

5 Corners You Shouldn't Cut in Your Post-Survey Action [New Research!]

Meet The Speakers



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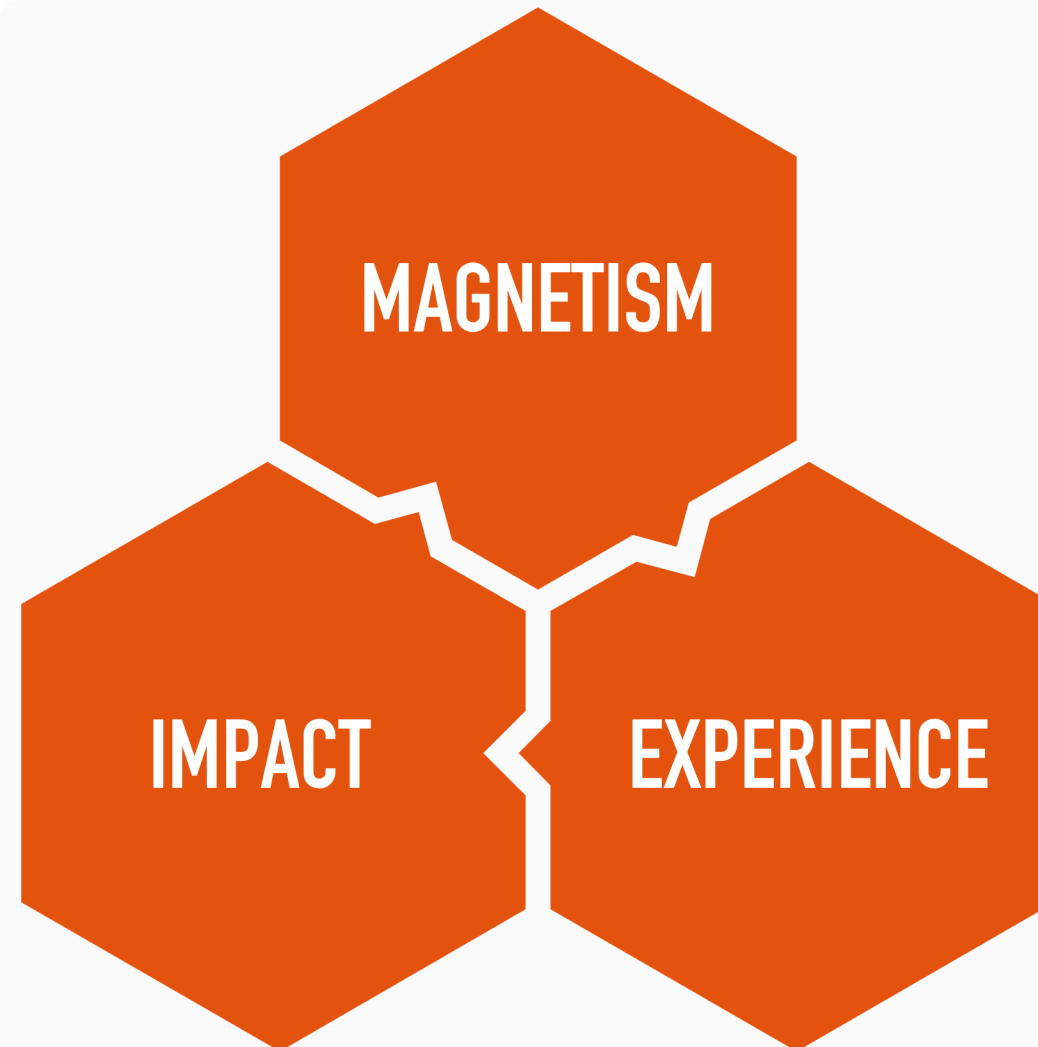


Agenda

- 01 Quantum Workplace research
- 02 What effective action looks like
- 03 The AFTER framework
- 04 Starting where you are
- 05 Real life examples: insight to action
- 06 Quantum Workplace tools

What is Employee Success?

Employees want to stay — and talent wants to join. You have a magnetic culture that attracts the best and keeps the best.



