

THE FUTURE OF HR: RE-ENGINEERING THE EMPLOYEE EXPERIENCE



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Introduction

Employees expect work to feel as simple and personal as the apps they use daily. The Future of HR: Re-engineering the Employee Experience Training Course from Gentex Training Center shows HR professionals how to meet that expectation. Participants learn to map employee journeys, design key moments, and improve HR services. Furthermore, they explore digital HR tools, AI, and people analytics. The course also covers employee listening, wellbeing, and hybrid work. As a result, participants can build an HR function that engages and retains talent. Each day combines design thinking with practical workshops. In addition, participants create an employee experience roadmap for their own organizations.

The Future of HR: Re-engineering the Employee Experience Course Objectives

- Define the employee experience and link it to engagement, productivity, and retention outcomes across the organization.
- Map the employee journey from attraction to exit using journey maps and moments-that-matter analysis.
- Apply design thinking, empathy maps, and personas to design HR solutions around employee needs.
- Build employee listening strategies with pulse surveys, eNPS, Gallup Q12, and focus groups.
- Redesign HR service delivery with shared services, tiered support, and self-service portals for faster response.
- Evaluate HRIS, employee experience platforms, and AI tools such as chatbots for HR use cases.
- Use people analytics and sentiment analysis to find experience gaps and predict attrition risks.

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- Design hybrid and flexible work models that support collaboration, wellbeing, and fairness across roles and locations.
- Strengthen wellbeing, inclusion, and culture programs using proven frameworks, measurable targets, and clear ownership.
- Lead HR transformation with the Ulrich HR operating model, agile methods, and ADKAR change management for lasting impact.

Course Methodology

- Interactive sessions explain future HR trends and employee experience models.
- Design thinking workshops help participants create personas and journey maps.
- Case studies from global employers show how experience design improves engagement.
- Live demonstrations of HR technology and AI tools build digital confidence.
- Group projects turn employee feedback into practical HR improvements.
- Ready-to-use templates support immediate application at work.
- Action planning sessions create a personal transformation roadmap.

Who Should Take This Course

- HR directors and HR managers who lead HR transformation and modernization
- HR business partners who advise leaders on the people experience
- Employee engagement and internal communications professionals
- HR operations, shared services, and HR technology specialists
- Learning and development and organizational development professionals
- Culture, wellbeing, and diversity and inclusion leaders
- Senior managers who want stronger engagement and retention in their teams





The Future of HR: Re-engineering the Employee Experience Course Outlines

Day 1: Foundations of the Future of HR

- Major trends shaping the future of work and HR
- Employee experience versus engagement and culture
- The three environments: cultural, technological, and physical
- Ulrich HR operating model and the modern HR role
- Business case linking experience to performance
- Employee value proposition review
- Workshop: assessing current employee experience maturity

Day 2: Employee Journey Mapping and Design Thinking

- Employee journey stages from attraction to exit
- Moments that matter and pain point analysis
- Design thinking process: empathize, define, ideate, prototype
- Personas and empathy maps for employee segments
- Journey mapping workshop with real scenarios
- Quick wins versus long-term redesign priorities
- Prototyping and testing HR solutions

Day 3: Employee Listening and People Analytics

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- Listening strategy: surveys, interviews, and focus groups
- Pulse surveys, eNPS, and the Gallup Q12
- Sentiment analysis and open-text feedback
- People analytics basics and key experience metrics
- Attrition risk analysis and early warning signals
- Dashboards in Excel and Power BI
- Turning insights into action plans

Day 4: HR Service Delivery, Technology, and AI

- HR service delivery models and shared services
- Tiered support, case management, and self-service
- HRIS and employee experience platform selection
- AI in HR: chatbots, automation, and recommendations
- Ethics, bias, and data privacy in HR technology
- Onboarding and offboarding experience redesign
- Digital employee experience and user testing

Day 5: Wellbeing, Hybrid Work, and Transformation Roadmap

- Wellbeing programs and psychological safety at work
- Hybrid and flexible work model design
- Inclusion and belonging initiatives for diverse teams
- Recognition and continuous feedback practices for managers
- Agile HR and change management with ADKAR
- Employee experience KPIs and business case



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- Roadmap presentations and expert feedback

Conclusion

By successfully completing The Future of HR: Re-engineering the Employee Experience Training Course, participants will gain a clear understanding of how to design a better employee experience. They will also acquire practical knowledge of journey mapping, employee listening, HR technology, and people analytics. Furthermore, they will know how to lead change and measure results with key metrics. As a result, participants can build an HR function that engages and retains talent. Gentex Training Center delivers this knowledge through practical, expert-led learning.

FAQs

Q1 What is the "The Future of HR: Re-engineering the Employee Experience" course about?

The course shows HR professionals how to redesign HR around the employee journey. Participants study experience design, employee listening, HR service delivery, digital tools, and analytics. Furthermore, they learn to build an employee experience roadmap that links people practices to engagement and business results.

Q2 What are the key benefits of the "The Future of HR: Re-engineering the Employee Experience" course?

The course helps organizations improve engagement, reduce turnover, and make HR services easier to use. It also gives HR teams a clear, evidence-based approach to change. As a result, participants can raise employee satisfaction and show the business value of experience initiatives.





Q3 What skills will I gain from the "The Future of HR: Re-engineering the Employee Experience" course?

Participants gain four core skills: employee experience design, employee journey mapping and listening, HR technology and digital transformation, and people analytics. In addition, they practice each skill through design workshops and group projects, so they can apply it directly in their organizations.

Q4 What tools, methods, or standards are covered in the "The Future of HR: Re-engineering the Employee Experience" course?

The course covers design thinking, journey maps, empathy maps, personas, and the Ulrich HR operating model. It also includes eNPS, the Gallup Q12, pulse surveys, HRIS and AI chatbots, and ADKAR change management, with dashboards built in Excel or Power BI.

Q5 How is the "The Future of HR: Re-engineering the Employee Experience" course applied in real-world practice?

HR teams use journey maps to find pain points, pulse surveys to track sentiment, and self-service portals to speed up HR support. Furthermore, they use analytics to predict attrition, so leaders can act early and improve retention.