5 Steps to Accelerate Engagement and Action AFTER Your Survey

Quantum Workplace

Meet The Speakers

GRADEN HUDSON

Lead Product Manager

Quantum Workplace

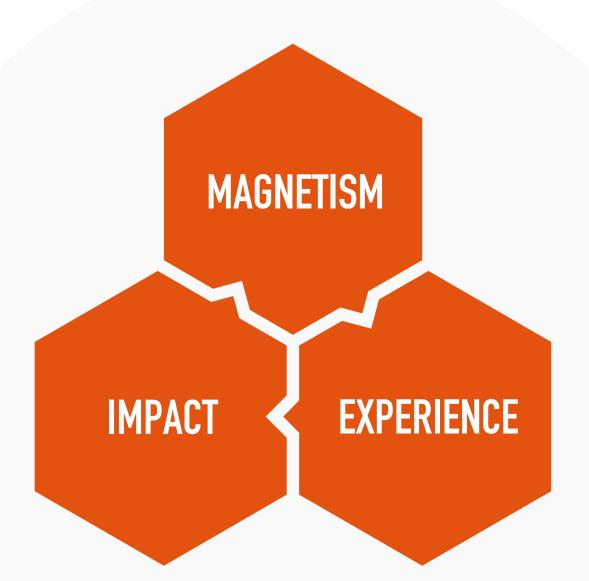**TERESA PREISTER**

Senior Insights Analyst

Quantum Workplace

Agenda

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.

MAGNETISM

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

IMPACT

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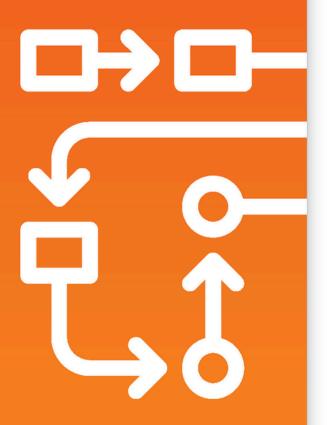
Your employees have an engaging experience. You understand, validate, and improve upon what matters most.

Unlocking Employee Engagement:

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

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.

POLL

What is the biggest barrier to post-survey action in your organization?

- Lack of time or resources
- Lack of prioritization
- Leader/manager buy-in
- Poor or lack of communication
- Unwillingness or inability to change
- Not knowing what to do
- Organizational structure/culture

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%)

How are we using AI to help solve some of these problems?

What Effective Action Looks Like

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

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■ Effective Action   ■ Not Effective Action
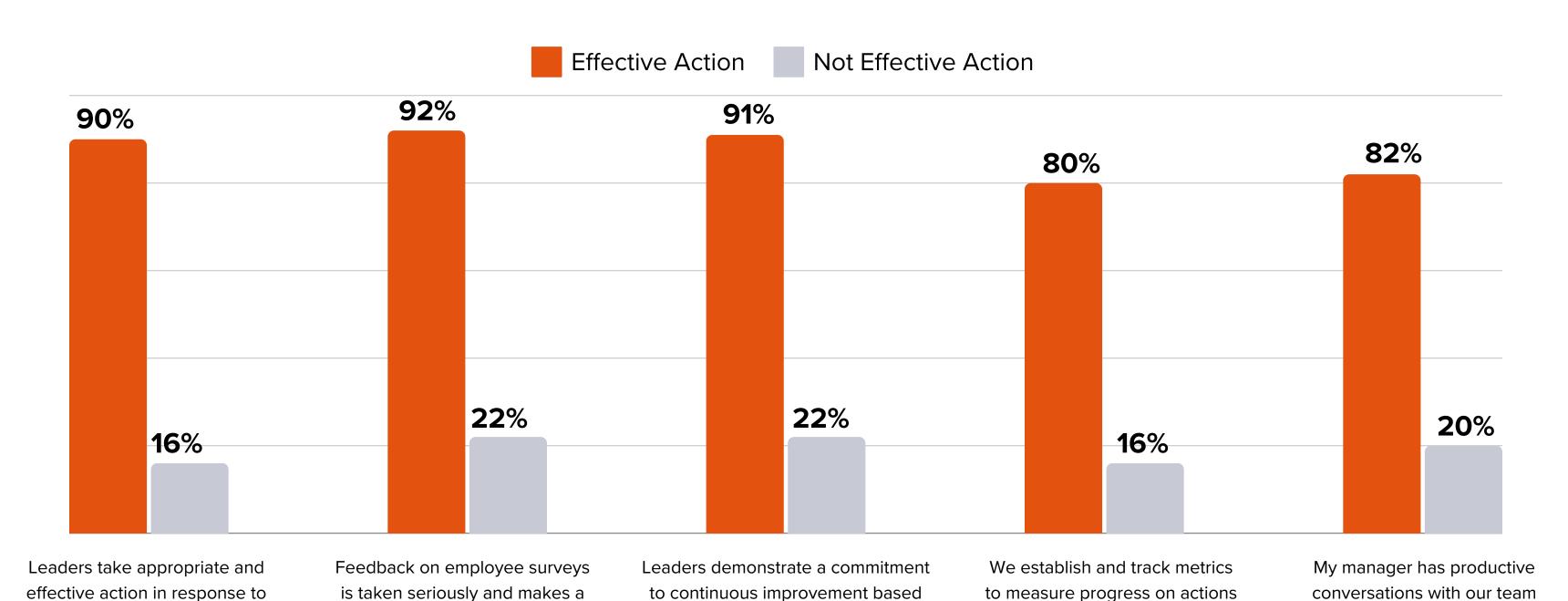
90%	92%	91%	80%	82%
16%	22%	22%	16%	20%
Leaders take appropriate and effective action in response to employee survey results.	Feedback on employee surveys is taken seriously and makes a difference at this organization	Leaders demonstrate a commitment to continuous improvement based on the survey results	We establish and track metrics to measure progress on actions based on employee feedback.	My manager has productive conversations with our team about our survey results.

