



HR DELIVERY

Making Sure HR Delivers

HR DELIVERY WORKSHOP SERIES

HR End User Experience

An introduction to improving HR end user experience

Explore how employees and managers experience an HR service from finding help to reaching a clear outcome. Practise journey mapping, proportionate listening and selecting one improvement through a realistic service case.



01 DAY

Introductory taster

IN-HOUSE

Your people. Your context.

PRACTICAL

Explore, discuss and apply

A PRACTICAL STARTING POINT

Understand the topic. Try it in practice.

An HR service can meet its response target while users still repeat their question, chase progress or misunderstand the outcome. This workshop explores those everyday gaps through the experience of a person seeking help, using a single service journey to connect feedback, operational evidence and practical improvement.

This introductory day helps participants investigate a service experience before choosing a solution. Using the HR Service End User Feedback Framework, they map friction, examine whose voice is missing and draft a small improvement with an owner and review question.

WHO IS IT FOR?

HR service managers, HR operations colleagues, business partners and employee experience specialists who want to understand service journeys. No previous service design or research experience is required.

BY THE END OF THE DAY, PARTICIPANTS CAN:

- 01 Map a service journey**
Describe the steps a user takes to obtain HR support, including handovers, waiting and repeated effort.
- 02 Use the five dimensions**
Apply Find, Access, Progress, Resolve and Trust to identify specific questions about an illustrative service journey.
- 03 Plan proportionate listening**
Select useful feedback moments and channels while considering missing users, voluntary participation and the limits of confidentiality.
- 04 Examine service evidence**
Compare user accounts with operational records, separating observed friction from assumptions about its causes and possible solutions.
- 05 Prioritise an improvement**
Explain one provisional service improvement using evidence, user impact, ownership and a realistic way to review progress.
- 06 Prepare a first application**
Identify a suitable service, colleagues to involve and checks needed before testing a small change at work.

