
and Your People**



**Driving the
Human
Experience with
Technology**

Elevating the Human Experience

Understanding Employee Expectations



SYMPTOMS

No Commitment Poor Customer Service
Low Engagement Low Productivity
High Attrition Low Quality

UNDERLYING CAUSES

Toxic
Culture

Manager
Behavior

No or Little
Recognition

No or Little
Work-Life
Balance

No or Little
Career
Growth

Lack of
Purpose

No or Little
Autonomy



Psychological Contract

The **mutual expectations** of inputs and outcomes between the employer and its employees. The **fairness** or **balance** as perceived by the employee.

Psychological Safety



Space for new ideas, contributing to innovation and a growth mindset.




Employees' ability to make mistakes or fail without feeling judged.



Not be punished or humiliated for speaking up with ideas, questions, concerns or mistakes.

Amy Edmondson, Harvard Business Professor



Organizations that create exceptional EX & exceed the psychological contract

20%

Fewer
Employees

40%

Lower
Turnover

4.3X

More Profit
per Employee

2.9X

More Revenue
per Employee

Source: The Employee Experience Advantage, Jacob Morgan, Wiley

Elevating the Human Experience



**Preparing the
Organization and
Your People**



The 5 Dimensions of HCM

**Human
Resources**

Payroll

Talent

Benefits

**Workforce
Management**



Executives

Set strategic priorities for my organization

Assess and address risks and understand business costs

Create a thriving company culture and recognize my best people

Keep an eye on the pulse of my business quickly in the moment



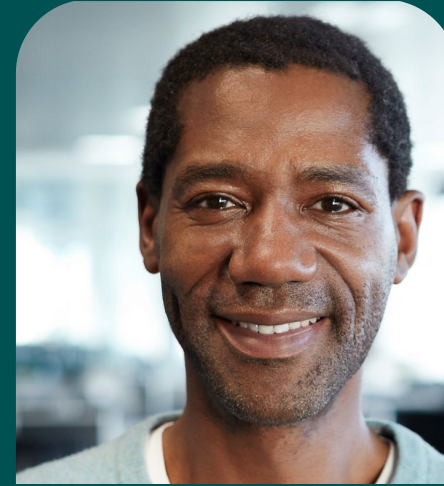
Employee

Feel safe, informed, and prepared to get my job done

Understand expectations and be treated fairly

Know that I am valued and that my voice is heard

Look out for me and my family, especially in times of need



Manager

Schedule my team efficiently and fairly

Give my people the time away they need while staying productive

Ensure my team is aligned to wider business strategy and goals

Avoid administrative hassles and minimize mistakes



HR/Payroll

Look out for my people's wellbeing and keep developing top talent

Keep the company compliant with all the latest labor and payroll laws

Recognize where my managers are succeeding and where they need help

