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COURSE BROCHURE

Employee Experience and People Practice Improvement Training Course

11 – 15 October 2027
Geneva

Employee Experience and People Practice Improvement Training Course

Ref: 2588_98448 **Date:** 11 – 15 October 2027 **Location:** Geneva **Fees:** 6500 GBP

Employee Experience and People Practice Improvement is a 1-week training course for people managers and human resources officers who shape how staff are treated at every stage of employment, and who leave with a people practices improvement plan. Staff now judge an employer by the sum of small moments: a fair rota, a clear rule, a prompt answer. This course on employee experience and people practice improvement is offered by Jupiter Prime Training.

Why Employee Experience and People Practice Improvement Matters Now

Hybrid and shift work has multiplied the moments where staff meet a rule or a manager's judgement, employees leave quickly when routines feel unfair, and line managers carry more of the people agenda. Coherent conduct standards and policies earn trust and fewer disputes; drifting ones bring quiet resignations. The course rests on journey mapping, service design thinking and the plan-do-check-act improvement cycle, each applied to people routines.

Who Gains Most from Employee Experience and People Practice Improvement

- Line managers who apply conduct rules and approve leave
- Human resources officers who answer policy queries
- Team leaders who run onboarding and rotas
- Employee services staff who own forms and response times
- Deputies who collect staff feedback and act on complaints

A line manager and a human resources officer from the same department gain most when they attend together, mapping one staff journey from both sides.

Employee Experience and People Practice Improvement Capabilities

Participants move from noticing friction in staff routines to fixing it with evidence, clear wording and a measured follow-up.

- Map a staff journey from offer letter to exit — deciding which moments deserve attention first
- Assess a people policy for clarity, fairness and ease of use — policy owners and line managers
- Apply conduct standards consistently across teams and shifts — staff who expect equal treatment
- Design a pulse survey and listening routine that staff will answer — department heads
- Test a small change to a people routine before scaling it — budget holders
- Build a prioritised list of practice fixes with owners and measures — senior leadership

Key Employee Experience and People Practice Improvement Terms

- Employee Journey Map — a visual record of the stages a staff member passes through, with pain points at each.
- Moment That Matters — a point, such as a first day, where treatment strongly shapes trust in the employer.
- Code of Conduct — the written standards of behaviour expected from all staff.
- Pulse Survey — a short, frequent staff questionnaire tracking sentiment on a few topics.
- Policy Friction — the effort or confusion a rule creates for those following it.
- Plan-Do-Check-Act Cycle — a four-stage loop for testing a small change, then adopting or adjusting it.

Employee Experience and People Practice Improvement Day by Day

Day 1: The Staff Experience Landscape

- Employee Journey Stages — Where Treatment Shapes Trust Most
- Moments That Matter Inventory — Choosing Which Experiences to Examine
- Staff Expectation Shifts in Hybrid and Shift Work — Practice Priorities
- Manager and Officer Role Split — Who Owns Each Staff Moment
- Experience Evidence Sources — Turnover, Absence, Complaints and Exit Notes

Day 2: Conduct Standards and Fair Treatment

- Code of Conduct Structure — Clear Expectations with Worked Examples
- Consistency Checks Across Teams and Shifts — Equal Treatment Decisions
- Speak-Up Routes and Concern Handling — Protecting Staff Who Raise Issues
- Respect and Dignity Standards — Preventing Bullying and Exclusion
- Manager Discretion Guidelines — Where Judgement Is Allowed and Recorded

Day 3: People Policies That Work

- Policy Friction Audit — Finding Rules That Slow or Confuse Staff
- Plain Language Rewriting — Policies Staff Can Read and Follow
- Leave, Flexibility and Wellbeing Rules — Balancing Fairness and Operations
- Onboarding and Induction Routines — First Ninety Days Experience Choices
- Recognition Practices — Everyday Appreciation Linked to Valued Behaviour

Day 4: Listening and Improvement Methods

- Pulse Survey Design — Question Choice, Frequency and Anonymity
- Focus Groups and Stay Conversations — Hearing Unspoken Staff Concerns
- Root Cause Analysis of Recurring Complaints — Fix Causes Not Symptoms
- Plan-Do-Check-Act Cycle for People Routines — Small Tests Before Scaling
- Experience Measures Dashboard — Tracking Response Time and Staff Sentiment

Day 5: Practising the People Practices Improvement Plan

- Journey Map of a Chosen Staff Moment — Applying Day One Methods
- Policy and Conduct Fix Shortlist — Drawing on Days Two and Three
- Listening Routine for the Pilot Team — Using Day Four Survey Design
- Stakeholder Briefing for Line Managers — Securing Support for Changes
- People Practices Improvement Plan — Owners, Measures and Review Points

Applying Employee Experience and People Practice Improvement After the Course

- Run a journey mapping session with one team on its most criticised staff moment and agree three fixes
- Rewrite one high-friction people policy in plain language and test it with a small staff panel before release

Employee Experience and People Practice Improvement Questions FAQ

What is employee experience and people practice improvement, and why does it matter now?

It is the review and repair of routines staff meet at work, from conduct rules to leave requests. It matters now because inconsistent practices drive absence and early departures in sectors such as healthcare and retail.

Which roles gain most from employee experience and people practice improvement?

Line managers and human resources officers gain most, since managers apply rules daily and officers keep them consistent.

How does employee experience and people practice improvement differ from a strategic human resources course?

It works on daily routines rather than long-range workforce strategy, fixing specific policies and staff moments instead of organisation design.

What do you bring back from employee experience and people practice improvement?

You bring back a journey map of one staff moment, a shortlist of policy and conduct fixes, a listening routine for a pilot team and a written plan naming owners, measures and review points for each change.

Employee Experience and People Practice Improvement: The Way Forward

The people practices improvement plan gives a department its first decision: which staff moment to fix first. Line managers use it to run small tests, and human resources officers use it to keep changes consistent across teams. After the first review point, revisit the listening routine, since staff responses often reveal a second moment more pressing than the one first chosen.