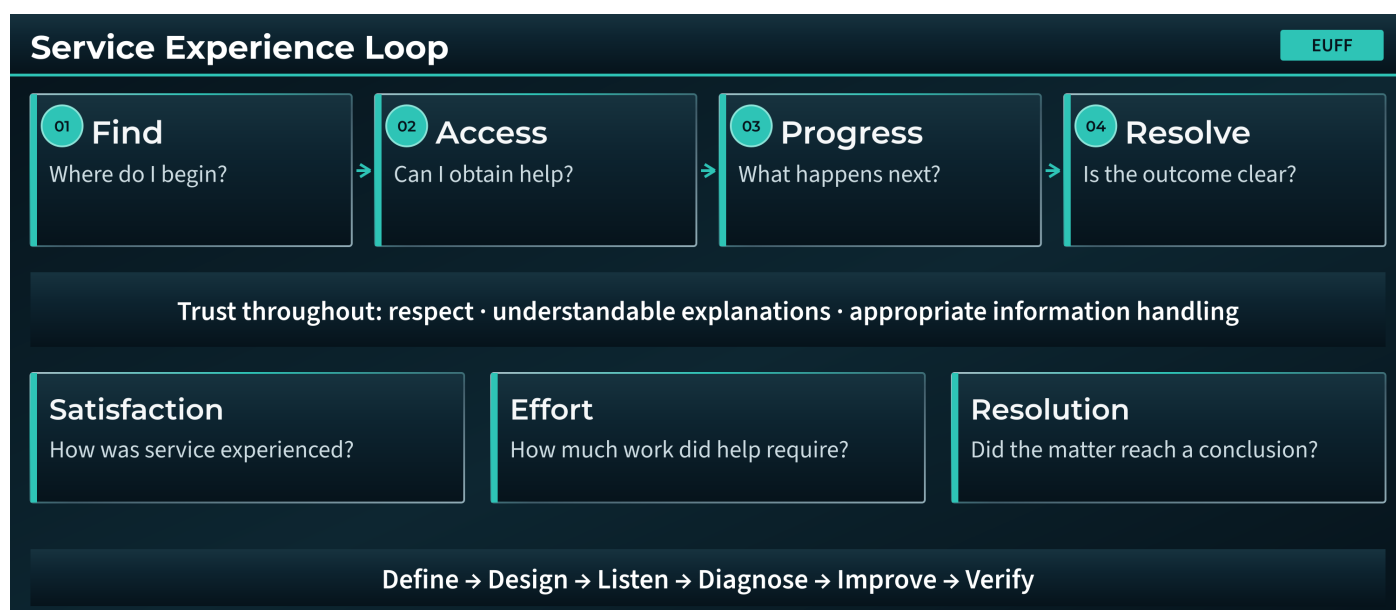
A useful first application

The day introduces service experience enquiry through one illustrative journey. It does not deliver a complete research programme, validated survey, engagement assessment or formal investigation of individual concerns.

THE FRAMEWORK / WORKSHOP FOCUS

HR Service End User Feedback Framework: Service Experience Loop

The Service Experience Loop examines Find, Access, Progress, Resolve and Trust. Its six improvement stages are Define, Design, Listen, Diagnose, Improve and Verify; trust matters across the journey.



SIX QUESTIONS TO EXPLORE IN THE WORKSHOP

01 Define the service

Which journey, users and service boundaries should we examine first?

03 Listen inclusively

Whose experience might be missing from our usual feedback channels?

05 Improve one moment

Which feasible change could reduce friction for the affected users?

02 Design the enquiry

Where could feedback reveal effort without repeatedly burdening service users?

04 Diagnose the friction

What evidence distinguishes unclear guidance from handover problems or disagreement?

06 Verify the difference

How will users and service evidence show whether experience improved?

These six questions are workshop focus questions, not a replacement for the full model. Exercises distinguish the five experience dimensions from the six improvement stages and keep satisfaction, effort and resolution separate.

[Explore the full model >](#)

LEARN BY DOING

Explore. Challenge. Make the ideas useful.

Short explanations lead into lively exercises, paired discussion and small-group challenges. Participants test ideas, share experience and build a draft together. The tone is engaging and enjoyable, with time to reflect and connect learning to real work.

01 Walk the request

Teams follow a fictional employee through a leave query, arrange journey cards and mark effort, uncertainty and handovers against the five dimensions of service experience.

02 Find the missing voices

Groups review an invitation list containing only closed cases, identify omitted users and redesign a proportionate listening approach that includes assisted channels and unresolved journeys.

03 Separate outcome and cause

Participants compare feedback comments with service records, sort observations from explanations and choose one follow-up question that could distinguish an operational fault from unclear guidance.

04 Pitch a small improvement

Each group proposes one service change, names its owner and evidence needs, then receives a peer challenge about user benefit, feasibility and unintended additional effort.

DIAGNOSE BEFORE YOU ACT

Evidence > shared feedback > agreed priorities

Use selected diagnostic prompts to distinguish known facts from assumptions. Discuss the findings and agree their meaning before proposing a solution. Feedback is part of diagnosis, not an afterthought.

ONE CASE, DEVELOPED THROUGH THE DAY

A regional employer closes leave queries after sending employees a policy link. The dashboard shows prompt responses, but several users return because they cannot identify the required documents or approving manager. Shift workers often ask supervisors for help, so their experience rarely appears in the feedback returns.

Map the journey, examine the selective feedback and distinguish response speed from outcome clarity. Recommend one testable improvement and explain how missing users could be heard appropriately.

THE FACILITATOR WILL

- Invite different perspectives.
- Make assumptions visible.
- Welcome constructive debate.
- Capture practical learning.



SAMPLE WORKSHOP AGENDA

A working day, with room to think.

09:00-16:30 | Six hours of facilitated learning, plus lunch and breaks. The agenda, emphasis and timings are always agreed with the client, including local scheduling needs.

