

SURVEY RESULTS ROLLOUT KEY WORDS

UNIT LEADER SAMPLE

The key words below serve as an example for the unit leader results rollout meeting.

ACTIONS	SAMPLE KEY WORDS
<ol style="list-style-type: none"> Introduce and set up the meeting: <ul style="list-style-type: none"> Begin the session on a positive note. Thank your team members for caring enough to fill out the survey, attend the session, and participate. Be open and genuine to demonstrate your commitment to taking action based on the results of the survey. 	<p><i>“On (Month/Year) the Employee Engagement Survey was sent to all employees. Employees answered questions about how they felt about their work environment in the organization. XX% of employees completed the survey. The participation for our unit was ____ or about ____%. Thank you for caring enough to complete the survey and for responding so powerfully. If you did not have an opportunity to complete this survey, I still appreciate your participation in the process and your time today to discuss the results together.</i></p> <p><i>The goal of the survey was to determine how you feel about your job and work environment so that we can be more effective in planning and future decision making.</i></p> <p><i>This was a confidential process, using an outside group to facilitate, implement, and monitor the survey and collect all data. We did not have access to individual responses, only the results as provided in the reports we will be using today.</i></p> <p><i>These survey results are very valuable for ensuring we have the best people and that you are satisfied with your work and work environment.”</i></p>
<ol style="list-style-type: none"> As a review, present the overall organization results by referring to the message for the senior executive. <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><i>“Our focus today is on our unit results. Before engaging in our conversation about our results, I am providing a review of the overall organizational results. This will help us see how our overall and item means compare to the organizational results. The overall mean for ____ (the organization) was ____ and number of participants was ____.”</i></p> <p><i>AFTER YEAR ONE – “Our overall mean this year compared to last year has improved/declined by ____.”</i></p>
<ol style="list-style-type: none"> Present items for your unit. <ul style="list-style-type: none"> Present the overall mean of the survey and how it compares to the organizational mean. 	<p><i>“Now let’s look at the specifics of our own unit, how we compare with the organization, and identify ways to improve. The overall mean for the unit was ____ and the number of participants was ____.”</i></p>
<ol style="list-style-type: none"> Engage your team in a conversation about the highest scored items. 	<p><i>“Let’s look first at the items that you scored highest. If we look at (select an item or category of items), why do you believe this item</i></p>

- 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.”

Note: Remember to remain in your listening leader stance, using neutral language, and thanking participants for their feedback.

is one of the higher scored items? What is occurring in our department that results in this high score? How can I, as a leader, help to maintain a high score in this area?”

5. Engage your team in a conversation about the lowest scored items.
- 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.

Note: Remember to remain in your listening leader stance, using neutral language, and thanking participants for their feedback.

“As we review the lowest scored items, there are some areas where we have more control than others. All input is important and I want to spend the majority of time on things I or we can do in this unit to improve. Let’s review the top areas of concerns. I want your input on why these items are scored lowest and I would like for you to offer some solutions on things we could do to improve the work environment. I’m committed to growing as a leader and am grateful for your input today.

Here is one area you identified as a lower scored item. To make sure I capture your thoughts, I’ve asked _____ to write them on the chart paper.

- *What could occur in our department that would improve the work environment?*
- *What are some things we could do to improve in this area?”*

Select one or two more and follow the same process.

If results are low and you expected them to be higher after working on actions in the past year you may say something like this:

“I want to tell you I am disappointed that our results did not improve in this area. I’m committed to working with our team to create a great work environment and need your input to know the best actions to take to support our team. Help me understand, what did you specifically mean when you scored item__ a __? What things can I or we do to improve this area?”

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 an Improvement Action Plan.

“We will now take some time to narrow the actions we have identified. The priorities and suggestions for improvement will be incorporated in a 1-2 item action plan within the next 2 weeks. I will send a copy to all employees. If you have additional input or questions at that time please direct them to me.

You see a list of actions/priorities on the chart paper. Before moving on, is there anything else we should add to our list? Take your three sticky dots and place them on the three things you think are most important for us to work on. We will compile the information and create an action plan that aligns to our team

members' input."

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.

"Today, you all have provided valuable input on our strengths, areas where we need to improve and some specific actions we can do to make this a better place to work. By _____, I will share our unit action plan with you.

As you can see there is a great deal to be proud of and challenging work ahead. I am grateful for the support you have and will continue to show as we move ahead. I look forward to working shoulder – to – shoulder with you to make our unit and organization the best it can be."

Please use this opportunity to evaluate this meeting by completing the meeting evaluation form and place it on the back table when you leave today.

Thank you for your valuable time and input."