

# Tips for Sharing the Results

**Acknowledge**  
**Collaborate**  
**Take Action**

## A leader's guide to sharing the engagement survey results with teams

Now that you have taken the time to explore and understand your results, the next step is to share the results of what was said, what you have heard and your key findings with your people.

Making positive workplace changes requires your teams input, co-operation, effort, buy-in and support – and you can't get these things if they don't know (and broadly agree with) what's going on and don't feel involved in the process.

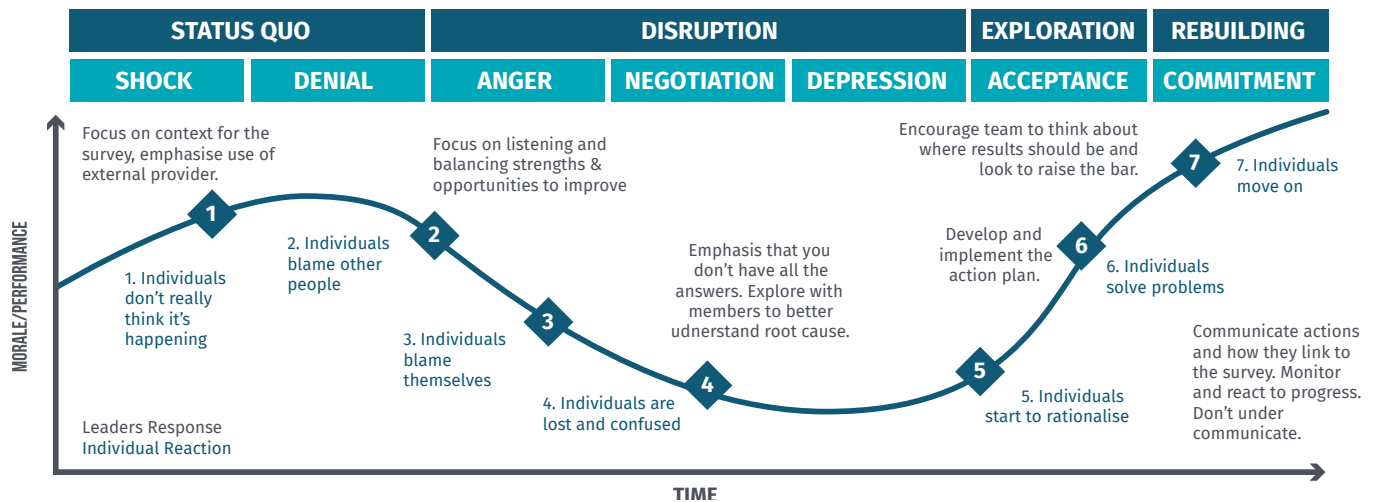
### Guiding principles

- Strike a balance between reviewing the 'big picture' findings and the team specific findings.
- Be open, honest and transparent – your people won't appreciate you dressing up 'bad news' as 'good news' – they want you to accurately hear them – both what's working well and what isn't.
- Develop your communications with the end in mind – what do you want your team to KNOW, FEEL and DO as a result of having the information shared with them? (see link to template below).
- What you share will be directly dependant on the method of how you share it and the time you have available – don't try to fit too much in. Think about reducing the content, changing the method/s of sharing or make more time available to do it well.
- Ensure you build in appropriate time for team participation and involvement. This is not only more engaging, it also creates the conditions necessary for gaining their buy-in and support.

## Quick tips on what and how to share

It is up to you as to how you would like to share the results, but best practice is to engage with your team face-to-face. Regardless the method you choose to share the results, below are some recommended guidelines of what to include.

1. **Thank everyone who participated for their contributions.** Without our people sharing their feedback.
2. **Start with context.** Explain the circumstances and objectives that make this entire process relevant and important. Why did we run the survey? What is going on across the organisation? How will employee feedback shape key decisions and initiatives in positive change and improvement?
3. **Overview of key findings.** Make sure to share some results such as top and bottom scores, strength and priority areas – comparing results and progress at team, hospital, state and organisational results last survey.
4. **Description of focus areas.** Share what have been identified as key opportunity focus areas at Company, State/Group and Site levels. Share what you believe, based on the teams feedback, are the 1-3 opportunity areas for the team.
5. **Foster engagement.** Involve and engage with employees as much as possible. Encourage discussion, questions and feedback to ensure they have a clear understanding of the results and what it means to the team. Validate the accuracy of what you have identified as the key opportunities with your team. Ask for their active participation in working together to take action.
6. **Next steps.** Share your approach and timing for the next steps in developing and implementing how the team will take action.



### ✓ DOs

- Present in person where employees can participate in a conversation, ask questions and share reactions
- Thank them for participating in the survey and providing feedback.
- Present an honest and balanced picture of what was said and what you have heard
- Emphasise your commitment to making improvements
- Include a brief summary of higher-level results, e.g. company overall and State, for context
- Communicate in your own words.

### ✗ DONTs

- Wait too long to begin communicating
- Dismiss, rationalise, or sound defensive
- Be afraid to say you don't know
- Overuse the report and graphs ('death by PowerPoint')
- Personalise the results or identify an individual with the results
- Think you must share every detail; share enough for employees to draw their own conclusions and not feel "force fed" or overwhelmed
- View survey communications as an "event", best seen as an ongoing conversation