







# Improving Employee Leave Experience in 2024

According to Business Group on Health's *2024 Employer Leave Strategy and Transformation Survey*, 73% of surveyed employers indicated that the employee experience with the leave process is a significant challenge at their company. Implementing changes to improve the employee leave experience was the most common change for 2023 noted in the survey (33% of employers). When making such critical changes, employers are encouraged to take a holistic approach when determining which strategies are working well and where improvements can be made.

The following table outlines opportunities to consider for improving the employee experience before, during and after leave. These suggestions are based on the experiences of employers on the Business Group's [Leave Optimization Forum](#).

	 BEFORE LEAVE	 DURING LEAVE	 AFTER LEAVE
 <h3>Lead By Example</h3> <p>When it comes to internal staff, leaders, administrators and employees can do their part to encourage the use of leave and enhance the experience across each organization.</p>	<p><b>Exemplify</b> ideal leave practices as a role model (e.g., taking parental leave) for other employees to follow</p> <hr/> <p><b>Get buy-in</b> from leaders to facilitate daily workflow enhancements and benefits</p>	<p><b>Promote positive mental health</b> by minimizing connections to work while on leave; all employees can take measures such as avoiding checking email or logging on for assignments while taking time off</p>	<p><b>Collect data</b> on the leave experience, usage patterns or employee feedback to help make the case for improvement to leadership</p>
 <h3>Establish Clear Communication</h3> <p>Simplifying employee communications on leave with clarity in mind will reduce frustration and confusion among employees taking leave.</p>	<p><b>Offer clear, streamlined information</b> and resources that are easily accessible to employees and their families</p> <hr/> <p><b>Confirm employee preferences</b> ahead of time for communication during their leave about essential leave-related or return-to-work issues</p>	<p><b>Clarify workflow</b> for projects when an employee is out on leave, such as potentially offering stretch assignments, redistributing work among the team or organizing rotations for coverage</p>	<p><b>Assist in employee's reentry</b> after an extended leave by offering flexibility (e.g., phase-in hours, remote work, linking to additional benefits resources such as EAP or other work/life services)</p>
 <h3>Diversify Resources</h3> <p>Using a variety of tools and resources for additional support is a great way to create a well-rounded leave experience.</p>	<p><b>Collaborate with employee resource groups</b> to reduce stigma associated with taking PTO</p> <hr/> <p><b>Use employee assistance programs</b> and increase employee awareness of their services</p>	<p><b>Pair employees</b> with "compassion concierges" who can act as a benefits liaison, facilitate the paperwork process or provide similar HR/internal benefit support services to the employee and their family as needed</p>	<p><b>Leverage technology</b> to track and improve the leave experience</p> <hr/> <p><b>Implement</b> a white-glove, high-touch model that uses both technological and human-centered tactics to ease the transition for employees returning to work</p>

## Helpful Links

- ➔ [Elevating the Leave Experience](#)
- ➔ [Leave and Time Away: The Road Ahead in 2024](#)
- ➔ [2024 Employer Leave Strategy and Transformation Survey](#)
- ➔ [Engaging Managers in the Leave Experience](#)
- ➔ [Global Well-being: Employee Needs and Employer Offerings](#)
- ➔ [Leave Optimization Forum](#)