5 Corners You Shouldn't Cut:
The AFTER Framework

ANALYSIS
Decode employee feedback.

FOCUS AREAS
Choose your guiding stars.

TEAM DISCUSSION
Collaborate with your crew.

EXECUTION PLAN
Map your mission.

REMINDERS & REINFORCEMENT
Maintain your trajectory.

The **AFTER** Framework
Analyze Results

Why it's essential:

Understand what is/isn't working

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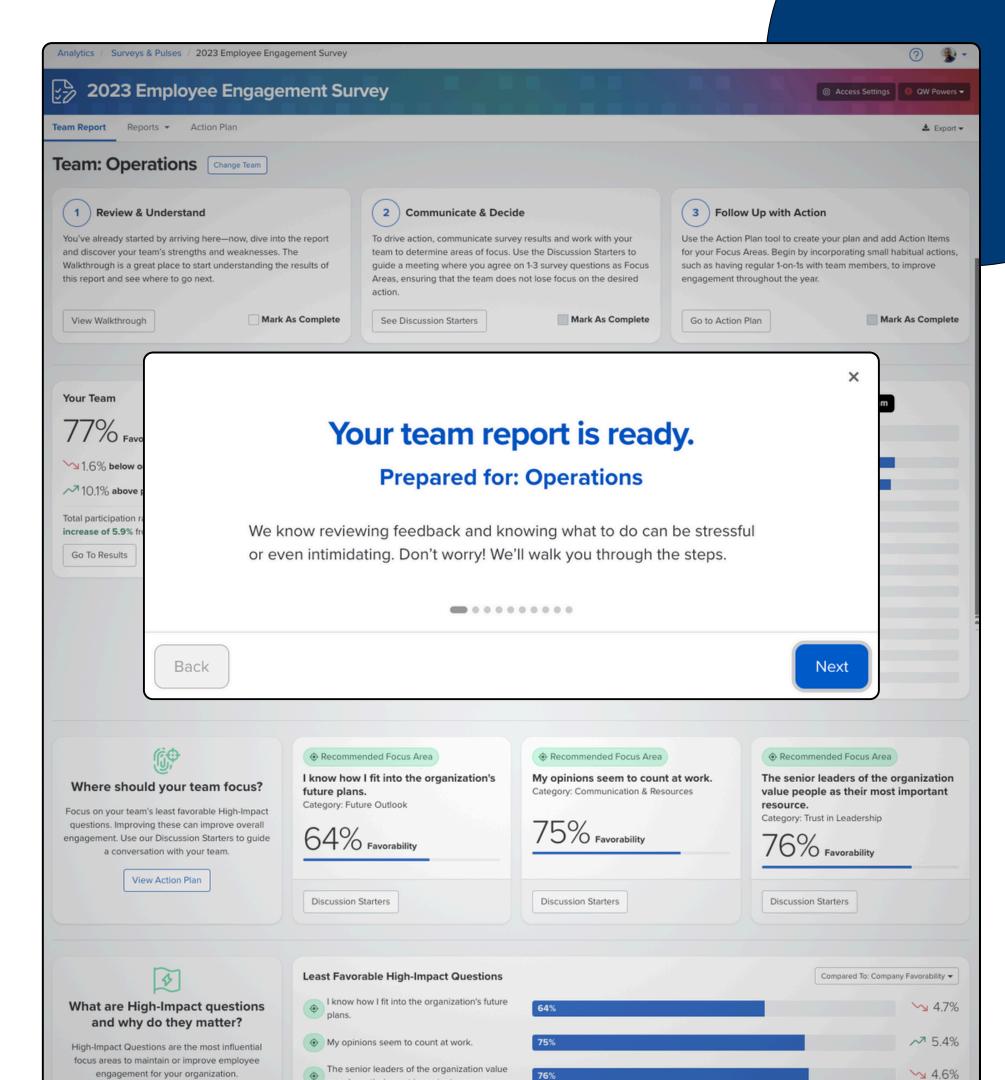
- Find a mindset & framework
- Don't miss the forest for the trees
- Remember the goal: extract insights + drive positive change

