

The 12 People Touchpoints

The 12 People Touchpoints exist within every organization. They are programs and practices that directly impact employees. Each one is also an opportunity to bring the organization's core values and culture to life.

At **humanworks8**, the 12 People Touchpoints are central to our Culture Elevation service. We partner with leaders to create or redesign their priority touchpoints, infusing each one with their organization's authentic core values and our unique expertise.

- 1 BELONGING**
How does your organization build environments where each individual is welcomed and valued?
- 2 COMMUNICATION**
How does your organization share information internally with employees, and externally with candidates, partners and customers? How do individuals communicate interpersonally?
- 3 FEEDBACK**
How does your organization listen to employees and take action in a way that honors perspectives and addresses opportunities?
- 4 ONBOARDING & OFFBOARDING**
How does your organization engage employees in their first 90 days and beyond? How does your organization exit employees, plan for transitions and engage alumni?
- 5 PROCESS**
How does your organization document and carry out approaches to business and people issues on the front and back stage?

- 6 PERFORMANCE MANAGEMENT**
How does your organization evaluate, redirect and address employee performance and growth?
- 7 RECOGNITION**
How does your organization celebrate employees who demonstrate the organization's values, drive results and effect positive change?
- 8 STRATEGY & PLANNING**
How does your organization set a vision for the future and align a plan of action to achieve it?
- 9 TALENT DISCOVERY**
How does your organization attract and hire right-fit talent who align with your values and the cognitive, affective and conative needs of each role?
- 10 TEAMWORK**
How does your organization build cohesive and highly effective teams that consistently deliver excellent results?
- 11 TRAINING & DEVELOPMENT**
How does your organization develop employees and measure the success of learning at all levels?
- 12 WELL-BEING**
How does your organization prioritize individual well-being, allowing employees to be the best version of themselves?

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