

Employee Engagement Survey

What method do you use?

- We utilized a 19-question survey based upon proven engagement research and the net promoter best practice question. Here is the detailed question breakdown:
 - Q1-15: General engagement questions
 - Q16 and 17: Net Promoter Score Questions
 - Q16: How likely is it that you would recommend “your company” as a great place to work to a friend or colleague?
 - Q17: How likely is it that you would recommend the products or services of “your company” to a friend or colleague?
 - Q18: Department
 - Q19: Years of Service
- The survey was administered through Survey Monkey

Who are you using for the solution?

- We are using HR Collaborative for this Employee Engagement Survey. They have worked with us to frame the questions best suited for our organization, and have supported the kick-off of the survey and administered the collection and summary of data.

How do you use/plan to use the feedback? (including any ties to the EOS process like scorecard, rocks, etc.)

- We are planning to identify the top 2 issues that need to be addressed immediately. The action plans are established and will be tracked in our L10 as a company rock for our current quarter.

What advice would you share to other leaders thinking about implementing something?

- Having a 3rd party (Like HR Collaborative) administering ensures the confidentiality and comfort amongst the employees that there is no executive team direct access to the raw data and responses. You’ll likely get a better response rate, and more open and honest feedback
- This may be an obvious consideration, but if the leadership team is not prepared to act on issues that arise from a survey, then don’t waste the time to conduct the survey – asking for your people’s opinions and input and taking no action is worse than not asking at all.
- Investing the time for a simple, quick, and effective survey is really a ‘must’ in my mind; especially if one has never been done. This is a great way to establish a ‘baseline’. This will give you further direction and areas to focus for improvement; driven by data.
- Obviously, moving quick is equally important. You asked your people to invest their time to provide input, so moving quickly with action to correct the top concern(s) is paramount – talk is cheap. 😊
- Involve your team in solution recommendations