



Inclusive Employee Experience Design Offering and Process

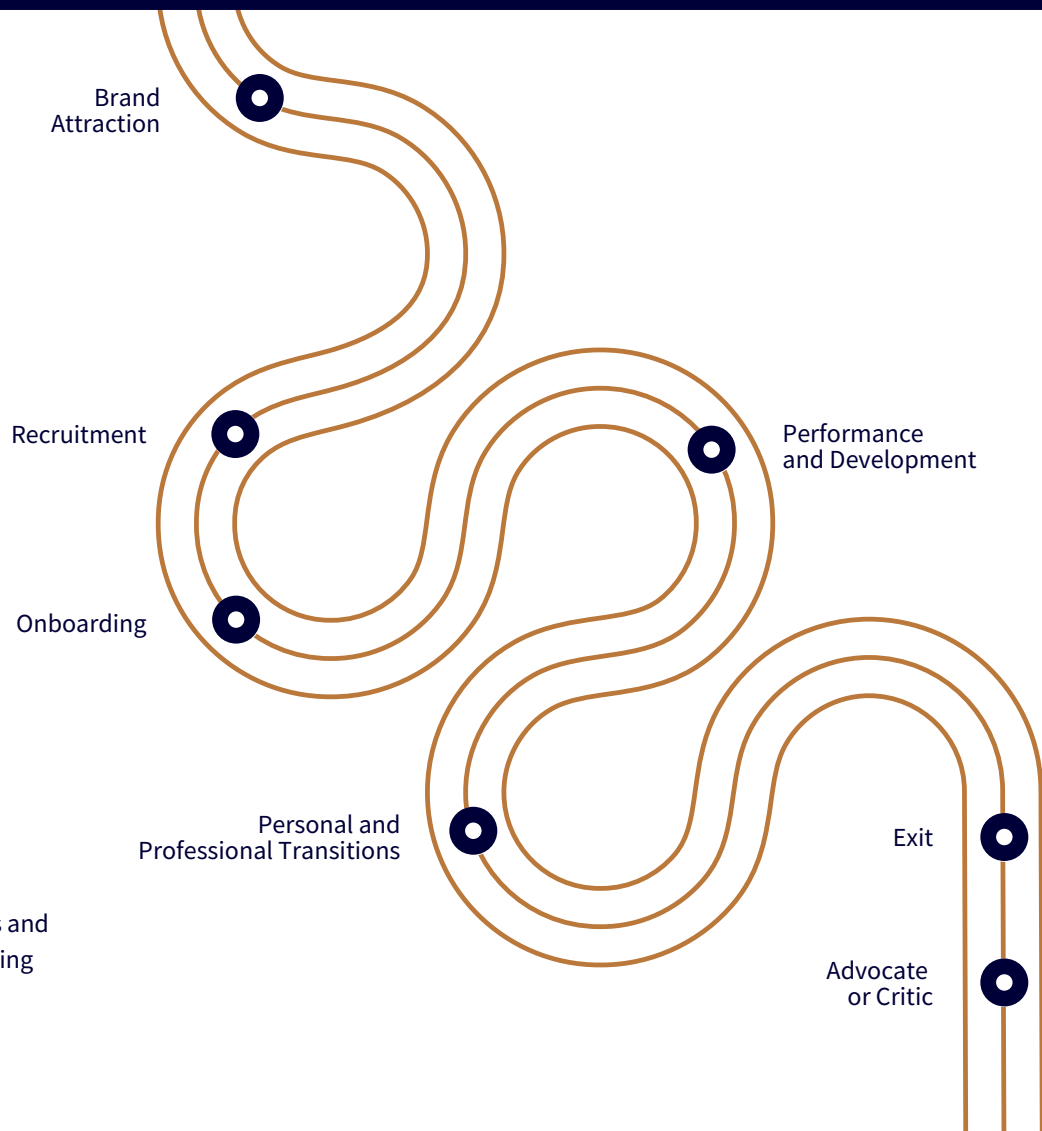
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Our Offering

A wellcrafted employee experience strategy aligns organisational goals and values with employee needs, fostering a mutually beneficial relationship.



The employee experience is always there, whether obvious or not. It begins as a potential recruit forms first impressions during the interview stage; it continues as they're given their onboarding; and it builds momentum as they become entrenched in the day-to-day workings of company life.

Inadvertently, you're either moulding lifelong advocates or producing critics on their journey through the firm.

As a diversity, equity and inclusion consultancy, we're on hand to make sure this journey works for all employees - from all backgrounds.



Inclusion is like health and fitness. You first work at having it, and then you work at keeping it. It is a continuous process that requires proactive and deliberate effort.

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Inclusive Employee Experience Design

Employees expect a fair and inclusive employee experience, and they have unique needs. However, they may also encounter barriers or biases that the employer must intentionally address to engage and retain diverse employees. That is why we partner with organisations, assisting them in deliberately designing their employee experience.

To create a fair and inclusive employee experience, organisations need to understand the realities and needs of their diverse employees. It could be something as simple as acknowledging that people are taking taxis to come in for interviews at 8 am or that working mothers need to balance work and life responsibilities.