Analyze Results
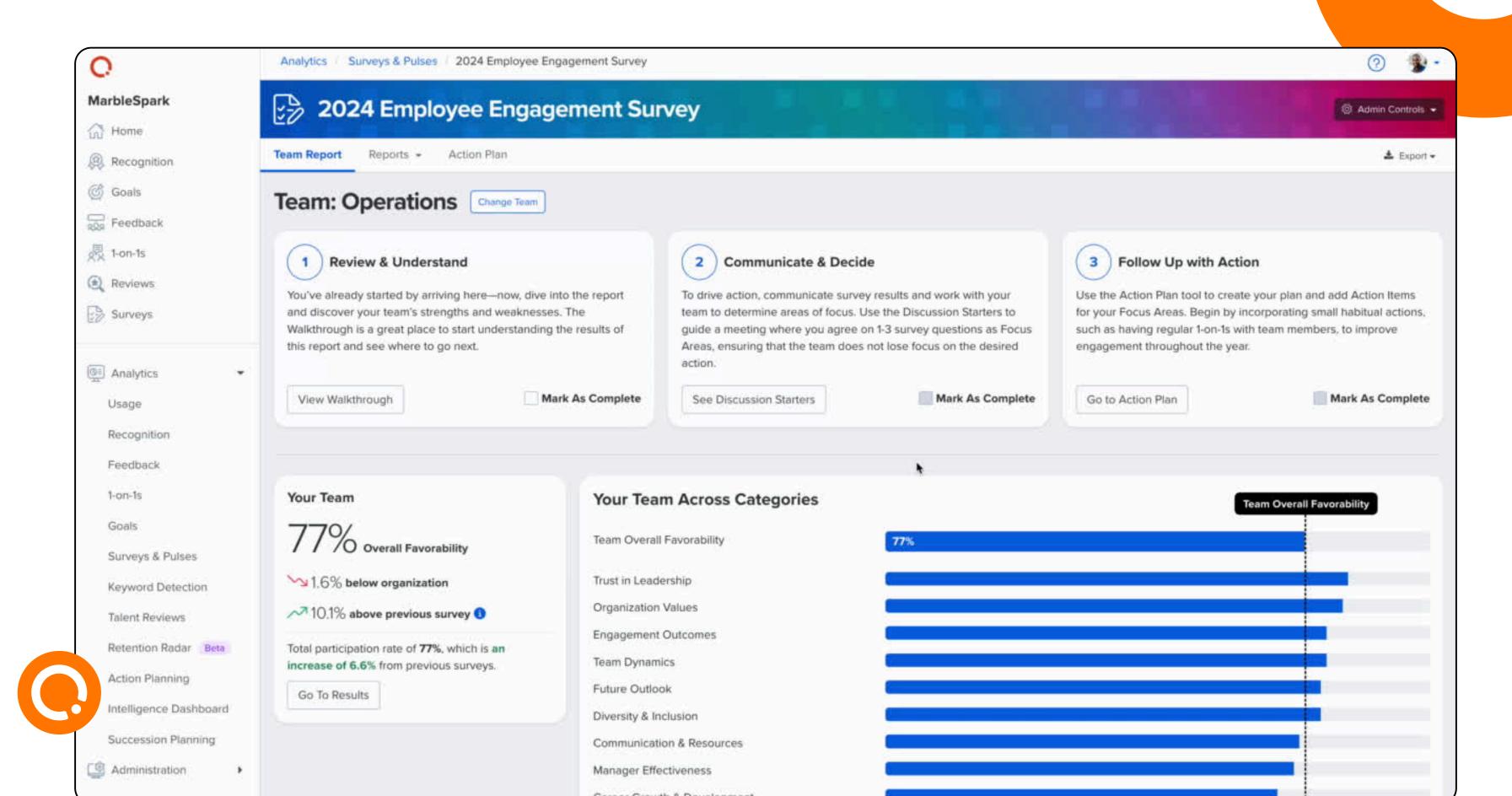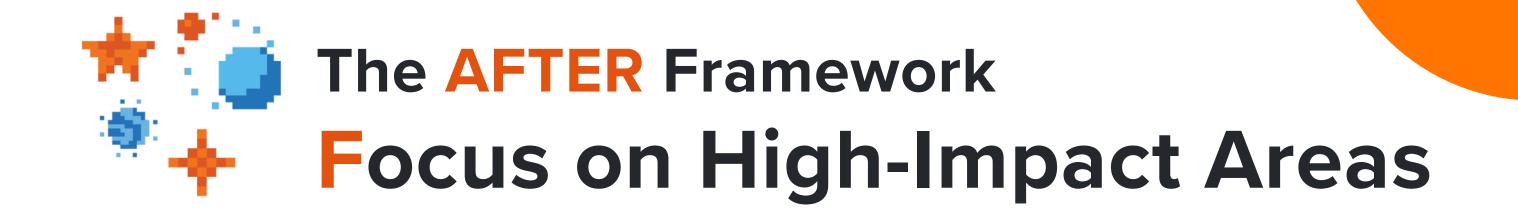
Team Report & Walkthrough

- Why it's valuable for managers:
  - Built-in guide with key terms & results
  - Focus on what's important
- Why it's valuable for HR leaders:
  - Saves time with minimal training required
  - Reduces confusion and questions to HR

Analyze Results

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

Focus on High-Impact Areas

Analytics / Surveys & Pulses / 2023 Employee Engagement Survey

MarbleSpark

Team Report   Reports ▾   Action Plan   ⬇ Export ▾

Home
Recognition
Goals

Manager Effectiveness
Career Growth & Development
Individual Needs

Where should your team focus?

Focus on your team's least favorable High-Impact questions. Improving these can improve overall engagement. Use our Discussion Starters to guide a conversation with your team.

