

REHEARSE: SURVEY RESULTS ROLLOUT

LEADERSHIP CHALLENGE

Use the action steps outlined below as a guide for drafting the key words for your survey results rollout meeting. Record your key words in the chart below. Identify a critical partner and rehearse your key words. Encourage your partner to react to your message and rollout as if he/she were participating in the actual meeting. Use those reactions to practice your listening leader stance. Ask your critical partner to provide feedback on what worked well in your message and what could be improved.

| ACTIONS | KEY WORDS |
|---|-----------|
| <p>1. Introduce and set up the meeting:</p> <ul style="list-style-type: none"><input type="checkbox"/> Begin the session on a positive note.<input type="checkbox"/> Thank your team members for caring enough to fill out the survey, attend the session, and participate.<input type="checkbox"/> Be open and genuine to demonstrate your commitment to taking action based on the results of the survey. | |
| <p>2. As a review, present the overall organization results by referring to the message for the senior executive.</p> <ul style="list-style-type: none">• Note the overall mean.• Note the three highest scored items for the organization.• Notes the three lowest scored items for the organization. | |
| <p>3. Present items for your unit.</p> <ul style="list-style-type: none">• Present the overall mean of the survey and how it compares to the organizational mean. | |
| <p>4. Engage your team in a conversation about the highest scored items.</p> <ul style="list-style-type: none">• Refer to the results of the highest ranked items, as well as top box percentages.• Show the three highest scored items and ask your team members why they believe a particular item is scored as one of the higher items. Engage in a conversation about one item at a time.• Taking this step helps you and your team understand “what right looks like.” | |
| <p>5. Engage your team in a conversation about the lowest scored items.</p> | |

- Refer to the results of the lowest ranked items, as well as top box percentages.
- Show the three lowest scored items and ask your team members why they believe a particular item is scored as one of the lower items. Listen and have someone take notes on chart paper.
- For each item, ask your team for several actions that would improve this area of focus. Specifically, ask what would be happening if the score on this item was higher.
- Spend time discussing the items but focus on actions for improvement. The staff should make suggestions for actions; the leader should listen.

6. Prioritize the one or two actions to focus on.
 - Ask the group to identify the most important actions to focus on. Give each team member a few sticky dots and ask the members to place the dots on the top 3 actions/areas to improve.
 - Explain that this information will be used to create a survey Improvement Action Plan.

7. Close the meeting by thanking your team and asking them to evaluate the meeting by rating the meeting on a scale of 1 to 10 and provide any comments.