Needs

- Interviews from 9 30 am
- Pre-paid on month 1
- Mentorship



Needs

- Flexi work hours
- Inclusive meetings
- Trauma-informed environment

By recognising and addressing the realities and needs of diverse employees, an organisation prioritises diversity, equity, and inclusion, creating an environment where employees feel supported in their unique circumstances. This support will help them excel in their roles, stay committed to the organisation, and become strong brand ambassadors.

Our Process

DESIRED OUTCOME	BASELINE ASSESSMENT	SOLUTION DESIGN	IMPLEMENTATION	IMPACT ASSESSMENT
DELIVERABLES				
<p>Inclusive employee experience 2-hour masterclass.</p> <p>Defining objectives and motivation.</p> <p>Setting measurable metrics aligned to the objectives.</p>	<p>Accessing and assessing existing employee data.</p> <p>Engaging diverse employees to understand their expectations, needs, and experiences within the organisation.</p> <p>Gap analysis, to compare the current state to their desired future state.</p>	<p>Analysing baseline assessment data to identify areas of improvement.</p> <p>Designing an intervention to enhance the employee experience.</p> <p>Designing with the cross-disciplinary team, employees, and leaders.</p> <p>Change management plan.</p>	<p>Guide cross-disciplinary team to start with small test and scale up what works.</p> <p>Regular progress assessments to identify and remove issues.</p>	<p>Impact assessment 6 months after implementation with analysis and recommendations.</p> <p>Additional follow-up assessments as in when needed.</p>
TIME ESTIMATION				
3 Full Day Workshops	1-3 Months	1-3 Months	12 Months +	1-3 Months
REQUIREMENTS				
Cross disciplinary team: HR, IT, Payroll, Facilities, internal communications, etc.	Access to employee data and select leaders and employees to engage.	Cross-disciplinary team, and select employees, and leaders.	Client to prioritise intervention.	Access to employee data and select leaders and employees to engage.

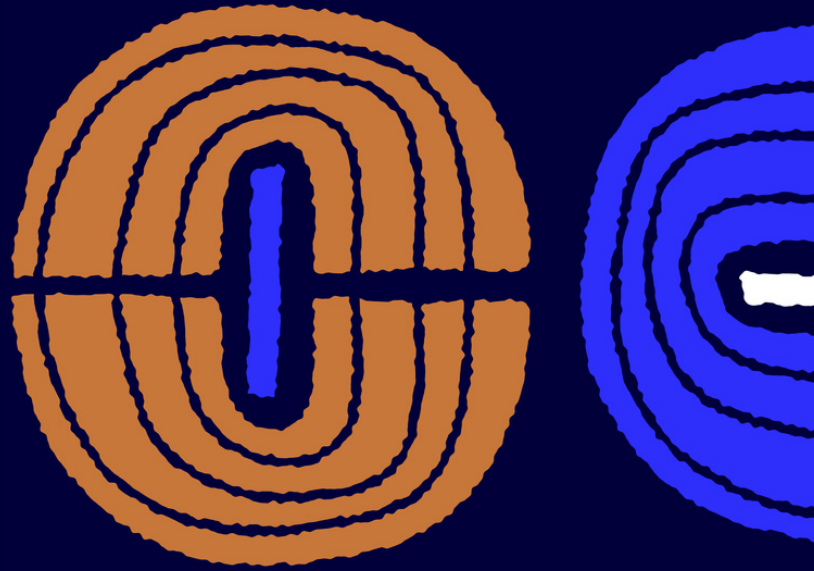


About Us

54TwentyFour is a diversity, equity and inclusion consultancy, specialising in inclusive employee experience design and leadership development.

The employee experience is the journey that an employee has in an organisation. It starts with the initial impression a potential employee forms about the organisation and extends to the recruitment and onboarding experience.

It includes the day-to-day work environment, relationships with colleagues and leaders, work-life balance, career development opportunities, as well as how personal and professional transitions are handled, and ultimately the employee's departure from the organisation.



It directly impacts employee engagement, productivity, retention, and advocacy, driving organisational performance.

Our mission is to support organisations in creating inclusive environments that unlock the full potential of their diverse workforce.

Some of our previous and current clients:



Our Story



“5424 (54TwentyFour) is the street number of my childhood home in Orlando East, Soweto. Growing up in a low-income community, I witnessed first-hand the challenges of unemployability, teenage pregnancy, alcoholism, and other social issues that persist in South Africa. Today, I find myself in a better place, partly due to the transformative social changes that unfolded during the 90s.

Growing up in the 90s, I witnessed a remarkable period in South Africa marked by our first democratic election, which saw Nelson Mandela become the nation's first black president, and the acceptance of our constitution. These milestones instilled in me a profound sense of hope for equity and inclusion.

I founded 54TwentyFour when I realized that, despite changes in laws and an increased intolerance for discrimination, there remained an ongoing need to create inclusive workplaces that embrace diversity and enable social progress.”

JULIA MAKHUBELA





Thank you.

LEVEL 1 B-BBEE CONTRIBUTOR

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