

# SUPPORT SERVICES SURVEY RESULTS ROLLOUT

## KEY WORDS TEMPLATE

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. Leaders are encouraged to practice the key words with a critical partner.

ACTIONS	KEY WORDS
A. Introduce and set up the meeting <ul style="list-style-type: none"><li>• Begin the session on a positive note</li><li>• Thank the staff for attending the meeting and being willing to participate in the process</li><li>• Be open and sincere about taking action based on the survey</li></ul>	
B. Present overall organization results <ul style="list-style-type: none"><li>• Chart the organization score for each of the categories</li><li>• Provide the definitions for each of the categories</li></ul>	
C. Present the data for the department. <ul style="list-style-type: none"><li>• Rank the mean score for each category from highest to lowest</li></ul> Give staff an opportunity to talk about results	
D. Determine priority (if necessary) <ul style="list-style-type: none"><li>• Have each staff member place a dot by the category considered to be a priority for improvement.</li></ul>	
E. End the discussion with one question. (Go around the room.)	
F. Close the meeting and ask staff to evaluate the meeting.	