

INTERNAL FACTORS

EXTERNAL FACTORS

## current and former employee experiences

First two weeks in the new job | Induction | Job description & goals of work | Feedback culture | Leadership culture | Real values at the workplace | Social culture of the workplace | Impact of the company mission | Internal communication | Trust | Working atmosphere | Fair and equal treatment | Inclusiveness | Attitude towards diversity | Meaning of my work & daily contribution | Pay and benefits | Company strategy | Available resources | Balance between private life & work | Work safety | Working tools | Location of work & remote opportunities | Career prospects | Mental well being & recovery | Professional development | Relocation | Impact on society | Ability to live a better life | Customer satisfaction | Generated professional status & value | Exit experiences | Attitude and relationships with former employees | Camaraderie

## general (public's) experiences

Company name & brand awareness | Clarity of mission and vision | Clarity of what problem this company solves for its clients | The clientele | Reputation on the market | Customer references | Customer Satisfaction | Employer Image | Employer Brand | Website | Career site | Social media presence | Word-of-mouth | Marketing & PR | Opinion leadership and industry influence | Top management & owners | Company story | Impact & success | Personal brands & industry opinion leaders working in the company | Quality | Traditional media presence | Fans & advocates | Credibility | Customer profile | Values | Social responsibility | Attitude towards diversity | Professionalism | Expectation's management | General attitude towards people outside the company

SOURCES OF EXPERIENCES CONTRIBUTING TO THE EMPLOYER IMAGE, REPUTATION & BRAND

## subcontractor / consultant / freelancer experiences

Inclusiveness | Openness & transparency | Dialogue & communication | Shared goals of work | Feedback culture | Respect | Fair and equal treatment | Trust and proactivity in building good relations | Project management | Flexibility | Working tools | Appreciation | Working on the same "side of the table" | Carrying out own responsibilities | General accountability

## candidate experiences

General experiences during recruitment events & fairs | Previous experiences as a candidate of experiences from other candidates | Employer image | Employer reputation | Career site | Job post | Tone of voice | Choice of recruitment media | Choice of recruitment partners | Recruitment system | Ease of apply | Ease of getting more information | Transparency & openness on career site | Social media presence during a hiring process | Communication & dialogue during the recruitment process | Speed of communication | Tone of communication | Speed of hiring | Phases in the recruitment process | Attitude towards applicants | Process communication | Willingness to adapt to applicant needs during the process | Logic of selection | Transparency between criteria asked for and criteria used in the selection | No thank you -communication | Nurturing candidates | Speed of making a job offer | Willingness to negotiate the offer