

## People & Wellbeing Leader Guide

# Employee Engagement Survey

Employee engagement is a measure of people’s connection and commitment to an organisation and its goals. When people are engaged they are more likely to put in extra effort and be positive and productive team members. Lifting engagement can impact overall performance, innovation, retention and attraction of talent.

Our employee engagement surveys are a good way for us to understand our people’s experience and gain the insight and feedback we need to make changes. Comprehensive employee engagement surveys are conducted every two years to deep dive into a range of engagement drivers (e.g. pay, employee development, leadership, communication and others), level of engagement and more. We also run regular pulse surveys which measure engagement and our priority areas.

As a leader, you play a key role in lifting the engagement of your team or group through targeted action. This guide will help you to analyse and use the feedback data from our surveys, discuss the results with your team and work together to make changes.

## Accessing your report

Our employee engagement survey is delivered and supported via our dedicated employee experience platform, Culture Amp. Your Business Partner will use Culture Amp to provide you with your summary report. Senior and middle leaders with multiple teams or large groups will benefit from working with the Business Partner for a deeper dive into the results such as employee comments and demographics (see the Leader Checklist below).

## Understanding your results

Analyse the feedback within your report with a view to understanding:

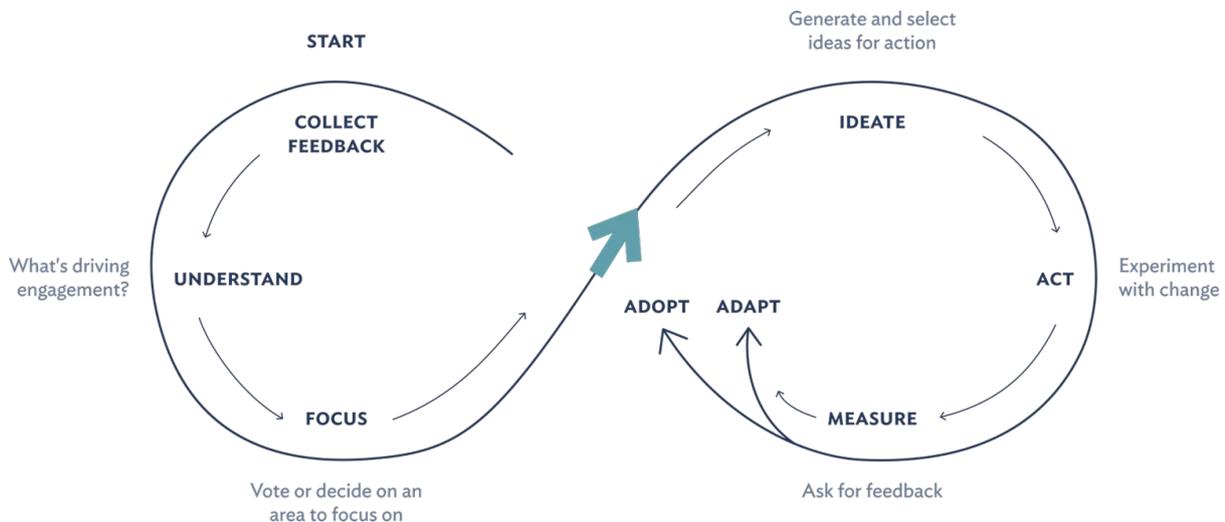
- current levels of employee engagement for your team or group
- what has the greatest impact on engagement for your team or group
- what is going well and not so well for your team or group.



Read the section, ‘Understand’, in Culture Amp’s [Manager guide to taking action on Engagement survey results](#) for a simple approach to understanding your results.

## Taking action

The model below shows Culture Amp’s recommended high level ‘results to action’ process. Once you have analysed the feedback and identified specific focus areas, it is time to engage with your team to develop actions focused on impacting these areas.



Read the section, 'Act', in Culture Amp’s [Manager guide to taking action on Engagement survey results](#) for ways to discuss and use your results with your team.

## Training, support and feedback

If you get stuck or want to know more about anything that isn’t covered in this guide, additional training and support is available.

- **Culture Amp: The Engagement survey (for managers)**

Complete [this video-based course](#) to learn more about engagement, explore your survey results and take action with your team.

- **Culture Amp: Guide to understanding survey results**

Read [this article](#) to understand the different aspects of your survey results.

- **Culture Amp: Sign In**

For leaders who have not yet used Culture Amp, please login via [this link](#).

- **Contact People & Wellbeing**

Submit a 'P&C system enquiry' via the [#teampossible support hub](#) and the People & Wellbeing team will assist you.

## Leader checklist for employee engagement surveys

Item	Questions to answer
<b>Understand</b>	
1.	<p>Identify why engagement matters for your team or group</p> <ul style="list-style-type: none"> <li>○ Which priorities can an engaged workforce help us achieve?</li> <li>○ How will levels of engagement help or hinder our business goals?</li> </ul>
2.	<p><b>Engagement score</b> Review favourable score and trend from previous surveys Review comparison and benchmark scores</p> <ul style="list-style-type: none"> <li>○ What is the current state of engagement?</li> <li>○ If we did nothing, what would happen?</li> <li>○ How are we tracking compared to others?</li> </ul>
3.	<p><b>Other factors</b> Consider value and spread of favourable scores</p> <ul style="list-style-type: none"> <li>○ What are we doing well?</li> <li>○ What are we not doing well?</li> </ul>
4.	<p><b>Top 5 questions impacting Engagement</b> Note level of impact: extreme, very high or high impact</p> <ul style="list-style-type: none"> <li>○ What should we focus on?</li> <li>○ What is important to our people?</li> </ul>
5.	<p><b>Heat map</b> (leaders of multiple teams gain access through your Business Partner) Explore results by demographics such as age, business unit, job description, employment type, location, tenure, team, manager name and more</p> <ul style="list-style-type: none"> <li>○ Which groups of employees are having a different experience?</li> <li>○ How does engagement and satisfaction differ for employee types?</li> </ul>
6.	<p><b>Comments</b> (leaders of large teams gain access through your Business Partner) Choose a focus area and review the comments to provide additional/deeper understanding</p> <ul style="list-style-type: none"> <li>○ Why did employees respond to the survey items the way they did?</li> </ul>
<b>Act</b>	
7.	<p>Discuss the results with your team</p> <ul style="list-style-type: none"> <li>○ What changes in results do we want to see?</li> </ul>
8.	<p>Select a focus area</p> <ul style="list-style-type: none"> <li>○ Which item will have the largest impact on your team's experience?</li> <li>○ What is the one thing that we can focus on a team that will help to improve engagement?</li> </ul>
9.	<p>Identify actions</p> <ul style="list-style-type: none"> <li>○ What specific actions or steps could the team take to help us to improve the focus area?</li> </ul>
10.	<p>Implement and monitor actions</p> <ul style="list-style-type: none"> <li>○ How, when and who will take action?</li> <li>○ How effective is each action?</li> </ul>