

Tips from EOS® Experts

What method do you use? Who are you using for the solution?

We use a tool called OfficeVibe to objectively measure employee engagement at our company. OfficeVibe is an electronic platform that allows employees to continuously submit their feedback in an anonymous way to determine engagement levels. Our metrics cover things like Personal Growth, Ambassadorship, Relationship with Peers and Managers, Recognition, Wellness, Feedback, and Satisfaction. In addition to using the survey questions that are generated by the software, we are able to create polls and pose questions that are specific to our organization. For example, we were currently working on standardizing our 1-1 meetings across the company and we created questions that gave us anonymous feedback on how employees felt about 1-1 meetings with their manager along with any suggestions they have for improvements.

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

We use the feedback from OfficeVibe in a variety of ways. Each manager is able to see a score for their department regarding their effectiveness as a manager which is translated to our Leadership scorecard. We also use the feedback to drive business decisions and make improvements. For example, our wellness score was consistently the lowest ranking area across the company so we created initiatives like discounted Fitbit trackers, a snack room with healthy snacks, and a lunch program where our company covers most of the cost of healthy on-site lunches.

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

The advice that I would share with other leaders who are interested in implementing an anonymous employee feedback program would be to clearly communicate the expectations that employees should have for the platform. It is important that employees understand that some conversations might need to happen outside of the platform to facilitate a deeper discussion and possible resolution which would make the anonymous nature impossible. We find that employees are often willing to have a face to face conversation if this option is presented. Also, employees need to understand that you will do your best to use their feedback but there might be situations where this is not possible or desired. Overall, we find that our employees really enjoy OfficeVibe and all the benefits it has brought our company.

In addition to OfficeVibe we also use peer-to-peer recognition software called Bonusly to help with employee engagement. Bonusly allows employees to recognize and reward each other for exhibiting one of our Core Values. When an employee feels that a co-worker went above and beyond with one of our Core Values, they are able to give a small bonus to that employee along with a short description of how what Core Value was displayed. Individuals receive emails recognizing them and we periodically receive staff emails with all the recent rewards. Not only does Bonusly keep employees engaged because they get excited to turn their bonuses in for gift cards but they are actively seeking out ways live out and recognize our Core Values.