

# The Workplace Experience Manager



# Workplace engagement that empowers your business

Most companies view employees as their most important asset. But it takes more than traditional benefits to get the best people on board, engaged, and committed for the long term. Building a strong company culture and fun workplace is the key to attracting and retaining true talent.

The traditional work model is undergoing rapid change, and the number of freelance and outsourcing opportunities steadily increasing. This places significant pressure on companies as they seek — and compete for — workers with the skillsets necessary to achieve their business goals.

People who like where they work perform better, both individually and as part of teams. In fact, most millennials expect an amazing work culture in addition to traditional benefits. To take on the challenges this environment presents our clients, ISS introduced the Workplace Experience Manager, a dedicated professional with the expertise to create high-level engagement as part of a new approach to the workplace experience.



CEOs see the ability to attract and retain talent as the #1 issue their companies must focus on.

THE CONFERENCE BOARD, 2022

# Creating memorable experiences

The Workplace Experience Manager delivers seamless service experiences by leveraging the latest trends, best practices, and thinking in workplace design, space planning, and engagement to a client's business and facilities.

By observing your company culture and workplace environment, the ISS Workplace Experience Manager can develop, plan, and coordinate value-add activities and events for all employees, clients, and visitors — which are then delivered by talented facility professionals.



## What is a Workplace Experience Manager?

A facilitator for employee engagement

A process catalyst for accelerating workplace energy

An advisor for building environments that foster productivity

An advocate for employee well-being

A partner in attracting, engaging, and retaining talent

A connector of colleagues and departments

A challenger of the status quo

## Top Three Challenges Faced by HR

- 1 Employee engagement
- 2 Attracting talent
- 3 Supporting healthy workplace relationships

BETTERWORKS, SEPTEMBER 2022

## Top Three Priorities for Candidates

- 1 Compensation
- 2 Benefits
- 3 Work/Life balance

LINKEDIN, AUGUST 2022

**21%**

of employees are actively engaged at work, globally

GALLUP, 2022

**\$7.8T**

impact of low employee engagement on global economy

GALLUP, 2022

**71%**

of workers in the U.S. and Canada say now is a good time to find a job.

GALLUP, 2022

## Our Promise

ISS creates stimulating work experiences and productive workplaces that give clients a competitive advantage in an evolving business climate — while attracting, engaging, and retaining the talent critical to success.

Focused on employee engagement, inspiration, and health and well-being, initiatives implemented by the Workplace Experience Manager may include memorable moments such as:

- Seminars relating to culture, teamwork, and work/life balance
- Take your family to work day
- Food or beverage tasting breaks in the café
- A farmer's market with local suppliers of organic food
- Celebrations for seasonal themes and events (Thanksgiving, Halloween, Fourth of July, etc.)

# Making the everyday special through tailored journeys

To create the best workplace experiences for a company and its employees, clients, and visitors, ISS identifies the key touchpoints in a typical working day.

These touchpoints not only represent every interaction during an employee's workday journey, but also their interactions immediately before and after that period. They begin with the arrival at work, receptionist greeting, and cup of coffee from a barista; continue with meetings in attractive conference rooms and lunch in the café; and end with the feeling of accomplishment that comes with heading home.

A great workplace experience is achieved, in part, by the Workplace Experience Manager. This professional partners with clients to tailor experiences and initiatives to the client's purpose, strategy, and mission-critical activities through touchpoints. The Workplace Experience Manager is an integral player in ensuring that every touchpoint is managed and great experiences implemented appropriately at those milestones.

# The Right Spaces Impact Success

In modern organizations, most people are knowledge workers who contribute to the development of products and processes. A vibrant work environment supports creativity and innovation, while a dull meeting in a boring location can kill creativity.

