MAWA EVENTS

Address: No. 857, Block A2. Leisure Commerce Square - No 9., 46150 Petaling Jaya, Selangor, Malaysia

Phone: +601116373203 | **Email:** info@mawaevents.net

THE FUTURE OF HR: RE-ENGINEERING THE EMPLOYEE EXPERIENCE

""Transforming the Way People Work, Feel, and Grow Across the Employee Lifecycle""

Schedule

Date	Venue	Fees (Face-to-Face)
04 – 05 Mar 2026	Kuala Lumpur, Malaysia	USD 1,995 per delegate
21 – 22 May 2026	Dubai, UAE	USD 1,995 per delegate
10 – 11 Aug 2026	Manama, Bahrain	USD 1,995 per delegate
12 – 13 Aug 2026	Riyadh, KSA	USD 1,995 per delegate

► **Available delivery methods:** Face-to-Face & Online Training

Introduction

HR is undergoing a profound transformation. To compete in today's talent economy, organizations must move beyond traditional HR policies and focus on creating meaningful employee experiences—experiences that attract talent, deepen engagement, and drive performance.

This future-focused, practical course equips HR leaders and business managers with the strategies and tools to re-engineer the employee experience (EX) across every stage of the employee journey—from onboarding to exit. Grounded in behavioral science, technology, and design thinking, the course helps participants build a more human-centered HR function ready for tomorrow's workforce.

Objectives

By the end of this course, participants will be able to:

- Understand the employee experience framework and its impact on engagement and retention
- Diagnose pain points across the employee lifecycle using EX mapping
- Apply design thinking to reimagine HR processes and policies
- Use technology and analytics to personalize and improve the employee journey
- Build an EX strategy that aligns with culture, values, and business goals

MAWA EVENTS

Address: No. 857, Block A2. Leisure Commerce Square - No 9., 46150 Petaling Jaya, Selangor, Malaysia

Phone: +601116373203 | **Email:** info@mawaevents.net

Why Attend

- Shift your HR model from transactional to experience-driven
- Create high-impact moments that matter across the employee lifecycle
- Reduce attrition and disengagement by addressing what employees really value
- Improve collaboration across HR, IT, and business functions
- Learn global best practices in EX design, metrics, and governance

Target Audience

This program is designed for:

- HR business partners and EX champions
- Talent and learning leaders
- Organizational development and change specialists
- CHROs and senior HR professionals
- Managers responsible for driving employee engagement and performance

Individual Benefits

Key competencies that will be developed include:

- EX design and journey mapping
- Employee segmentation and personalization
- Communication and touchpoint optimization
- Cross-functional collaboration for people initiatives
- Data-informed decision-making for engagement and culture

Organizational Benefits

Upon completing the training course, participants will demonstrate:

- Increased employee engagement, productivity, and retention
- HR services redesigned to be human-centered and intuitive
- Better alignment between EX and organizational culture
- More agile and technology-enabled people operations
- Improved employer brand and employee advocacy

Instructional Methodology

The course follows a blended learning approach combining theory with practice:

- Strategy Briefings – Trends shaping the future of HR and EX
- Case Studies – Global organizations redefining EX with measurable impact
- Workshops – Mapping current employee journeys and co-designing solutions
- Peer Exchange – Sharing experience challenges and innovations
- Tools – Templates for EX mapping, feedback loops, and EX KPIs

MAWA EVENTS

Address: No. 857, Block A2. Leisure Commerce Square - No 9., 46150 Petaling Jaya, Selangor, Malaysia

Phone: +601116373203 | **Email:** info@mawaevents.net

Course Outline

Training Hours: 7:30 AM – 3:30 PM Daily Format: 3–4 Learning Modules | Coffee breaks: 09:30 & 11:15 | Lunch Buffet: 01:00 – 02:00

Day 1: Understanding and Mapping the Employee Experience

- Module 1: Rethinking HR for the Employee Experience Era (07:30 – 09:30) • Why EX matters: From service delivery to experience design • Moments that matter: From onboarding to offboarding • Trends and technologies shaping future HR
- Module 2: EX Journey Mapping and Diagnosis (09:45 – 11:15) • Tools and templates for journey mapping • Identifying pain points and opportunity areas • Employee personas and segmentation
- Module 3: Building the EX Mindset and Capabilities (11:30 – 01:00) • HR's role as experience architect • Behavioral science and emotional drivers of EX • The link between EX, CX, and performance
- Module 4: Workshop – EX Mapping (02:00 – 03:30) • Group activity: Mapping the onboarding experience

Day 2: Designing, Measuring, and Sustaining EX

- Module 5: Applying Design Thinking to EX (07:30 – 09:30) • Empathize, define, ideate, prototype, test • Co-creation with employees and teams • Redesigning touchpoints and HR services
- Module 6: Technology and Personalization (09:45 – 11:15) • Leveraging AI, self-service, and employee apps • Real-time feedback tools and pulse surveys • Platforms for seamless EX
- Module 7: Governance, Metrics, and Change (11:30 – 01:00) • KPIs for employee experience and culture • Integrating EX into HR strategy and transformation • Sustaining EX with leadership and ownership
- Module 8: Final Simulation – EX Strategy Presentation (02:00 – 03:30) • Teams present their redesigned employee experience • Feedback and action planning

Certification

Participants will receive a Certificate of Completion in The Future of HR: Re-engineering the Employee Experience, validating their ability to design and implement forward-looking, employee-centered people strategies.

Why Choose MAWA Events

- **Global Expertise:** More than 17 years of experience in professional training and consulting.
- **Industry-Leading Faculty:** Courses delivered by seasoned professionals with hands-on experience.
- **Practical Insights:** Learn to turn theory into actionable strategies for real-world business impact.
- **Client-Focused Solutions:** Customized programs designed to achieve your organisation's unique goals.

In-House / Customized Training Interested in running this course for your team? Please contact us:	TEL: **+601116373203**	EMAIL: **info@mawaevents.net**

Follow us: **Facebook** **Twitter** **YouTube** **LinkedIn** **Instagram**

© Material published by MAWA Events shown here is copyrighted. All rights reserved. Any unauthorized copying, distribution, use, dissemination, downloading, storing (in any medium), transmission, reproduction or reliance in whole or any part of this course outline is prohibited and will constitute an infringement of copyright.