View Action Plan

◎ Recommended Focus Area

I know how I fit into the organization's future plans.
Category: Future Outlook

64% Favorability

Discussion Starters

◎ Recommended Focus Area

My opinions seem to count at work.
Category: Communication & Resources

75% Favorability

Discussion Starters

◎ Recommended Focus Area
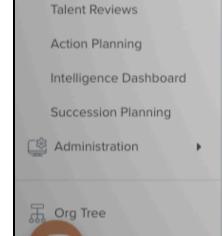
The senior leaders of the organization value people as their most important resource.
Category: Trust in Leadership

76% Favorability

Discussion Starters

Talent Reviews
Action Planning
Intelligence Dashboard
Succession Planning
⌨ Administration   ▸

⬡ Org Tree

What are High-Impact questions and why do they matter?

High-Impact Questions are the most influential focus areas to maintain or improve employee engagement for your organization.

Least Favorable High-Impact Questions   Compared To: Company Favorability ▾

◎ I know how I fit into the organization's future plans.   64%   ⬋ 4.7%

◎ My opinions seem to count at work.   75%   ⬈ 5.4%

◎ The senior leaders of the organization value people as their most important resource.   76%   ⬋ 4.6%

Show remaining High-Impact Questions ▾

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

Team Discussions

2023 Employee Engagement Survey

Team Report   Reports ▾   **Action Plan**

Team: Operations   Change Team

• Started

4
Focus Areas

1
Action Item

Ow...

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Manage Pla...

Last Updated
1 Hour Ago by Roger Richardson

PLAN ACTIONS

Focus Areas

The senior leaders of the organization value people
important resource.

0 of 0 Actions Complete

No Action Items

Generate ideas, add from our Best Practice Action Library, if

---

Discussion Notes ✕

General Notes

Take notes here...

🖉 Discussion Starters

From Our Library

Is there one thing in particular that would make you feel more valued?

Add to Discussion   ⇄ Shuffle

Generated

Are there any specific actions or initiatives that senior leaders could take to demonstrate their commitment to valuing employees as their most important resource?

Add to Discussion   ⇄ Shuffle

▾ Where do these starters come from?

We utilized your specific data, including your role as a Chief Revenue Officer in the Finance & Insurance industry, to tailor these generated discussion starters to your team.
Check out our guidelines to better understand how we customize your suggestions.

Team Discussions

Analytics / Surveys & Pulses / 2023 Employee Engagement Survey

2023 Employee Engagement Survey

Team Report   Reports ▾   **Action Plan**

Team: Operations   [Change Team]

• Started

4

Focus Areas

Last Updated
1 Hour Ago by Roger Richardson

Focus Areas

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0 of 0 Actions Complete

No Action Items

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Team-Level Context

Team Discussions

Analytics / Surveys & Pulses / 2023 Employee Engagement Survey

2023 Employee Engagement Survey

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• Started

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Expert-Informed AI

The **AFTER** Framework
Execution 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?

🔭 Execution Plan

MarbleSpark

- Home
- Recognition
- Goals
- Feedback
- 1-on-1s
- Surveys

- Analytics ▼
  - Usage
  - Recognition
  - Feedback
  - 1-on-1s
  - Goals
  - Surveys & Pulses
  - Keyword Detection
  - Talent Reviews
  - Action Planning
  - Intelligence Dashboard
  - Succession Planning
- Administration ▶

2023 Employee Engagement Survey

⚙ Access Settings | ⬤ QW Powers ▾

Team Report | Reports ▾ | **Action Plan** | ⬇ Export ▾

Team: Operations [Change Team]

• Started

4
Focus Areas

1
Action Item

Last Updated
1 Hour Ago by Roger Richardson

👤 Owner ?

No owner has been assigned to this Action Plan. An admin can assign an owner from Survey Access Settings > Assignments.

👥 Contributors ?

No contributors have been assigned to this Action Plan. An admin can assign contributors from Survey Access Settings > Assignments.

Manage Plan Users

PLAN ACTIONS

Focus Areas

[⊕ Add to Action Plan]

The senior leaders of the organization value people as their most important resource.
0 of 0 Actions Complete

View Insights ⋮

No Action Items
Generate ideas, add from our Best Practice Action Library, if available, or create a custom Action Item.

✦ Generate Ideas   Beta

⬧ Add Custom Action

🔭 **E**xecution Plan

Beta

Generate Ideas

Focus Area: The senior leaders of the organization value people as their most important resource.

☐ Feedback Loop

Establish a feedback loop where employees can share their ideas and suggestions on how the senior leaders can better value people as their most important resource. This can be done through suggestion boxes, anonymous surveys, or regular team meetings where employees can openly share their thoughts and ideas. The team lead should take action on the suggestions provided by the employees and communicate back to the team on what actions were taken.

☐ Leadership Training

Provide leadership training to senior leaders to help them understand how to value people as their most important resource. This training can include topics such as active listening, effective communication, recognition and appreciation, and employee empowerment. The team lead can work with the HR department to organize this training.

☐ Recognition Programs

Establish recognition programs that celebrate employees who embody the values of valuing people as the most important resource. This can include peer-to-peer recognition programs, employee of the month awards, or other forms of recognition that celebrate employees who demonstrate the desired behaviors. The team lead can work with the team to establish these programs and ensure they are regularly communicated to the team.

🔁 Re-Generate

▼ Where do these ideas come from?