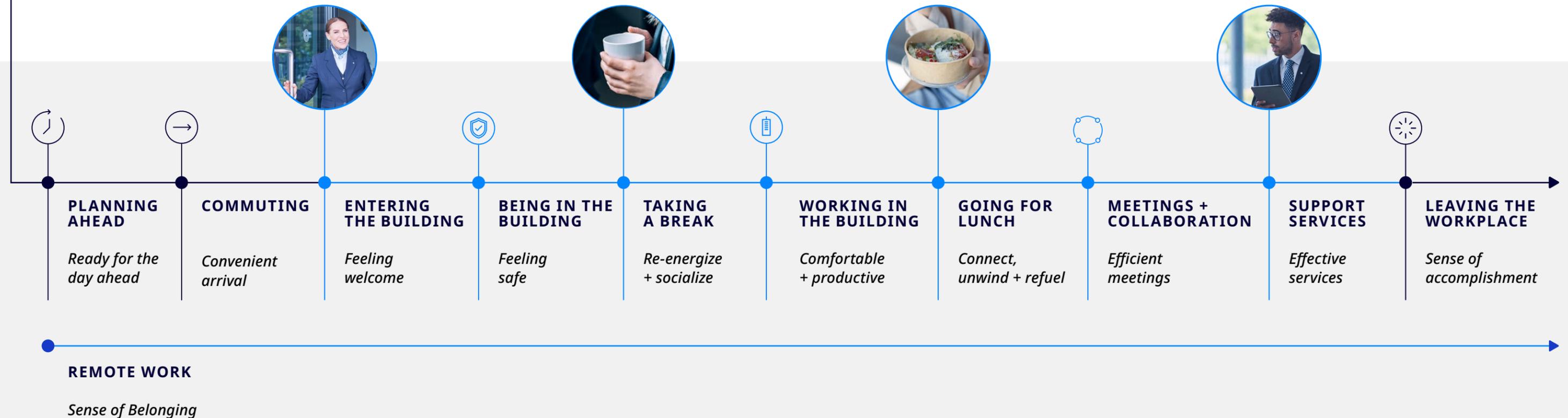
ISS Workplace Experience Managers partner with clients to foster thoughtful discussion, insightful collaboration, and breakthrough innovation by:

... making workspaces inspiring and engaging

... configuring meeting spaces for different types of teamwork

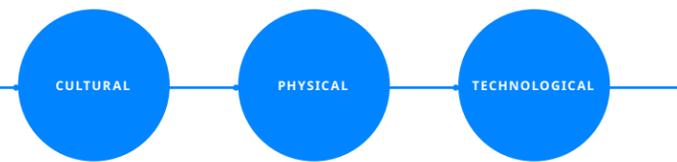
... arranging opportunities for motivational talks and other content outside business as usual

... re-configuring physical space and adding inspirational elements to energize teams and shift perspectives in workshops



# The Role of the Workplace Experience Manager

ISS Workplace Experience Managers aspire to align all three workplace environments — cultural, physical, and technological — with the client’s core organization’s changing needs. To do so, they develop new service concepts that define the workspace as more than just an environment built for increasing efficiency and reducing costs.



**Workplace Experience Managers view the workplace as an expression of the aligned cultural, physical, and technological environments that helps clients:**

Meet their strategic needs and reflect their brands through on-site functions and initiatives to promote the company’s goals and values

