

Employee Engagement vs. Employee Experience

What's the difference?

Employee engagement and employee experience are terms that are often used interchangeably, however there are distinct differences between the two. Here's some examples that help define each term and how they work together.

Employee engagement is the extent to which an employee feels connected and committed to their work and workplace.

Employee engagement encompasses:

- Morale
- Intrinsic motivation
- Job satisfaction
- Team work

Employee engagement positively impacts:

Profitability and Customer Satisfaction

70% of organizations agree that employee engagement is significant in producing business results.²

Productivity

Highly engaged employees are 18% more productive.¹

So, how do you cultivate employee engagement?

Find opportunities to acknowledge employees for performance, team work and the value they bring to the company.

Encourage peer-to-peer recognition and connection among employees.

Understand how individual employees prefer to be recognized.

Help employees grow in their role through learning opportunities.



Employee experience is an employee's total experience, feelings and observations that they have towards an organization and their work environment.

Employee experience encompasses:

- Culture
- Day-to-day interactions
- Employee sentiment towards the organization

Employee experience positively impacts:

Engagement

Employees who are disengaged can cost a company \$450 to \$550 billion per year.³

Retention Rates

63% of employees who are recognized are very unlikely to look for a new job.⁴



So, how do you cultivate employee experience?

Foster opportunities for employees to connect their roles to an organization's larger purpose.

Encourage diverse perspectives and foster an inclusive culture.

Provide wellness programs that allow employees to develop healthy habits.

Create effective learning and mentorship programs to help employees up-skill.



Bringing it all together

Employee engagement and employee experience work together to create a positive culture within an organization that boosts morale and increases productivity. Together, they foster an inclusive environment in which employees can thrive (both professionally and personally) and contribute their talents in meaningful ways.



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1 2020 Gallup Employee Engagement and Performance Study
2 2018 Gartner: What is Employee Engagement?
3 2017 Gallup Poll
4 HR Technologist Survey