We utilized your specific data, including your Action Plan Discussion Notes and your role as a Chief Revenue Officer in the Finance & Insurance industry, to tailor our recommendations to your unique focus area. Check out our guidelines to better understand how we customize your suggestions.

Beta

Generate Ideas

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MarbleSpark
- Home
- Recognition
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- Surveys

Analytics
- Usage
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- 1-on-1s
- Goals
- Surveys & Pulses
- Keyword De...
- Talent Revie...
- Action Plan...
- Intelligence
- Succession
- Administrat...

Analytics / Surveys & Pu...

2023 Emp

Team Report   Reports ▾

Team: Operati...

• Started

4

Focus Are...

Last Updated
1 Hour Ago by Roger Rich...

Focus Areas

Access Settings   QW Powers ▾

Export ▾

...ed to this Action Plan. An admin can assign an owner from ...ssignments.

...assigned to this Action Plan. An admin can assign ...ccess Settings > Assignments.

⊕ Add to Action Plan

Team-Level Context

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🔭 **E**xecution Plan

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Focus Area: The senior leaders of the organization value people as their most important resource.

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Expert-Informed AI

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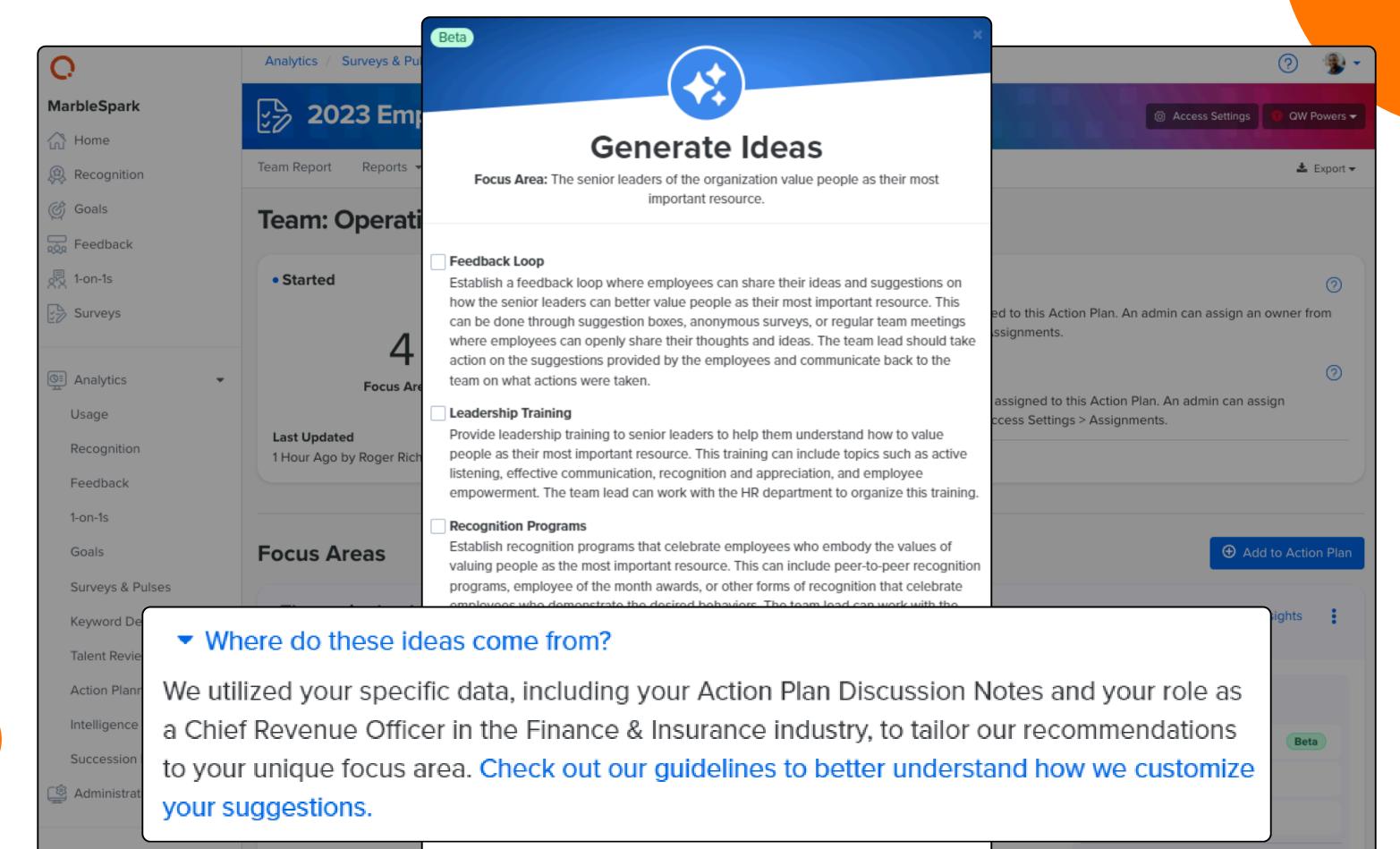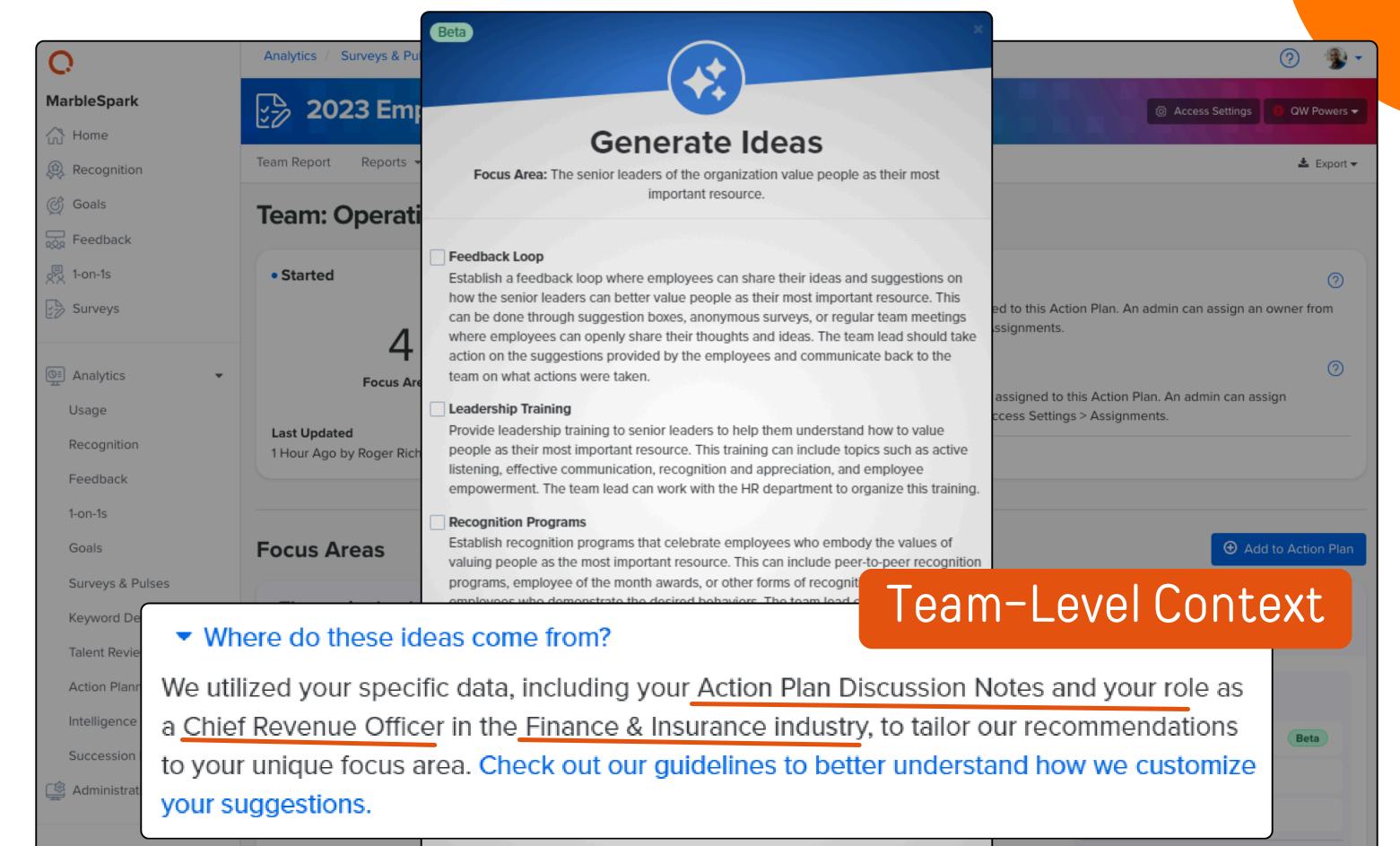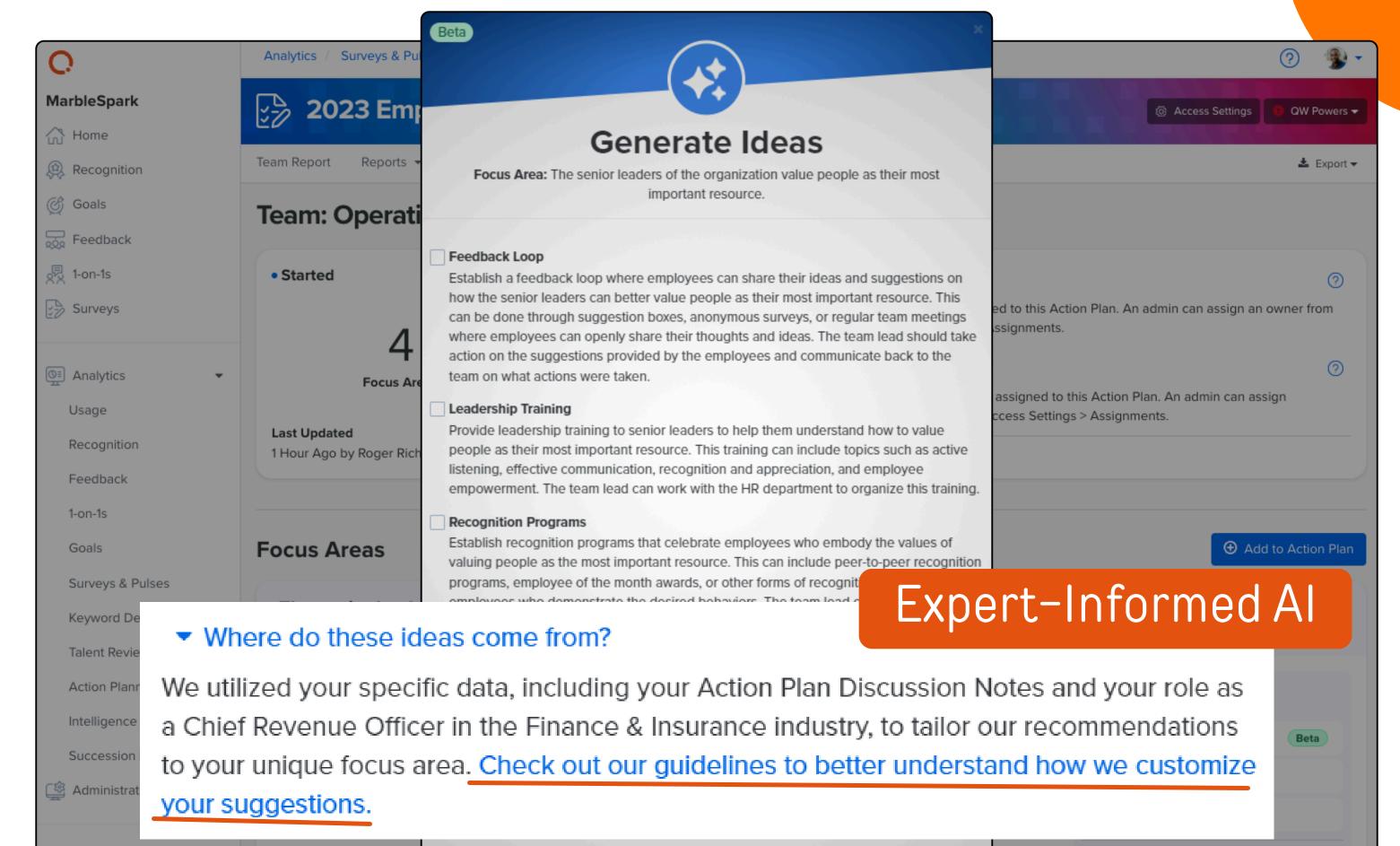
The **AFTER** Framework
Reminders & Reinforcement

