

Engagement Survey Interim Feedback Team Exercise

Positive momentum is created when employee engagement surveys are completed and the results are shared. But often the momentum decreases over time. The purpose of this exercise is to get real-time feedback on areas needing improvement, as identified on the most recent employee engagement survey. To make this team meeting measurement focused, use informal tools (such as index cards) to have folks anonymously share where things stand now.

At the end of this exercise, team members will be able to:

- ◆ Rate their current satisfaction level with areas from the employee engagement survey.
- ◆ List who is responsible for each area.
- ◆ Create ideas for improvement.

Materials: Index cards, white board or flipchart with paper and markers

Rate their current satisfaction level with areas from the employee engagement survey.

- ◆ Before the meeting starts, on a white board or flip chart write six statements from the survey that were identified as needing improvement. (For example, *I have the opportunity to contribute to decisions that affect me*, or *I have the tools to do my job effectively*.)
- ◆ Below these statements, write the scale that will be used to rate these statements: SA = Strongly Agree; A = Agree; N = Neither agree nor disagree; D = Disagree; SD = Strongly Disagree.
- ◆ At the meeting, explain that as a follow up to the most recently completed employee engagement survey, you are asking for feedback on how things are going in the areas the team agreed to work on.
- ◆ Hand out index cards.
- ◆ Ask employees to write the numbers 1-6 in a column. Then read each statement and ask them to rate that statement based on the scale. Give people time to think about their answer and then record it on the index card next to the applicable number.
- ◆ Collect the index cards and redistribute them randomly.
- ◆ Divide into groups of three to four people to tally up the responses and report the findings. As a group, identify the key areas that are going well then celebrate for a few minutes.

List who is responsible for each area.

- ◆ Now spend time on the areas that need work by focusing on who “owns” each area – the Organization, Leader or Individual. Some areas that need work will be a shared responsibility. For example, a concern about not receiving enough praise and recognition might be shared between the manager who needs to consciously increase recognition for individuals and the team members who need to praise and recognize each other.

Create ideas for improvement.

- ◆ Review ideas from past meetings.
- ◆ Create new ideas for shrinking this POW (identifying the category of POW can be helpful in this process).
- ◆ Agree on the next steps and hold the team accountable.

Summarize

- ◆ This exercise offers a way to gauge progress on results from formal employee engagement surveys.
- ◆ Focus on what team members can control, and “own” what is in your control as a leader.

