

## Tools for LARGE Businesses

Level 3 Question : We have systems for receiving regular feedback from customers and employees, so we always know their level of satisfaction.

<b>Title</b>	EMmployee Engagement Survey
<b>Why</b>	Employee engagement surveys are a great first step to measure, understand, and drive employee success. Continually and consistently listening to your employees will not only help guide your engagement initiatives, but help you build employee trust, empower managers, and improve your workplace culture
<b>What</b>	Employee Engagement Surveys are designed to measure and assess how motivated and engaged your employees are to perform their best at work each day. From these surveys, you can gain insight into employees' thoughts and attitudes towards their work and the overall environment.
<b>How</b>	<p>1. Start with survey design</p> <p>Designing an effective employee engagement survey requires careful thought to return the best possible results and data. To start, keep your survey structure simple and intuitive. Employees will need to understand how to answer the questions and your managers will need to understand how to read the report. Your goal is for as many employees as possible to understand and act on the results of your engagement survey.</p> <p>Here's what else you'll need to think about before you get started:</p> <ul style="list-style-type: none"><li>• Decide whose input you need to include and whose input you don't need (manage expectations by explaining why you are not consulting them).</li><li>• Set clear deadlines and turnaround times right from the start</li><li>• Ask participants to let you know upfront if they cannot meet the timeframe, so you can assign someone else</li><li>• Establish one person for the final sign-off, and make it clear to everyone in the sign-off process that when they say it's final, it's final</li><li>• Distinguish 'nice to have' questions from 'must have' questions</li><li>• Avoid designing your employee engagement survey by the committee</li></ul> <p>2. Devise questions to ask your employees</p> <p>Your employee engagement survey should not only help you solve a problem at your organisation, but also point to what you're doing right in the eyes of engaged employees. To accomplish this, you need to be sure that your questions are going to deliver useful insights into their employee experience.</p> <p>If you're starting to worry about formulating the right employee engagement survey questions, don't. Designing your own employee engagement survey means that you don't have to ask a question in a certain way to fit into a particular model – every question can be designed to be 100% relevant to your organisation, which can help make your survey shorter and easier to digest.</p> <p>Your questions should cover three key areas:</p> <ol style="list-style-type: none"><li>1. Employee engagement,</li></ol>

	<p>These questions go at the front of your survey, and measure: intent to stay, work involvement, discretionary effort, pride in the company, and willingness to recommend the organisation.</p> <p>2. Core themes These ask about the conditions that might cause (or detract from) employee engagement with questions about autonomy and empowerment, career progression, collaboration, communication, leadership, recognition, resources, strategy, management support, and training and development.</p> <p>3. Additional themes Depending on what's happening in your company or market at the time, you might also want to ask about additional topics. In our employee engagement survey template you'll find some additional ones you can include. Try to avoid throwing them all in, and only ask them if they're relevant to prevent your engagement survey from becoming too unwieldy.</p> <p>4. Identify the themes you want to measure Your next step is to identify the themes you want to measure, and then create employee engagement survey questions that support those themes. As a rule of thumb, aim to ask 30-50 employee experience-related questions. Remember to include a way to record demographics, too.</p>
<b>Examples</b>	
<b>Template</b>	See next page

<b>My Job</b>	
The company provides the tools and resources I need to do my job effectively.	Agree
Most days I feel positive about the results of my work.	Strongly Agree
I feel that my work is valued by the organization.	Somewhat Agree
I have received the training I need to do my job well.	Disagree
The quantity of work that is expected of me is reasonable.	Strongly Disagree
<b>My Team</b>	
The people I work with take accountability and ownership of results.	Disagree
I feel respected by the people I work with.	Agree
My co-workers and I openly talk about what can be done to be more effective.	Agree
<b>My Supervisor</b>	
My supervisor shows me how my work is important to the organization.	Agree
My supervisor is approachable and easy to talk to.	Agree
My supervisor creates a respectful and motivating work environment.	Agree
My supervisor sets reasonable expectations for my performance.	Agree

<b>The Organization</b>	
The success of the organization is important to me personally.	
The organization provides me with appropriate opportunities for training and development.	
I see opportunities for my own advancement within the organization.	
My opinions are asked on issues that affect me and my job.	
I feel that this organization cares about its employees.	
<b>What are the greatest strengths of our organization?</b>	
<ul style="list-style-type: none"> <li>• This is a sample text.</li> <li>• You simply add your own text and description here.</li> <li>• This text is fully editable.</li> <li>• It can be replaced with your own style.</li> </ul>	
<b>What are the areas that need most improvement in our organization?</b>	
<ul style="list-style-type: none"> <li>• This is a sample text.</li> <li>• You simply add your own text and description here.</li> <li>• This text is fully editable.</li> <li>• It can be replaced with your own style.</li> </ul>	

## Examples of themes to measure

<b>Autonomy / Empowerment</b>	Are people empowered in their roles and able to innovate on the job?
<b>Career Progression</b>	Are there opportunities for people to grow and develop in the company?
<b>Collaboration</b>	Are they able to easily work with other teams or colleagues without barriers or conflict?
<b>Communication</b>	Are they getting enough info from the company about what's happening and do they feel they're being listened to?
<b>Company Leadership</b>	Do employees believe in and trust their senior leaders?
<b>Recognition</b>	Do people feel that they're recognised and appreciated?
<b>Resources</b>	Are they enabled to do their job through the equipment they're given?
<b>Strategy Alignment</b>	Do they buy into where the company is going and how they're a part of it?
<b>Supportive Management</b>	Are managers supporting their teams to be successful?
<b>Training and Development</b>	Do they feel they have the training they need to do their job?
<b>Customer Focus</b>	Are they in a customer centric organisation and are they empowered to do what's needed?
<b>Diversity &amp; Inclusion</b>	Do they feel the organisation is inclusive and fair to all employees?
<b>Pay &amp; Benefits</b>	Do people feel they're fairly rewarded for what they put in?

<b>Quality of Product or Services</b>	Do people believe in what they (and/or the organisation) provide to their customers?
<b>Safety</b>	Do people feel their safety is critical to the organisation?
<b>Social Responsibility</b>	Do they feel the company is a good corporate citizen with a worthwhile cause?
<b>Work-life Balance</b>	Do they feel the company allows them to achieve the balance they need between work and personal life?