

Receiving proactive support in dealing  
with people's health issues

Getting airtime  
with management

Getting feedback during  
job application process

# MOMENTS THAT MATTER

## a human centered design project

Leaving SAP:  
the last day

Starting a new job  
on the first day

Getting reassured  
during the event

Getting approached to take on  
a new opportunity

Receiving suitable  
recommendations for learning

Receiving support  
in reorganization

Discover. Design. Deliver.

# BEFORE

"The opportunity came at short notice. I felt honored and happy. I have not done any preparation/training at SAP yet."



MOTIVATED



PROUD  
EAGER

# DURING

"My peers don't know yet and I am not allowed to tell them. I'm facing conflict of interest in the transitioning from my old role to my new role. I feel nervous and excited."

《MOMENT THAT  
MATTERS》



GUILTY



ANXIOUS

# AFTER

"I will need catch up on all the trainings and material. I don't feel prepared. But I have to be there for my team. I am their main point of contact now. I am responsible."



UNPREPARED

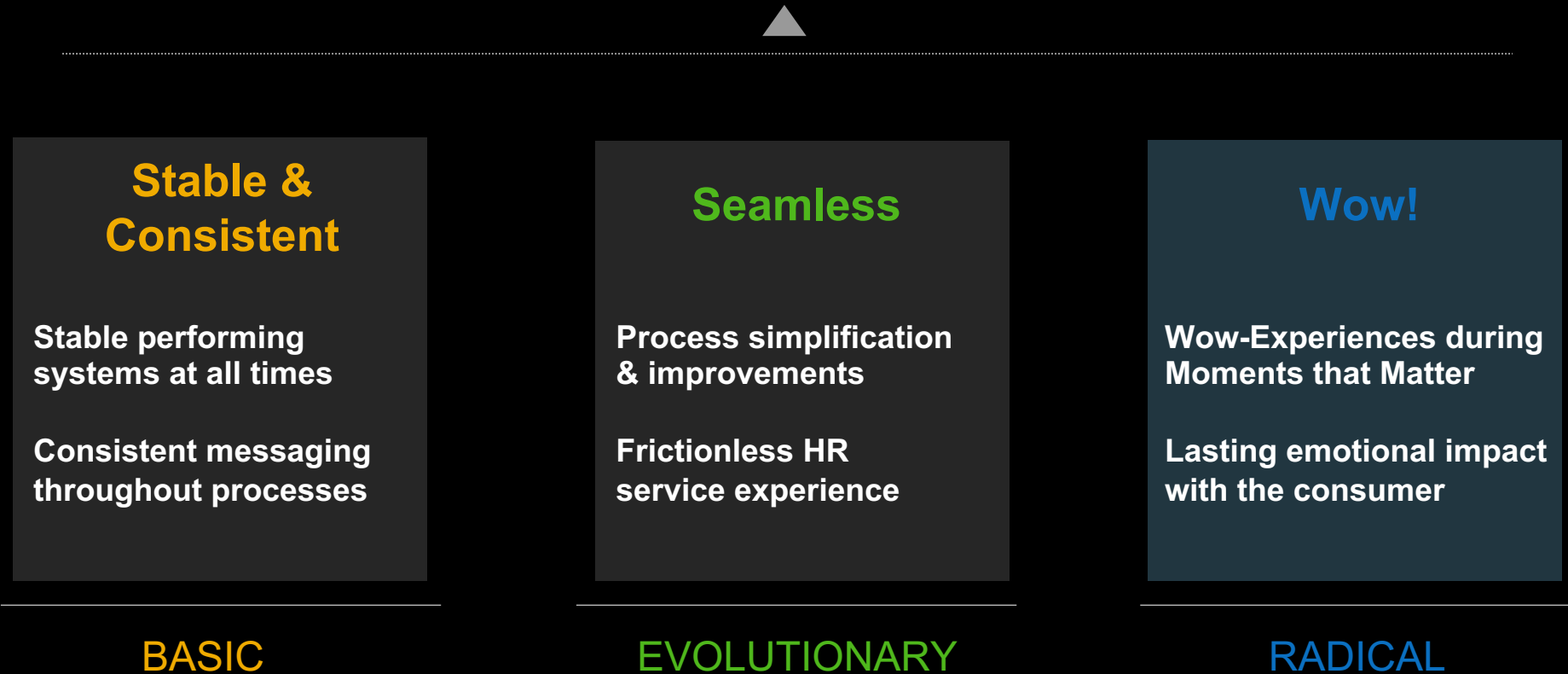


EXCITED

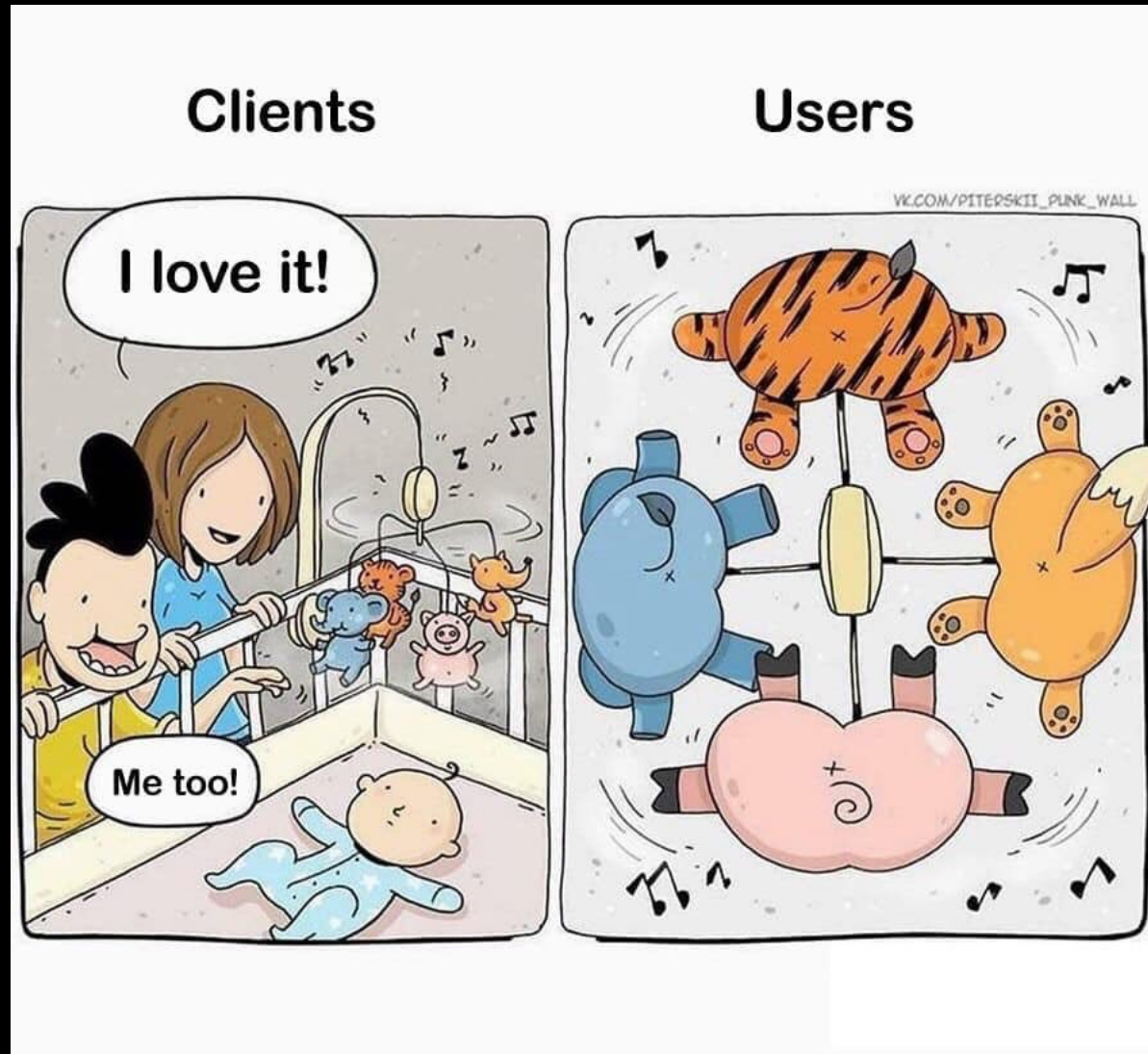
# EXPERIENCE

# Improving HRCX with a holistic approach

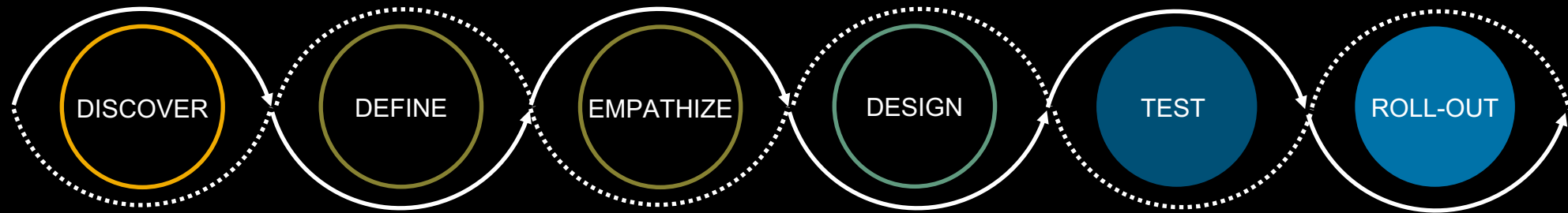
## HR Consumer Experience



# Consumer-centricity as the guiding principle



# HRCX Agile Methodology



**Moments that matters!**





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