

EMPLOYEE PERCEPTION SURVEYS



Employee engagement is the emotional commitment an employee has to their employer and its goals. This commitment means caring about their work and the business. It is more than just being 'satisfied' to turn up from 9 to 5 and it is more than just being 'happy' at work. **When employees care, they are engaged, they use discretionary effort.** And it is that discretionary effort which gives your business a competitive advantage through winning people, winning culture and winning teams.

When it comes to measuring employee engagement, surveys are a powerful solution. Use them strategically to unlock deep employee experience insights that will help you retain talent, boost performance and nurture your company culture.

5 KEY BENEFITS TO SURVEYS:

1. Measure the level of employee **engagement** and the key drivers of engagement to unlock your team's true potential.
2. Giving employees a **voice** and a channel to provide open feedback, often on topics they might not have thought to give feedback on. Well-designed surveys capture feedback, ideas and insights that otherwise go untapped.
3. Increase employee **motivation** as employees feel their opinions matter and businesses can be responsive in ways they know will engage their people.
4. Research shows that satisfied, motivated employees will be more **productive**, create higher customer satisfaction and in turn positively influence business performance.
5. **Knowledge** is power - regular pulse checks help spot potential issues early and take action; identify development needs; understand the morale of your team; and even predict staff turnover.

WHY USE A 3RD PARTY?

- ☑ **Response rate** – team members are more likely to participate if they know it is anonymous and there is often an increased curiosity and willingness to 'see what happens' when a consultant engages with the team.
- ☑ **Openness** - when the survey is administered by an external party with the data gathered and analysed independent of management, respondents are more likely to be open and honest in their responses.
- ☑ **Benchmark insights** – engaging a consultant who performs surveys across a broader range of businesses and industries means accessing benchmarking data on how your business is performing compared to others.

FEEDBACK ON FEEDBACK

A crucial step in ensuring ongoing, valuable input is obtained from your staff surveys is closing the feedback loop.

Your team will value feedback on their feedback.

Sharing the overall results of the survey and what actions management has decided on as a result sends a clear message to your people that you hear and value their feedback.

You will receive a survey report suitable for sharing with your team from each survey.

BROAD SNAPSHOT SURVEY

We start with a broad survey which explores:

- ☑ **Fundamentals** – are you getting your fundamental people practices right?
- ☑ **Leadership** – your leaders' ability to inspire, motivate and communicate with your team
- ☑ **Leveraging** – whether you are getting the best out of your people
- ☑ **Relationships** – the degree of connectivity and respect in the team
- ☑ **Vision** – how informed and aligned your team are on the direction of the business
- ☑ **Satisfaction** – the degree of pride and sense of engagement in your people

REGULAR PULSE SURVEYS

We then administer pulse surveys every 2 months, diving deeper on key topics including:

- ☑ Total Remuneration Package
- ☑ Two-Way Feedback
- ☑ Teamwork
- ☑ Equality & Fairness
- ☑ Purpose
- ☑ Company Policies
- ☑ Management/Leadership
- ☑ Role & Career Opportunities
- ☑ Brand Reputation
- ☑ Communication
- ☑ Culture

We also generate satisfaction surveys for new team members every 6 months to gain feedback on the recruitment process, induction and training.

COST:

An annual subscription fee includes the broad survey (run once a year), plus 5 pulse surveys, plus 2 new starter surveys.

The cost is based on number of employees and is charged per annum:

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| ☑ 1-5 employees | \$500 plus GST |
| ☑ 5-15 employees | \$980 plus GST |
| ☑ 15-50 employees | \$1735 plus GST |
| ☑ 50+ employees | \$2350 plus GST |

You will receive a traffic light survey report from each survey, complete with recommendations.



From hire to retire, we can help. By delivering tools to help you create engaged, effective teams. By developing curious and courageous leaders within your team. And by building bold strategies to make your business robust and resilient.

Contact us for an obligation-free chat today.

www.focushr.com.au