Why it's essential:

Keep plans & progress visible
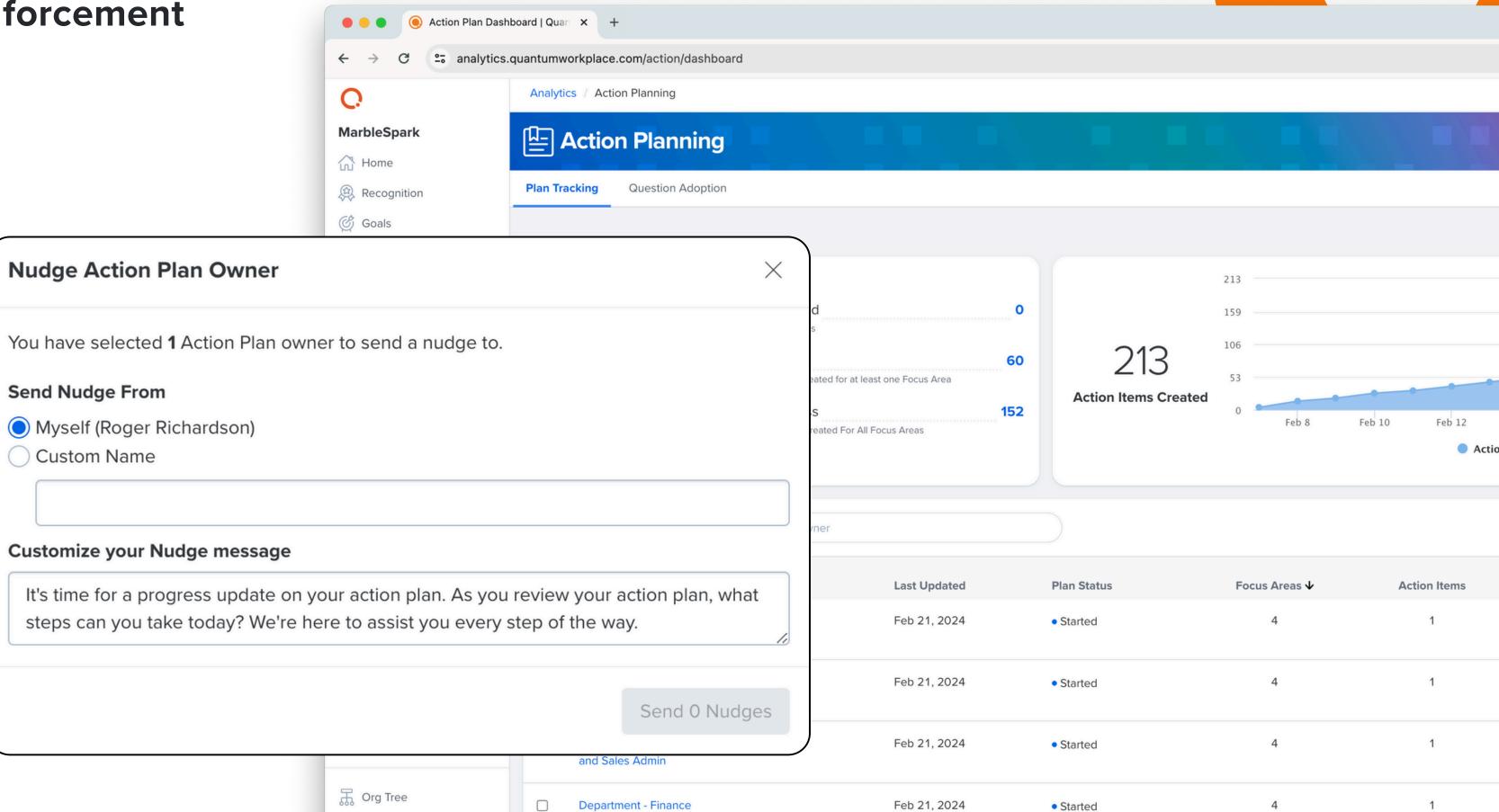
How to make it simple:

