GM EXPERIENCE LABS



TWO-DAY WORKSHOP

CRAFTING AND IMPLEMENTING SUCCESSFUL EMPLOYEE EXPERIENCE IN ORGANISATIONS

17 - 18 AUGUST 2026
FROM 08:00 AM

JOHANNESBURG
Sandton

2026

REGISTER NOW

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Workshop Overview

This workshop provides participants with a practical understanding of Implementing Employee Experience (EX) and why it has become a strategic priority for modern organisations. It explores how EX differs from traditional HR practices and examines its direct impact on employee engagement, performance, retention, productivity, and organisational culture. Participants will reflect on the current employee experience within their own organisations and identify the critical moments that shape the employee journey across the full lifecycle.

In today's rapidly evolving workplace, employees, particularly those with scarce and critical skills, expect far more than competitive salaries and traditional benefits. They are seeking meaningful work, career growth, flexibility, recognition, wellbeing, and a genuine sense of purpose and belonging. Organisations that fail to meet these evolving expectations risk losing valuable talent, while those that create positive employee experiences are more likely to attract, engage, and retain high-performing employees.

The programme explores the strong connection between motivation, engagement, and business performance. Participants will examine practical strategies for creating a workforce that is connected, committed, and aligned to organisational goals. The workshop also unpacks how leaders can foster a culture of trust, collaboration, innovation, and accountability while improving morale and employee satisfaction.



Through interactive discussions, case studies, and practical tools, participants will learn how to measure and improve employee engagement, strengthen workplace culture, and align Employee Experience initiatives with organisational success. The workshop further explores emerging workplace trends, including the influence of AI, changing workforce expectations, and innovative approaches to retaining talent in a competitive and fast-changing environment.

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Key Benefits
Of Attending

- **UNDERSTAND** the strategic value of an engaged and high-performing workforce
- **EXPLORE** the evolving concept of Employee Experience and its impact on organisational success
- **ANALYSE and INTERPRET** key measures and drivers of Employee Experience
- **DISCOVER** innovative ways to secure employee buy-in and strengthen workplace culture
- **NAVIGATE** the challenges of motivating employees to achieve higher performance and exceptional outcomes
- **COMPARE** traditional HR practices with modern Employee Experience strategies to identify areas for organisational improvement
- **BRAINSTORM** practical ideas for leaders and decision-makers to enhance employee engagement and retention
- **EXPLORE** leading international trends and best practices in building an engaged workforce in the modern era
- **ANTICIPATE** the expectations of younger generations and identify innovative approaches to retaining top talent
- **EMBRACE** the role of AI and digital transformation in shaping Employee Experience
- **ALIGN** a healthy Employee Experience strategy with profitability, productivity, and organisational goals

Target
Audience

This workshop is designed for professionals responsible for shaping employee engagement, workplace culture, leadership effectiveness, and organisational performance, including:

- Human Resources Executives and Managers
- Employee Experience and Engagement Practitioners
- HR Business Partners
- Organisational Development Practitioners
- Talent Management and Retention Specialists
- Learning and Development Professionals
- Change Management Practitioners
- Employee Wellness and Culture Specialists
- Line Managers and Team Leaders
- Senior Executives and Decision Makers
- Industrial Relations Practitioners
- People and Culture Professionals
- Internal Communications Practitioners
- Transformation and Strategy Managers
- Business Owners and Entrepreneurs seeking to improve workplace culture and employee retention

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Day One 17 August 2026

07:30 - 08:30 Registration & Networking

09:00

MODULE 1 - What is Employee Experience?

- Employee experience is introduced as a strategic priority that shapes engagement, performance, retention, and culture.
- Participants explore how EX differs from traditional HR practices and why it matters in modern organisations.
- How do employees show their engagement
- What drives employee motivation and expectations
- Understand that each person is motivated by unique drivers
- Explore individual styles and needs

09:30

MODULE 2 - Understanding the employee lifecycle

- Positive impact of motivated staff on customer service, productivity, morale and interpersonal relationships
- full employee journey from attraction and recruitment to onboarding, development, performance, retention, and exit.
- Each stage is examined through the lens of experience design to identify friction points and opportunities for improvement.
- create more meaningful, human-centred interactions at every stage of the lifecycle.
- Unpacking the concept of motivation and understand the value of inspire, support, impel and good role modelling to create motivation
- Employee Engagement and its link to business success

