

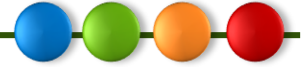
Employee Engagement

Extent to which employees are invested in an organization

- Aligned with and committed to the mission, vision and values
- Understand how their jobs contribute to the company's success
- Willing to apply discretionary effort to their work
- Use their abilities to make a difference
- Know their contributions are valued

Organizational Impact

- Employees go above and beyond
- Take personal responsibility for making the vision happen
- Stay longer



Measuring Engagement During Change

Surveys

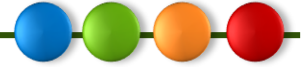
- Conduct a short survey of 5 – 10 questions
- Use rated items and open-ended questions
- Questions should cover communication, development, confidence in leadership

Listening Sessions

- Refer to “published communication” ask questions, listen for understanding/concerns
- Attendance indicates interest, types of questions and comments reflect fears, challenges
- Ask what is working well right now and what employees are learning

Share Results

- Communicate the top themes, both good and bad



Sample Survey Questions

Sample Rated Items

Leaders are doing what it takes to successfully lead the organization through this change

I am kept informed about changes to our business

I am kept informed about changes to my job

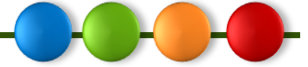
I have input into matters that affect my job during this time of change

I have opportunities to learn new skills during this time of change

This organization values me during this time of change

Even though things are uncertain, this is a good place to work

I have been trained on new processes for working safely during this time



Sample Survey Questions

Sample Open-Ended Questions

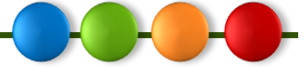
What is working well for you during this time?

Aside from pay/benefits, what is not working well?

What do you need from your leader? What do you need from the executive team?

What business processes should be modified going forward?

What feedback are you hearing from customers?



Steps to Address Feedback



1. Review data.
2. Prioritize actions based upon positions/employees critical to current and future business strategy.
3. Involve those employees in the solutions as much as possible.
4. Communicate updates and changes resulting from surveys or listening sessions