

TRAINING SYLLABUS

# Employee Experience Specialist



# Overview

This certification equips you to demonstrate and enhance your expertise in shaping exceptional workplace experiences. Gain mastery over key areas of organizational culture, including Employee Engagement, Employee Experience Design, Design Thinking, Stakeholder Management, Engagement Analytics, and Communication Skills. Learn the principles of employee well-being and discover how to cultivate a thriving, high-performing organizational culture where employees feel valued and motivated.

	<b>Format</b>	Online
	<b>Language</b>	English & French & Arabic
	<b>Duration</b>	60 days
	<b>Accredited By</b>	Best Places to Work Academy
	Digital certificate upon completion	
	Reading materials	



# Learn skills and take your career to the next level

## Learning Objectives:

- ✓ Master the fundamentals of organizational culture including engagement, experience design, and well-being.
- ✓ Apply design thinking to develop innovative employee experience solutions.
- ✓ Strengthen stakeholder management and communication skills to build trust and collaboration.
- ✓ Use engagement analytics to measure and improve workplace culture.
- ✓ Cultivate a thriving, high-performing organization where employees feel valued and motivated.

## Who Should Attend

- HR professionals aiming to deepen their expertise in employee engagement and experience
  - Employee Experience Specialists and HR Business Partners
  - Talent Management and Learning & Development professionals
  - Organizational Development practitioners
  - Anyone responsible for shaping workplace culture and enhancing employee well-being
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# Course Structure



## **Module 1: Employee Engagement**

Understand strategies to motivate, inspire, and retain talent.

## **Module 2: Employee Experience**

Learn to design seamless and meaningful employee journeys.

## **Module 3: Design Thinking for HR Professionals**

Apply innovative problem-solving methods to HR challenges.

## **Module 4: Stakeholder Management**

Build strong relationships and influence key organizational stakeholders.

## **Module 5: Employee Engagement Analytics**

Measure, analyze, and leverage engagement data to drive impact.

## **Module 6: Communication Skills for HR**

Enhance your ability to communicate effectively across all levels of the organization.





# Grow your skill set

- ✓ Go to [www.bestplacestoworkfor.org/trainings](http://www.bestplacestoworkfor.org/trainings)
- ✓ Select your training and click the Enroll button
- ✓ Fill out your (company) billing address and payment details
- ✓ Happy learning!



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Unlock your potential with the Best Places to Work Academy, the official training and certification arm of the **Best Places to Work (BPTW) program**. Our academy is designed for professionals who want to enhance their expertise in workplace culture, HR practices, and employee engagement.

Through our comprehensive programs, participants gain practical knowledge and actionable skills that can be applied immediately in their organizations. Whether you're an HR professional, team leader, or aspiring manager, our training empowers you to drive positive change and contribute to building award-winning workplace environments.