10:30 – 11:00 Mid-Morning Tea

10:30 – 11:00

MODULE 3: Designing a positive onboarding experience

- Onboarding is explored as a critical moment that influences long-term engagement and performance.
- The session covers the principles of effective onboarding, including clarity, connection, culture, and confidence.
- Participants are introduced to practical tools such as 30-60-90 day plans, onboarding scorecards, and pulse surveys.
- Measuring personal Engagement
- Defining the drivers of personal motivation and engagement
- Creating an action plan after defining gaps
- Looking at the impact of poorly motivated staff
- Looking at time management and motivation – motivated staff members spend their time wisely

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12:00 – 13:00 Networking Lunch

13:00

MODULE 4: Leveraging AI and digital tools to enhance employee experience

- Using AI to Improve the Employee Experience
- For employee experience leaders, HR professionals, and talent managers, AI presents an opportunity to transform how employees interact with HR. This session focuses on using AI tools to enhance onboarding, employee support, and engagement while improving service delivery across the employee lifecycle.
- Improve onboarding and employee journeys through AI
- Automate employee queries and HR support services
- Enhance employee engagement and satisfaction
- Reduce response times and service delays
- Personalise employee experiences at scale

15:00 **End of Day One**

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Day Two 18 August 2026

07:30 - 08:30 Registration & Networking

09:00

MODULE 5: Creating a culture of engagement and belonging

- This module focuses on the emotional and relational aspects of employee experience.
- Participants examine the drivers of engagement, the role of psychological safety, and the importance of belonging in diverse teams.
- The session highlights how leadership behaviours, communication styles, and team norms shape daily experience.
- Acquiring and retaining skilled employees – what does the organisation have to do keep motivated and productive staff
- Acquiring the right employees to bring positive energy in the organisation
- Link between valuing employees and organisational performance
- Recognition & rewards for meeting goals

10:30 – 11:00 Mid-Morning Tea

11:00

MODULE 6: Manager's role in shaping employee experience

- Quality of leadership to improve motivation and engagement
- The qualities of a good leader who inspires motivation
- Understand that all staff can be leaders in motivating themselves and others
- Brainstorm practical ideas for employee engagement
- Setting organisational culture with a set of values that are followed
- Understand various motivational theories and approaches that have worked in other organisations
- The power of effective career development programs and improved business results
- The link between employee satisfaction and commitment to the organisation

12:00 – 13:00 **Networking Lunch**

MODULE 7: Designing high-impact moments that matter

- Participants identify key touchpoints in the employee journey that have the greatest emotional and performance impact.
- The module uses experience-mapping techniques to redesign selected moments such as first day, performance reviews, or career conversations.
- The session is highly interactive and encourages practical application.

MODULE 8: Employee voice and continuous feedback

- This section highlights the importance of listening to employees through structured and informal channels.
- Participants learn how to use pulse surveys, stay interviews, focus groups, and feedback loops to understand employee needs.
- The module covers how to interpret data, identify trends, and translate insights into meaningful action.
- Creating Employee wellness interventions based on their voices
- How to value employees' interests outside work
- Promoting 'real' balance at work which supports
- Employee values
- The importance of work life balance on employee
- Link productivity and business success to engagement and motivation
- Develop a personal and team practical motivation plan

15:00 **End of Day 2**

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About
The Facilitator

Marjón Meyer

Marjón Meyer is an Industrial Sociologist, keynote speaker, HR consultant, lecturer, therapist, and co-founder of Skills at Work Training. She is an experienced facilitator and executive coach who delivers conferences, webinars, leadership programmes, and coaching interventions locally and internationally. Her work focuses on organisational development, leadership, culture transformation, human behaviour, and strategic HR solutions



Marjón has extensive HR, Industrial Relations, and organisational development experience across industries including finance, mining, oil and gas, higher education, manufacturing, government, and professional services. She is a trusted advisor to corporates, SMEs, and start-ups, assisting organisations with leadership development, coaching, conflict management, and organisational transformation in rapidly changing environments.