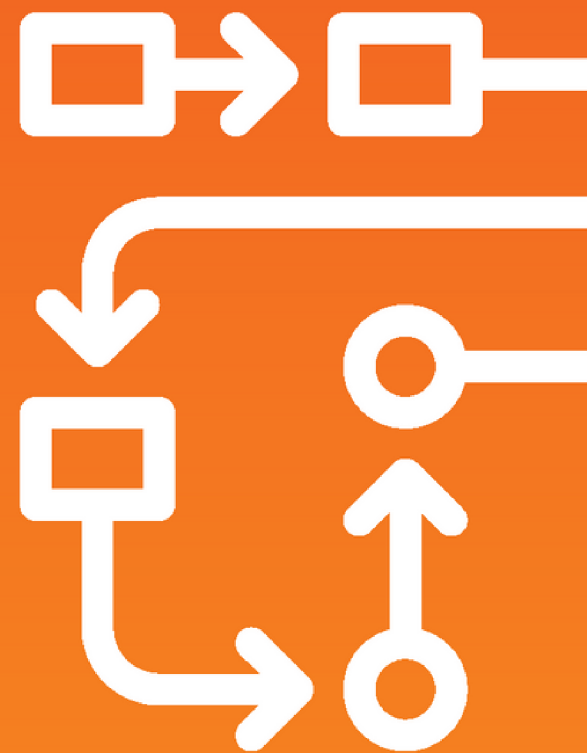
Your employees and teams are high performing. They understand the role they play in helping the company achieve success.

Your employees have an engaging experience. You understand, validate, and improve upon what matters most.



Unlocking Employee Engagement:

5 Corners You Shouldn't Cut in Your Post-Survey Action Planning



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A Gap Between Expectations & Execution

60-70% of employees say they expect action to happen based on their feedback...

BUT:

- Only 1/3 of employees say their organization is effective at post-survey action
- Only 1/3 of employees say they notice positive changes as a result of their feedback
- Only 41% of employees say the actions taken after employee surveys results in improved engagement



ACTION MATTERS

Employees who witness action on their feedback are 12X more likely to be engaged in the year after your survey.



What's getting in the way of action?



Lack of time, resources, or priority (21%)



Leader + manager buy-in (20%)



Poor or lack of communication (16%)





and do the next right thing.

What Effective Action Looks Like

Effective action is characterized by the leader involvement, manager-led conversations, and metric tracking.





5 Corners You Shouldn't Cut: The **AFTER** Framework

Analyze results

Focus on high-impact areas

Team discussions

Execution plan

Reminders & reinforcement



The **AFTER** Framework **Analyze Results**


Why it's essential:

Understand what is/isn't working

How to make it simple:

- Find a mindset & framework
- Don't miss the forest for the trees
- Remember the goal: extract insights + drive positive change





The **AFTER** Framework

Focus on High-Impact Areas

Why it's essential:

Prioritize action areas & decision-making

How to make it simple:

- Group high-impact areas into themes
- Look across targeted areas of the business
- Consider responses to similar survey items to find "aha" moments





The **AFTER** Framework Team Discussions

Why it's essential:

Get deeper context & better solutions

How to make it simple:

- Remember the WHY: get curious
- Quickly translate what each focus areas means for employees
- Leverage different perceptions and look for common threads



The **AFTER** Framework **E**xecution Plan

Why it's essential:

Create clear commitment & accountability

How to make it simple:

- Less is more: 1-3 focus areas with 1-3 action items
- Separate long-term priorities from quick wins
- Stay focused: who is acting? what are they acting on?