09:00-09:20	Starting with the user Compare a prompt reply with a useful resolution and identify the service experiences participants want to understand.
09:20-10:15	Exploring the service journey Introduce the five dimensions and six improvement stages, then walk the fictional leave request from entry to outcome.
10:15-10:30	Break
10:30-11:30	Choosing listening moments Examine invitation coverage, channel access and confidentiality promises, then draft a small listening plan for the case journey.
11:30-12:30	Investigating the friction Compare user comments with request records, distinguish observations from possible causes and identify evidence needed before proposing changes.
12:30-13:30	Lunch
13:30-14:30	Selecting a feasible improvement Use impact, repeat effort and practical constraints to choose one change and name its owner, dependencies and assumptions.
14:30-14:45	Break
14:45-15:30	Checking the user benefit Draft separate questions about satisfaction, effort and resolution, then select operational evidence that could help assess the change.
15:30-16:10	Testing the improvement proposal Present a short service improvement proposal and use peer feedback to strengthen its evidence, accessibility and review arrangements.
16:10-16:30	Planning a first application Identify one workplace journey, an appropriate service owner and the permissions needed to explore a small improvement after today.

Follow one request from finding help to verifying whether a small change improves the user experience.

FROM THE SESSION TO YOUR DESK

Useful models. Practical working records.

The day combines reference materials with drafts developed in the exercises. Each has a clear use beyond the workshop; the work reflects the evidence and perspectives available in the room.

01 Service journey sketch

An exercise map showing user steps, channels, handovers and points of uncertainty, with prompts for checking what the actual journey involves.

Use it to explore one service with its responsible owner.

02 Five dimensions reference

A concise reference to Find, Access, Progress, Resolve and Trust, explaining how each dimension directs attention to a different experience question.

Frame more precise questions when reviewing everyday HR service experience.

03 Listening plan draft

A worked invitation and channel plan identifying useful feedback moments, missing voices, contact burden and confidentiality questions requiring agreement before implementation.

Discuss proportionate listening arrangements before collecting new feedback from employees.

04 Evidence sorting worksheet

A case worksheet separating what users report, what service records show and what remains uncertain, including alternative explanations to examine with colleagues.

Challenge a proposed cause before selecting an expensive service solution.

05 Improvement experiment outline

A draft for one change containing its intended user benefit, accountable owner, dependencies, proposed measures and a review question for discussion afterwards.

Propose a manageable test with clear ownership and review arrangements.

06 Thirty day action plan

A personal plan for selecting a service, involving relevant colleagues and checking permissions before seeking evidence or trying a change in practice.

Start a focused service conversation during the month after learning.

CONTINUE EXPLORING

Continue with the models, diagnostic manuals and development resources on the HR Delivery website. Workshop exercises provide a first application; a full organisational diagnostic or implementation assignment can be agreed separately.

[Open the framework >](#)

[Explore diagnostic resources >](#)



MAKE THE LEARNING COUNT

A better conversation. A practical next step.

Participants can use the journey sketch with a service owner to examine one recurring request. Initial application should check existing evidence and permissions, then agree whether a small listening exercise or service change is appropriate to test.

YOUR FIRST 30 DAYS

01

Days 1-7

Choose one journey

Discuss the exercise with a service owner and choose a recurring request. Confirm the users, purpose and boundaries, including where urgent or formal concerns should be referred.

02

Days 8-21

Check the experience

Review permitted service evidence and arrange proportionate user input where authorised. Look for omitted channels and unresolved cases, then revise the journey sketch and proposed explanation for friction.

03

Days 22-30

Agree a small test

Present one improvement with its owner, dependencies and intended user benefit. Agree permission, a review date and separate evidence of effort and resolution before any workplace test begins.

Follow-through is participant-led. Additional facilitation, a full diagnostic or specialist support can be agreed separately.

AVAILABLE IN-HOUSE

Shaped around your organisation

Agree the in-house date and select an ordinary HR service to discuss. Participants may bring approved process guidance and anonymous themes; the facilitator supplies the fictional case so personal employment records are unnecessary.

PLAN YOUR IN-HOUSE WORKSHOP

Talk to Dr Phillip Welsh

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Discuss your workshop



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