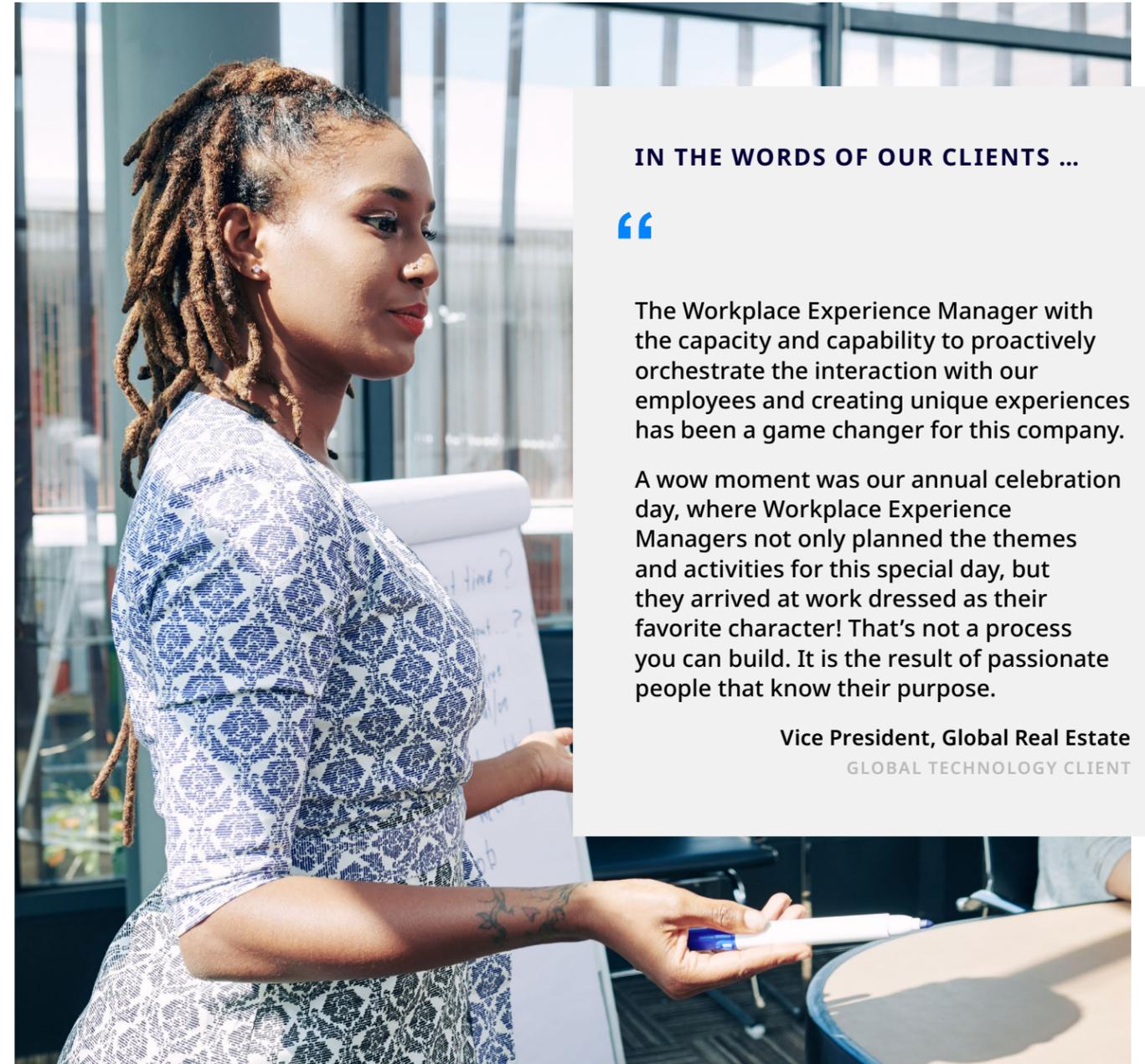
Empower the organizational culture to attract, retain, and engage talent

Enable the types of work important to delivering on brand promises

Champion better working lives for employees

Reflect local requirements and cultural contexts

Reduce their workplaces’ overall environmental impact



IN THE WORDS OF OUR CLIENTS ...



The Workplace Experience Manager with the capacity and capability to proactively orchestrate the interaction with our employees and creating unique experiences has been a game changer for this company.

A wow moment was our annual celebration day, where Workplace Experience Managers not only planned the themes and activities for this special day, but they arrived at work dressed as their favorite character! That’s not a process you can build. It is the result of passionate people that know their purpose.

Vice President, Global Real Estate  
GLOBAL TECHNOLOGY CLIENT

## The End Result?

Employee satisfaction, well-being, and loyalty

Higher productivity and exciting innovation

Improved work relationships and effective collaboration

Increased operational efficiencies

## The ISS Workplace Experience Manager is an asset for enhanced workplace engagement.



Building from a company's foundational values, ambition, and culture, and in partnership with its leaders and our ISS integrated facility services team, the Workplace Experience Manager develops workplace solutions that meet both everyday operational and long-term strategic needs. Great ideas and a passion for the client's success also produce environments that keep critical talent happy, motivated, and loyal to the business.



### About ISS

ISS is a leading global provider of integrated facilities management and workplace experience services, including food delivery. The company is headquartered in Copenhagen, Denmark, with U.S. regional hubs in San Mateo, CA, San Antonio, TX, and Whippany, NJ. ISS A/S trades on the Copenhagen Stock Exchange (ISS.co) and achieved DKK 71.4 billion in revenue in 2021 (approximately \$10.9 billion USD using YE 2021 exchange rates). In partnership with clients, ISS drives the engagement and well-being of people, minimizes impact on the environment, and protects and maintains property. The company brings all of this to life through a unique combination of data, insights and service excellence at offices, factories, airports, hospitals, and other locations. ISS operates in more than 30 countries and employs more than 350,000 people, whom we call "placemakers."

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