The **AFTER** Framework **R**eminders & Reinforcement

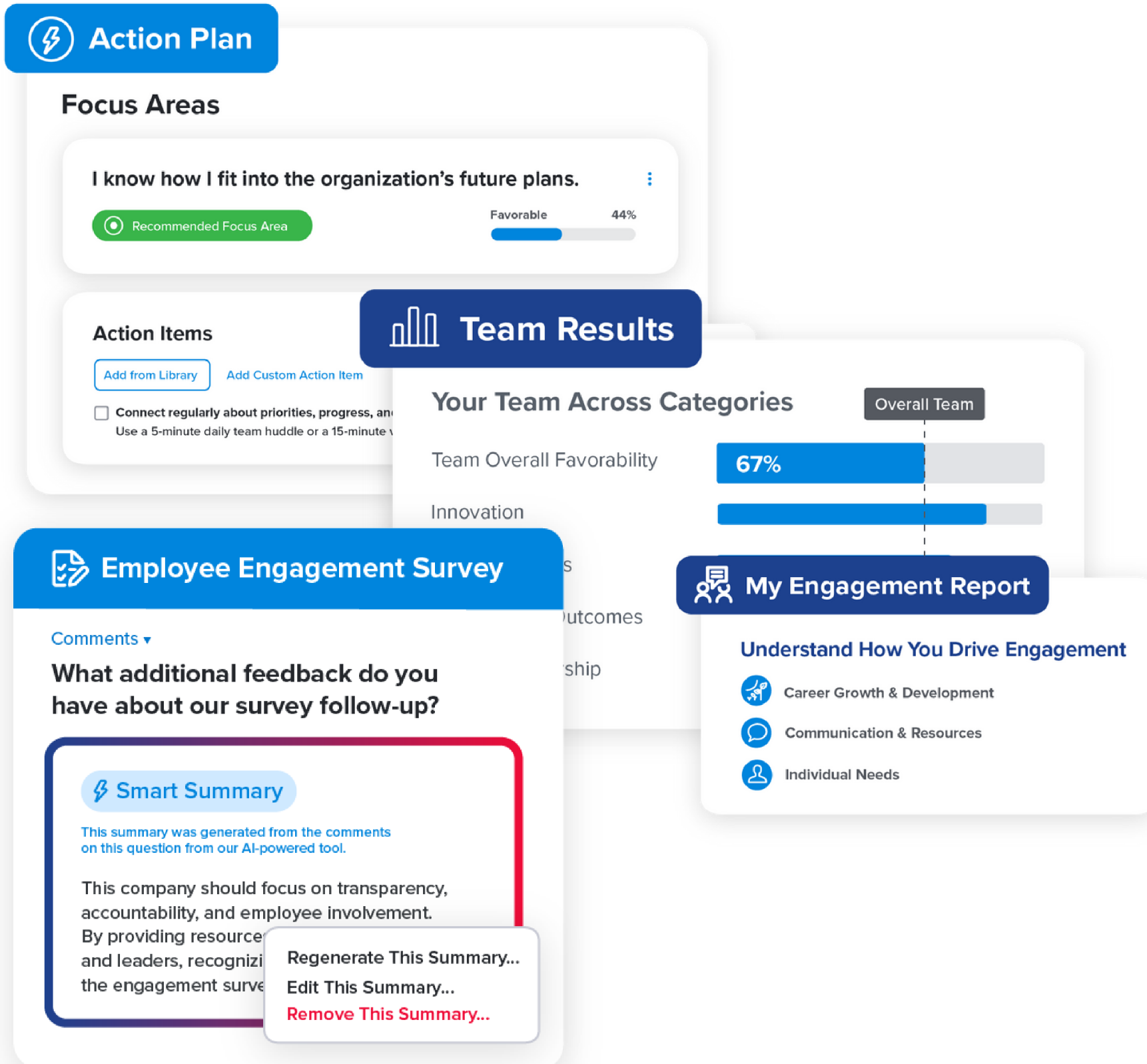
Why it's essential:

Keep plans & progress visible

How to make it simple:

- Build in pre-scheduled touchpoints to discuss progress
- Leverage the power of storytelling
- Create 1-on-1 templates for managers to keep top of mind





The interface mockup displays several key features of the Quantum Workplace platform:

- Action Plan:** A section titled "Focus Areas" with a card for "I know how I fit into the organization's future plans." It shows a "Recommended Focus Area" with a "Favorable" rating of 44%.
- Team Results:** A section titled "Your Team Across Categories" showing "Team Overall Favorability" at 67% and a bar chart for "Innovation".
- Employee Engagement Survey:** A section titled "What additional feedback do you have about our survey follow-up?" with a "Smart Summary" generated from comments. The summary states: "This company should focus on transparency, accountability, and employee involvement. By providing resource and leaders, recognizing the engagement survey".
- My Engagement Report:** A section titled "Understand How You Drive Engagement" with three categories: "Career Growth & Development", "Communication & Resources", and "Individual Needs".

Engagement for Teams

- Survey insights tailored to teams
- Action planning process & plan
- My Engagement Report
- Lightweight 1-on-1s

Narrative Insights

- AI-powered text analytics
- Quickly analyze survey comments
- Easily uncover meaning
- Highlight themes, sentiment, risk

Start Where You Are

Ramping Up:

- HR owns action
- Limited communication & follow-up
- Action focused around the survey
- Quick & shallow fixes

Accelerating:

- HR & managers own action
- Proactive, clear communication
- Everyone knows next steps
- Collaborative action planning
- Ongoing 1-on-1 conversations

Cruising:

- Everyone owns action
- HR = driver & coach
- Excellent communication & buy-in
- Clear accountabilities
- Continuous improvement
- Easy to act quickly on insights



Scooter's Coffee

Insight:

- Desire for more career growth
- Need for a more robust talent pipeline to support growth

Action:

- Engagement survey data helped support their ask to senior leaders
- Quarterly Press
- Cultivating Leaders

Result:

- Career Growth & Development categories increased
- Intent to stay increased



Merittrust Credit Union

Insight:

- Disconnect between professional development opportunities and employee perceptions
- Drive feedback culture with concise and deliberate communication.

Action:

- Provided opportunities with aligned language and communications that resonated with employees.
- Curated a strong culture in a hybrid work environment.
- Measured the change to show value to leadership.

Result:

- Perceptions of growth and opportunity hit an all-time high.
- Company Culture and Professional Development Opportunities are the top two keys to employee retention.



