

THE WORKLIFE HUB QUIZ

QUESTIONS ON EMPLOYEE EXPERIENCE - #ZP2016

1st Round - Warm-up: about the Zukunft Personal

Question 1: In which year was the first Zukunft Personal organised?

- A: 1997
- B: 1998
- C: 1999**
- D: 2000

Question 2: How many people participated at the Zukunft Personal in 2015?

- A: 17.000
- B: 13.000
- C: 14.000
- D: 15.262**

*Question 3: Who **isn't** a main sponsor?*

- A: ORACLE
- B: LUFTHANSA**
- C: WORKDAY
- D: DEKRA

*Question 4: What's the name of the ORACLE robot? (**Oscar**)*

Question 5: The headline title of this year's Zukunft Personal is the: 'Work 4.0 - the employee experience'. But, which German Minister is in charge of driving the super-innovative Work 4.0 dialogue?

- A: Manuela Schwesig - Federal Minister for Family Affairs, Senior Citizens, Women and Youth
- B: Andrea Nahles - Federal Minister of Labour and Social Affairs**
- C: Alexander Dobrindt - Federal Minister of Transport and Digital Infrastructure
- D: Peter Altmaier - Federal Minister for Special Tasks



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Question 6: How many organisations exhibit at the 2016 Zukunft Personal?

- A: 398
- B: 620
- C: 412
- D: 536**

2nd Round: HR in general

Question 7: Ulrich and Brockbank (2005) have identified 5 main roles that HRM carry out. They are:

A: Employee advocate, human capital developer, functional expert, HR leader and strategic partner

B: Employee recruiter, human resource developer, legal expert, HR leader and value creator

C: Internal consultant, employee developer, functional expert, external consultant and strategic partner

D: Internal consultant, employee relations expert, legal expert, external consultant and stakeholder partner

Question 8: One of the fastest-growing approaches to recruiting today is:

- A: Recommendations
- B: Newspaper
- C: Social Media**
- D: Television

Question 9: What is the name of the process in which a more experienced employee is paired with a newcomer or a less-experienced worker to provide guidance, support, and learning opportunities?

- A: Peer to peer learning
- B: Coaching
- C: Networking
- D: Mentoring**



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*Question 10: Managing change is an ongoing process whose objectives are all **but**:*

A: Enhance the ability of an organization

B: Anticipate and respond to developments in their external and internal environments

C: Enable employees at all levels to cope with the changes

D: Create time schedules for employees

Question 11: How would you define the quality of work?

A: The level of productivity achieved by employees

B: Objective indices of employee well-being at work

C: The degree to which an organization adopts Japanese management principles

D: Employee perceptions of their well-being at work

Question 12: Mobile technologies and applications have made job search easier. Which is the most popular place to be looking for jobs?

A: In bed

B: During the commute

C: While at work

D: Toilet

3rd Round: Local knowledge: about Employee Experience

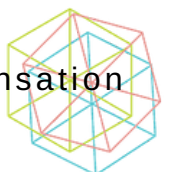
Question 13: How can you best define Employee Experience?

A: Employee Experience is the product of an interaction between an organization and a customer over the duration of their relationship

B: Employee Experience is what an employee receive during their interaction with careers' elements (e.g. firms, supervisors, coworkers, customer, environment, etc.) that affect their cognition and affection

C: Employee Experience is is the function responsible for effective communications among participants within an organization

D: Employee Experience includes various types of non-wage compensation provided to employees in addition to their normal wages or salaries



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Question 14: What are the key components of employee experience?

- A: Authoritarian leadership, defensive attitude, rapid change
- B: Emotionally troubled employees, boring work, hazardous settings
- C: Supportive social, physical and work spheres**
- D: Timing, project objectives, problem statement

*Question 15: The most forward thinking organisations apply the newest employee experience methods. Which is **not** one of them?*

- A: Understanding differentiation touchpoints
- B: Allocating capital budgeting**
- C: Building cross functional experience
- D: Applying rapid design principles

Question 16: Which company has recently unveiled its Employee Experience Index?

- A: Deloitte
- B: Google
- C: Ford
- D: IBM**

4th Round: Famous faces

Question 17: Who has changed job title recently from Chief HR Officer to Chief Employee Experience Officer?

- A: Valerie Hughes D'Aeth - HR Director of the BBC
- B: Names Eileen - Head of People Operations at Google
- C: Mark Levy - HR Director of the AirBnb**
- D: Lori Goler - VP of People at Facebook

Question 18: What is McDonald's worldwide training center called?

- A: Big Mac University
- B: Hamburger University**
- C: McRib University
- D: McHappy University



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Question 19: Who is regarded to be the father of employee experience management?

A: Professor Kaveh Abhari, University of Hawaii

B: Professor Lynda Gratton, London Business School

C: Professor Peter Senge, MIT

D: Professor Gilles Amado Fischgrund, HEC Paris

Question 20: Who said the following: "If each of us hire people who are smaller than we are, we shall become a company of dwarfs. But if each of us hires people who are bigger than we are, we shall become a company of GIANTS!"

A: Laszlo Bock, former HR Director at Google

B: Steve Jobs, entrepreneur and inventor

C: Nicola Tesla, inventor and engineer

D: David Ogilvy, the Father of Advertising, Ogilvy & Mather

5th Round: True or False - rapid fire round

Question 21: HR managers believe that Tuesday is the most productive day of the week.

A: True

B: False

Question 22: An industry-wide study of over 2500 people found that 55% of workers would take less pay to have more fun at work.

A: True

B: False

Question 23: Social media is becoming the go-to for recruiters and candidates. By today, 45% of recruiters use Facebook for recruiting?

A: True

B: False

Question 24: A weak employer brand can cost you job applicants: About 11 percent of job seekers said they would decline a job offer from an employer with a bad reputation—even if they were unemployed.

A: True

B: False



Hello! We are **the WorkLife HUB**, your go-to experts for work-life issues. We are a consultancy and research company focusing on work-life initiatives and Work 4.0.

**Do you have a vision for Employee Experience?
We have a way to get you there!**

Workshop on Employee Experience:

This workshop is for HR managers or line managers, or anybody with people management responsibilities. It helps your organisation to design employee experience initiatives that will boost employee engagement and wellbeing.

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Agnes Uhereczky



Zoltan Vadkerti

the WorkLife HUB SPRL
Rue Antoine Gautier 110
Brussels 1040
www.worklifelifehub.com
tel: +32 496 15 82 88
e-mail: info@worklifelifehub.com