

The 12 People Touchpoints⁸

What are the 12 Touchpoints?

When you work with **humanworks8** to elevate your culture, each solution is connected to one or more of the 12 People Touchpoints, areas within your organization that directly impact people. And since your organization's success relies on people, the strength of these 12 Touchpoints is essential.

How can you create sustainable people practices within your organization and enliven the 12 People Touchpoints to bring work to life, and life to work?

Defining the 12 Touchpoints



- 1 COMMUNICATION**
How does your organization communicate internally to employees and externally to candidates, partners and customers?
- 2 DEI & BELONGING**
How does your organization attract, welcome and honor individuals of diverse beliefs and backgrounds?
- 3 OFFBOARDING**
How does your organization exit employees, plan for transitions and engage alumni?
- 4 ORIENTATION & ONBOARDING**
How does your organization engage employees in their first 90 days and beyond?
- 5 PERFORMANCE MANAGEMENT**
How does your organization assess, redirect and enhance employee performance and growth?
- 6 PROCESSES & POLICIES**
How does your organization follow documented approaches to frontstage and backstage business practices and set guidelines and expectations for employee behavior?
- 7 RECOGNITION**
How does your organization celebrate employees who live company values, surpass success criteria and effect positive change?
- 8 STRATEGY & PLANNING**
How does your organization lay out its vision and action plan, creating a clear line of sight that connects each person's work to organizational milestones?
- 9 SURVEYING**
How does your organization collect feedback from every employee and take action in a way that values perspectives and addresses opportunities?
- 10 TALENT DISCOVERY & OPTIMIZATION**
How does your organization discover, attract and hire new talent aligned with company values and the affective, cognitive and conative needs of each role?
- 11 TRAINING & DEVELOPMENT**
How does your organization develop employees and measure the success of growth and learning opportunities at all levels?
- 12 WELL-BEING**
How does your organization prioritize individual well-being and enable employees to be their best selves at work, at home and at play?