

What is the Difference Between **Organizational Culture** **Employee Experience** **& Employee Engagement?**

Employees will give customers an experience that reflects their own. It all begins with the expectations leaders set for the way things are done within the organizational culture the leaders choose to build.



Organizational Culture is What We Build

It's a set of **values, norms, guiding beliefs, and understandings** shared by members of an organization and taught to new members as the way to **feel, think, and behave**.

Culture can be **deliberate** or **organic**. Either way, all organizations have a culture. The choice for leaders is whether they choose to be involved in the process, or are they content to let it grow organically? Those leaders that are deliberate in building their culture use this process to **shape** and **design** their employee experience.

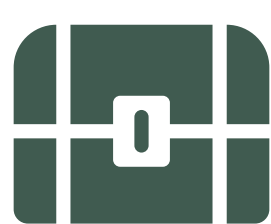


Employee Experience is What We Measure

It's the sum of **perceptions** employees have about their **interactions** with the organization in which they work.

In other words, EX is an organization's culture through the eyes of its **employees**. This is what we actually measure when we survey employees. How do they "perceive" their culture?

It's often said that "culture eats strategy for breakfast." We couldn't agree more.



Employee Engagement is Our Reward

It's an **emotional state** where we feel **passionate, energetic, and committed** toward our work. We fully invest our best selves in the work that we do. We bring both our emotions and our actions to the table — our **hearts, spirits, minds, and hands**.

To create an engaged organization, you need the energy of employees **communicating, collaborating, building trust, and promoting shared values**. High performing employee experiences create an **invitation** for team members to engage!

Find out how to build an engaged organization
Visit decisionwise.com/employee-engagement-survey



Sources:

1. <https://engageforsuccess.org/wp-content/uploads/2015/08/file52215.pdf>
2. https://www.stcloudstate.edu/humanresources/_files/documents/supv-brown-bag/employee-engagement.pdf
3. <https://hr.mcleanco.com/research/ss/implement-an-action-plan-for-employee-engagement-initiatives>