

6 DESIGN QUESTIONS TO GUIDE YOUR POLICIES

Organizations can ensure their policies and practices are accessible and effective—and thereby efficient—by making sure they are accounting for potential pain points across the employee life cycle and experience.



Six key design questions that leaders and their teams should consider when conceiving of or implementing new policies or practices:

- 01** How can we use quantitative and qualitative data to identify how pain points differ for each group?
- 02** How can we offer employees multiple relevant options?
- 03** Have we ensured that all options are accessible and easy to use?
- 04** How are we communicating frequently and clearly about this practice?
- 05** How are we promoting a culture that encourages adoption?
- 06** How are we continuously measuring impact and iterating as needed?