Sammons Financial

Insight:

- Infrequent engagement surveys
- Lack of action and ownership
- What are we actually doing to understand the employee voice?

Action:

- Commitment to more frequent and consistent survey cadence (18 mo, then 12 mo)
- Focus on Awareness of the process
- Empowerment
- Provide leaders with people analytics to help them make informed decisions

Result:

- Increased survey participation
- Increased Engagement
- Increased Intent to Stay/reduced turnover



active, intentional,
a pursuit



the individual and collective
experiences of employees,
teams, and organizations



Make Work Better Every Day



→ not perfect, but
always improving

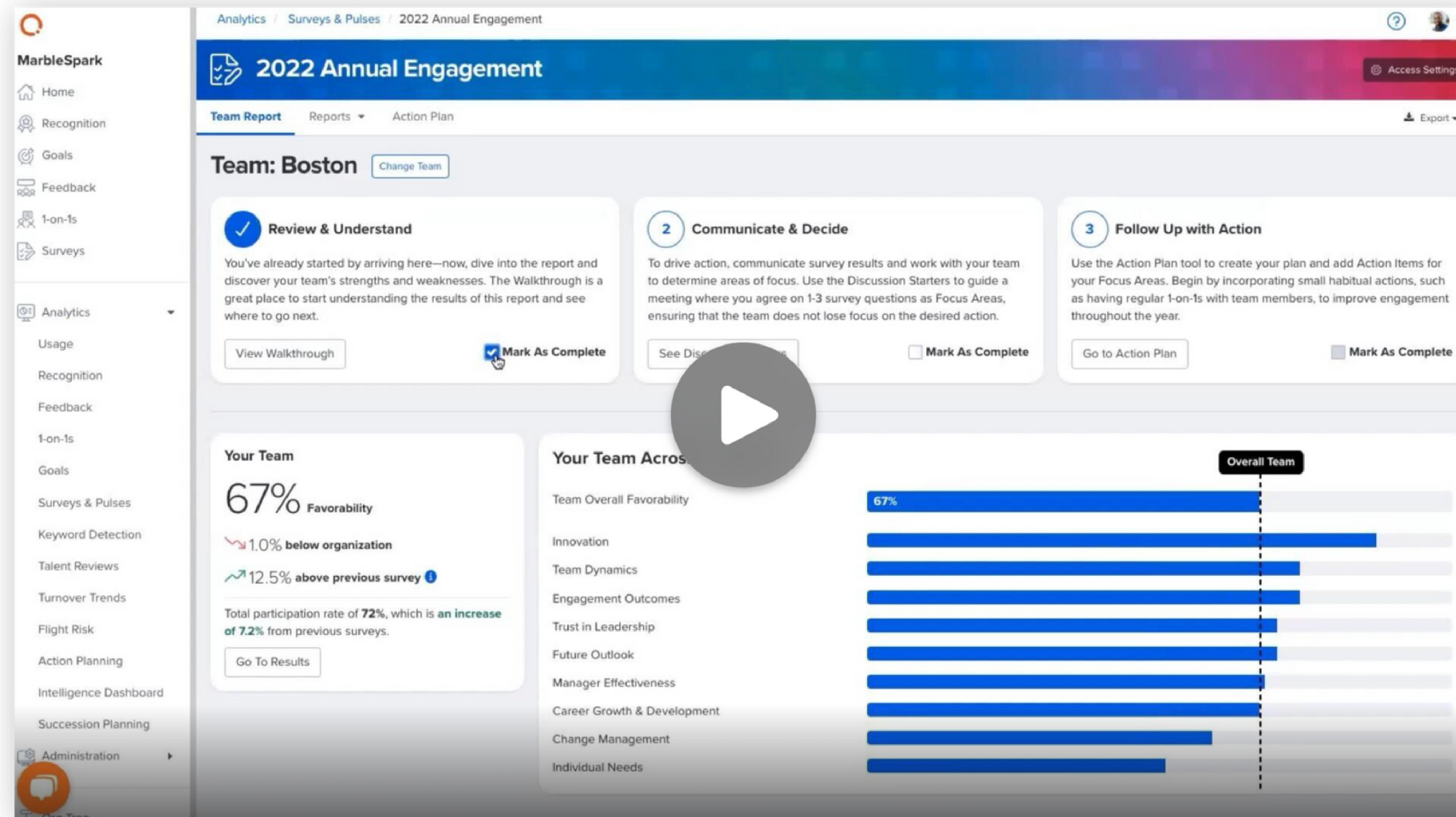


always evolving, even in the
tiniest of moments

WATCH A DEMO!



Quantum Workplace Action Planning Tools





Questions?