Cut down on busywork & be a strategic business partner

Elevating the Human Experience



**Driving the Human
Experience with
Technology**

Evolution of HCM Technology

Systems of Record

Store a single source of truth about your people—compliance is key

Systems of Automation

Reduce manual processes—
be more *efficient*

Systems of Engagement

Create technology people want to use

Systems of Insight

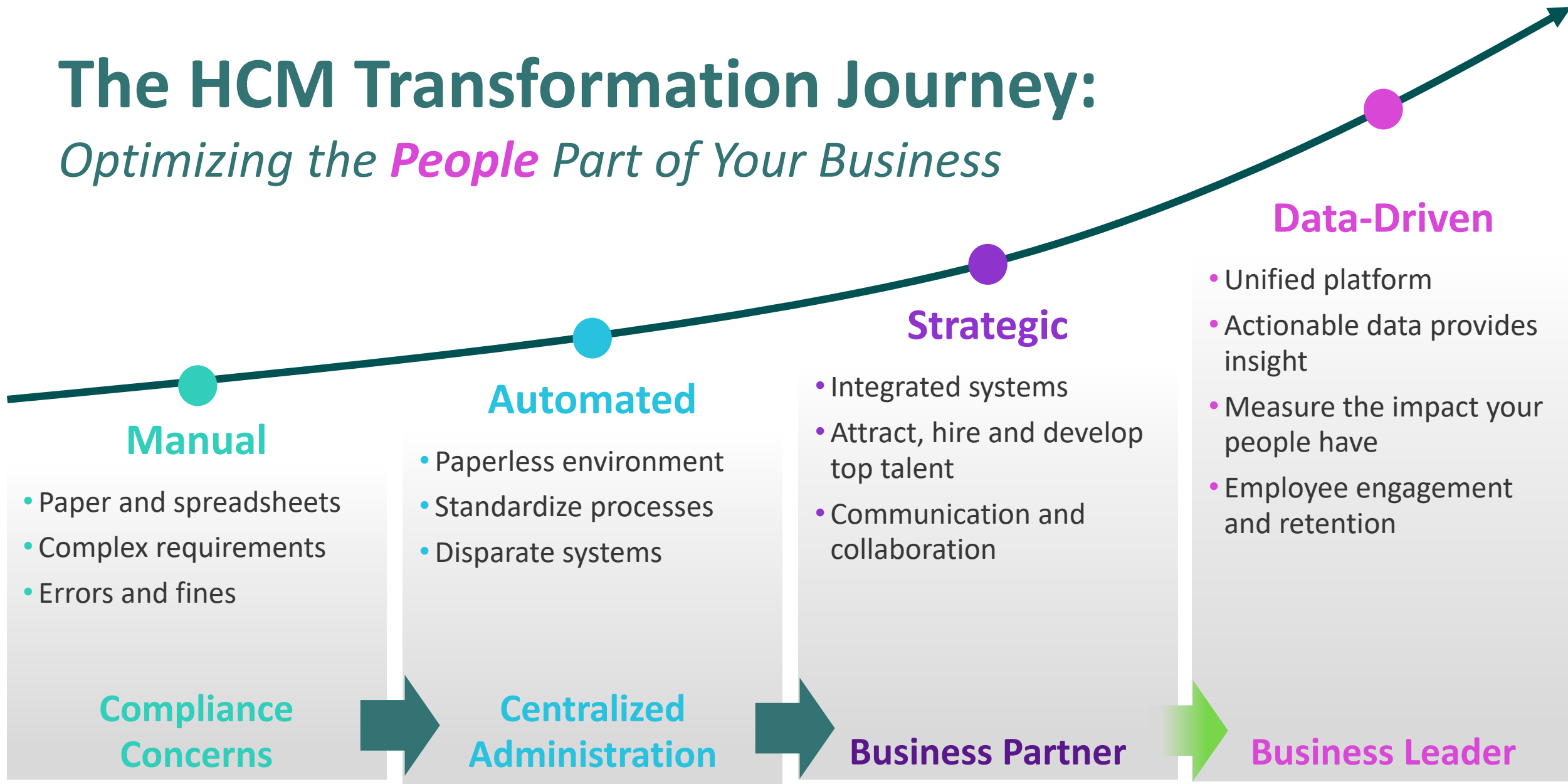
Make *us smarter and faster*—
making high-quality decisions in context of daily work

Systems of Connection

Understand us and anticipate our needs—
systems that reach out to us to make us better

The HCM Transformation Journey:

*Optimizing the **People** Part of Your Business*



Hear the Employee Voice



Building an engaged workplace
that motivates and retains
employees is understanding what
they care about.

Advancing the Employee Experience with Tech



A woman with dark hair tied back, wearing a blue button-down shirt, is pointing her right index finger towards a whiteboard. The whiteboard is covered with numerous yellow and pink sticky notes. In the background, other people are partially visible, including one person holding a pink marker. The overall scene suggests a collaborative meeting or brainstorming session.

✓ Start with the employee in mind

✓ Define what kind of experience you want to offer

✓ Align your technology strategy

Key Takeaways

Looking for more content?

The Workforce Institute
has you covered with actionable:

- ✓ tips
- ✓ checklists
- ✓ quizzes

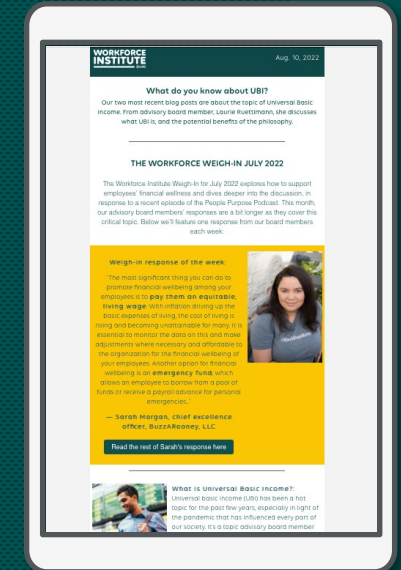
For more ways to create a great workplace experience, scan the QR code to get free access to insights you can begin implementing today.



Various guides to provide managers with tools to improve workplace experiences



Real-life stories from the world of HR.



Weekly newsletter sharing content

Thank you



Erika Sandoval

Global Sr. Partner, Human Insights, Strategic
Advisory Group

 @erikamsan
erika.sandoval@ukg.com



Panel Introduction



NNAHRA
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Erika Sandoval

Global Sr. Partner,
Human Insights, UKG



Angelina Flores

CHRO, Gila River
Resorts & Casino



William Feldman

Strategic
Development
Manager

Thank You

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