

Employee Experience: Results to Action Guide



A leaders quick guide to understanding and interpreting the quantitative and qualitative feedback

Spending time to fully explore and understand your employees' feedback is critical. Employees are expecting that they have been heard and as a direct result of their feedback real improvements should occur.

Guiding principles

- The survey feedback represents a snap shot in time and one of many sources of feedback, not the only one. Maintain perspective.
- Think of the feedback as a unique learning opportunity – don't rush to solutions.
- Start with the high level results and be purposeful in exploring deeper into the data with a 'seeking to understand' mindset.
- Context is critically important, without context the feedback is meaningless.
- Don't over rely on open comments to tell the story. Use comments to provide additional context in what might be driving the results.
- Hold a responsive and curious mindset – being mindful of not over-reacting to negative comments.

Tips to assist in 'understanding your results'

As you 'Explore My Data' on the platform (you can conduct a detailed analysis to identify what is driving the results & target key engagement drivers. This can be upported with the Review Results Template.)

Some questions to ask while reviewing the report and the data:

- What are the main themes? Where are the hot spots?
- Which questions have the biggest impact on Sustainable Engagement? Consider making one of these your top priorities, especially if they overlap with issues already identified as you work through the feedback.
- Are the issues widespread and/or having a significant impact?
- What factors may be contributing to these to these hot spots?
- How do the open comments further your understanding of the results?
- Dig deep for underlying root causes - keep asking 'why' this problem exists, and then 'why' again utilising the Understanding the Issues Worksheet
- What further information or insight is needed to clarify the underlying issues? (i.e. facilitate staff feedback or focus sessions in smaller workgroups)
- Use the word cloud to help inform the key themes that have emerged from the free text.

✓ DOs

- Use open comments to help bring to life the engagement priorities and data.
- Use comments that provide constructive insight. This helps engage with the audience when sharing the feedback. e.g. "The Career Hub was great, but the communication was late and only a few found out about it."
- Maintain trust and respect when reviewing comments. Feedback has been submitted in confidence that it will be treated and acted upon respectfully.

✗ DONTs

- Over rely on comments to tell the story. Not everyone had time to write comments.
- Use comments to get a reaction e.g. They contain expletives or sarcasm. These comments can be entertaining but may not fairly reflect the experience of the majority. e.g. "A CAREER LEADER?? LOL, more like a CAREER POTHOLE!!"
- Try to identify people by their comments. Catch yourself before saying things like: "Oh, I can guess who wrote that!!!!"

- Comments tend to be negative in nature. Typically ~50% of respondents will make a comment.
- Comments can provide more detailed information to understand data and highlight some simple ideas for action.
- Comments should be treated as confidential however if there are concerns regarding the nature of individual comments please raise this with the next level manager or to the Workplace Relations Team or Organisational Development team as appropriate.

Best practice is to:

- Use comments to help understand priorities and generate ideas for action, not to identify priorities
- Use comments to provide constructive insight (and demonstrate that employees comments are heard)
- Maintain trust and respect when reviewing the comments – feedback has been submitted in confidence and must be treated as such.