

Master class:

Employee Experience

Driving Business Excellence through Transformative Strategies

Sylvia Zachariah
World Class Consultant

Dates 11 & 12 March 25

From 09:00 to 17:15

HILTON Nicosia

Language – English



About the Master class

By prioritizing Employee Experience, organizations can transform their HR practices into strategic assets that drive business success. This seminar will equip HR professionals with the tools needed to create the working conditions and the environment for a more engaging, productive, and committed workforce. Embracing these strategies will not only enhance employee satisfaction but also position organizations for long-term growth and resilience in an ever-evolving landscape.

Aim of the Master class

This training program aims to identify some of the **latest thinking** and **changes to the way HR can drive and effectively re-engineer the employee experience**.

We will examine and compare what is presently being done and discover how professionals might adopt some new and innovative practices that will ease their workload, into their own companies.

We will also look at what **principles** and **practices world class companies are using** to manage challenging and demanding times, where **recruiting and retaining the right employees is more crucial than ever**.

Employee motivations and expectations have changed and HR can help guide the organization in addressing this shift in attitude.

Programme Structure

Part 1 – TRAINING SEMINAR 11th & 12th March 2025 - HILTON Nicosia

Part 2 – SITE VISIT

The company of each person who attends the Seminar is expected to subscribe to a half-day session of 4 hours, in the second stage of the program. The instructor will visit each company and spend time working with those who attended the Seminar, and, where appropriate, with their senior colleagues.



CYPRUS EMPLOYERS & INDUSTRIALISTS FEDERATION
Human Resources Department
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Benefits of Attending

HR and Management Professionals will be able to:

- Analyze the latest strategies in HR and help their company foster and implement improvements to the employee experience
- To equip with tools other managers and stakeholders about their role in this process
- Compare and contrast established practices and new approaches, working out the pros and cons for organizations, based on what world-class organizations are doing
- Apply a portfolio of new approaches that can change the way a business meets generational expectations, individual expectations and a changed business environment.
- Identify what could work best for your organization irrespective of size and sector, preempting and overcoming potential stumbling blocks
- Apply tools and techniques for immediate results



Who Should Attend?

Directors, Human Resource Managers, Senior Managers, Finance Managers, and other managers and officers who have responsibilities for managing, training and developing staff and /or have an involvement in shaping HR strategy.

Issues to be Addressed

Understanding Employee Journey Mapping

- What is Employee Journey Mapping
- Stages of the Employee Journey

Enhancing Onboarding and Integration

- Best Practices for Employee Onboarding
- Creating an Inclusive and Engaging Onboarding Experience

Cultivating Employee Engagement

- Understanding Employee Engagement: Metrics and Impact
- Strategies to Enhance Engagement in the Workplace

Learning and Development as a Core Component

- Importance of Continuous Learning and Development
- Creating Developmental Pathways for Employees

Performance Management and Feedback

- Modern Approaches to Performance Management
- Building a Feedback Culture

Building a Positive Workplace Culture

- Defining Workplace Culture

Employee Wellbeing and Support

- Understanding the Importance of Wellbeing in the Employee Experience
- Best Practices for Employee Support Programs

Measuring and Analyzing Employee Experience

- Key Metrics for Employee Experience
- Tools and Approaches for Measuring Employee Sentiment

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Programme Leader

Sylvia Zachariah - World Class Consultant

A successful consultant and practitioner. Throughout her professional life, she gained practical and academic insights, which now conveys to audiences in a way that enthuses and empowers them to want to implement better approaches. She has worked with a wide range of organizations across all sectors, which has taught her a great deal about how to do things well and what excellence should look like.



In previous work she gained practical experience as Operations Manager, HR Manager and Director. She lived and worked in many countries including the USA / Singapore / India / Lebanon / Thailand and Spain, she has gained an excellent understanding of cultural differences and that "one size – does not fit all", which is invaluable when sharing knowledge and experience. She approaches her training and hands-on support in a pragmatic way – using academic knowledge, but contextualizing it in a practical way so that business and individuals can actually apply this knowledge to the benefit of their organization.

Fully Subsidised Master Class

The training program approved, by the Human Resource Development Authority (HRDA), as a vital importance seminar and is fully subsidized to eligible organizations that meet the HRDA criteria.

The Masterclass is addressed only to OEB's members.

A mandatory prerequisite for participating to the seminar, is the registration of the Enterprise (Employer), as well as the participant (Employee) to the "ERMIS" digital portal of Human Resource Development Authority of Cyprus (HRDA).

If you are registered to ERMIS, you can register for the program through this link <https://ermis.anad.org.cy> Program No. # 393847

If you did not register to ERMIS, please complete and send us the registration form below, by 7th March 2025, and we will contact you for the way forward, with guidance on how to complete the registration.

APPLICATION FORM – 11 & 12 March 2025

SURNAME / NAME	POSITION	I.D. NO	Mob. Phone NO
1. _____	_____	_____	_____
2. _____	_____	_____	_____
3. _____	_____	_____	_____

COMPANY / ORGANISATION

Company's Name: _____ Social Insurance No: _____

Contact Person _____ e-mail _____

Tel.: _____ Fax: _____ No. of Employees: _____



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