



## Understanding our employee journey

### Description

Over the past few months, the Medscheme team embarked on an incredible journey to understand our Current Employee Journey and Experience.



The team's journey was made possible through collaboration between employees at AfroCentric, AfroTech and Medscheme and spanned across teams, levels, and a variety of entities. From focus groups, one-on-ones, immersions and surveys to walk-throughs and more, people shared their honest experiences and provided input and insights into each of the stages an employee goes through at Medscheme.

Their feedback highlighted some of the great initiatives that we currently have, as well as the many opportunities we have to improve our employee journey and experience.

Although some news may have been hard to hear, everyone embraced the feedback and saw each improvement as an opportunity. It helped everyone understand the part they need to play to bring these opportunities to life.

Thank you to everyone who played a part in this journey, from providing feedback to taking the time to walk through the current journey. We really appreciate you!

"Only when diverse perspectives are included, respected and valued can we start to get a full picture of the world."

– Brene' Brown

We are excited to start working together to create an even better experience for our employees.

### **Category**

1. Our People

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