She holds a BCom Honours in Industrial Sociology (cum laude) and a BCom Honours in Communication (cum laude). In addition, she completed a postgraduate diploma in Narrative Therapy at the University of Pretoria (cum laude). She is accredited as a Master Trainer for the Skills21 entrepreneurial skills programme in Dubai and is a registered assessor accredited by the ETDP SETA, Services SETA, and MERSETA.

Marjón is also a qualified therapist and part-time lecturer at the University of Pretoria, specialising in Narrative Therapy Principles and Relationship Therapy. She works closely with the TEARS Foundation in supporting survivors of trauma and abuse and continues to contribute to academic publications, training material, and thought leadership in HR, organisational development, and personal growth.

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Crafting and Implementing Successful Employee Experience in Organisations

Workshop

Registration Fee

Two=day workshop | 17 - 18 August 2026

Fees:
Standard price - **R8,990.00** (Two-day full day workshop)
Early Bird special - : **R 7,990.00**
Register and pay by 19 June 2026

Account details:
STANDARD BANK
Account holder: **GM EXPERIENCE LABS (PTY) LTD**
Account type: **CURRENT**
Account number: **10275145172**
Branch: **WINIFRED MANDELA PRECINCT SC**
Branch code: **051001**
SWIFT code: **SBZA ZA JJ**

E-mail : george@gmlabs.co.za
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Address :
4283 Barn Owl Crescent, Riverside View, Fourways 2191

GM Experience Labs Pty Ltd



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Crafting and Implementing Successful Employee Experience in Organisations

Workshop

Registration Form

DATE OF REGISTRATION

☐☐ / ☐☐ / ☐☐

DELEGATE INFORMATION

Full Name :

Job Title:

Company/ Organization:

Department:

Email Address:

Business Address:

Contact Number:

ATTENDANCE DETAILS

Conference Dates:

Dietary Requirements (if any):

Accessibility Requirements:

Special offers: Special discounts for NPOs , small businesses (30 / less employees and full-time lecturers at universities.

Payment must be received before the event takes place. KTS reserves the right to refuse access where evidence of payment cannot be shown.

BOOKING OPTIONS

☐ **Early Bird Registration** R

☐ **Standard Registration** R

☐ **Group Booking (3+ delegates)** R

PAYMENT INFORMATION

Total Amount:

Payment Method: ☐ Bank Transfer ☐ Credit Card ☐ Purchase Order ☐ Other

Terms & Conditions

Delegate cancellation-All delegate cancellations must be received in writing and are subject to the following conditions for any cancellation received 20 working days before the start of a training course, Knowledge Transfer Solutions will issue a 100% credit for the value paid to be used up to one year from the date of issue for any future Knowledge Transfer Solutions training course for any cancellation received less than 20 working days before the date of a training course, the full fee will be payable and no refunds or credit notes will be given if a registered delegate does not cancel and fails to attend the training course, this will be treated as a cancellation and no refund or credit note will be given Delegate substitutions are welcome, please notify us 5 days before the event Knowledge Transfer Solutions substitutions and cancellations speakers and topics are confirmed at the time of publishing the programme, but Knowledge Transfer Solutions reserves the right to substitute, alter or cancel advertised speakers and or topics in appropriate circumstances (and will give notice to such substitutions or alterations via email prior to the training course ASAP. Knowledge Transfer Solutions *cancellation & postponement policy* in the event that Knowledge Transfer Solutions cancels an event, delegates payments will be refunded. If Knowledge Transfer Solutions postpones an event, delegates payments at the postponement date will be credited towards the rescheduled dates. If the delegate is unable to attend the rescheduled event, the delegate will receive 100% credit representing payment towards a future event. This credit will be available for up to one year from the date of issuance. No refunds will be done on postponed events. Knowledge Transfer Solutions is not responsible for any loss or loss because of substitution, alterations or postponement of an event Knowledge Transfer Solutions shall assume no liability whatsoever in the event this training course is rescheduled or postponed due to a fortuitous event, act of God, unforeseen occurrence or any other event that renders performance of this training course impracticable or impossible. For purposes of this clause, a fortuitous event shall include, but not limited to: war, fire, labour strike, extreme weather or other emergency.

Date: **Signature**