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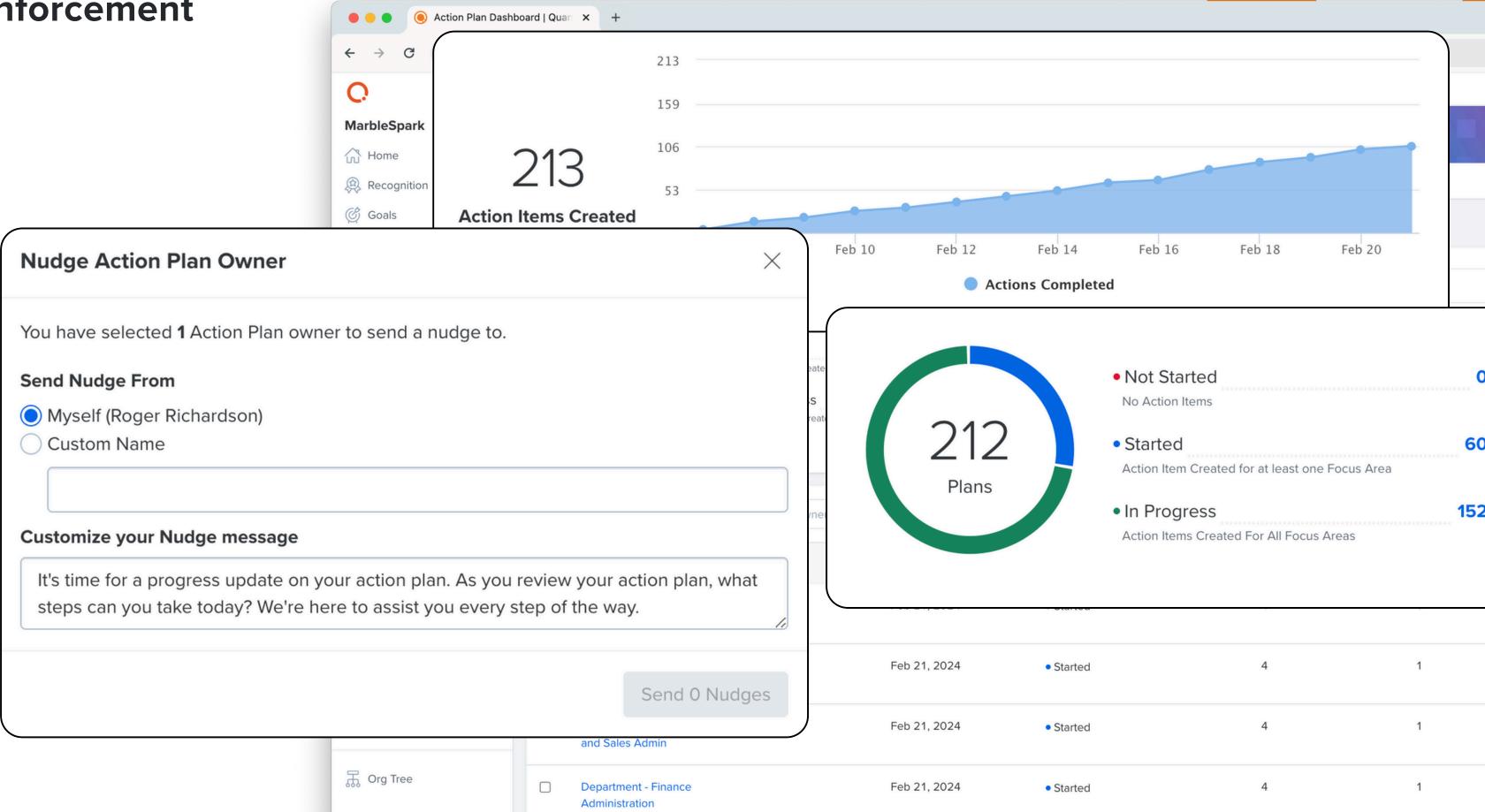- Create 1-on-1 templates for managers to keep top of mind

Reminders & Reinforcement

Action Plan Dashboard | Qua

analytics.quantumworkplace.com/action/dashboard

Analytics / Action Planning

MarbleSpark

🏠 Home

🏅 Recognition

🎯 Goals

Action Planning

Plan Tracking   Question Adoption

Nudge Action Plan Owner ✕

You have selected **1** Action Plan owner to send a nudge to.

Send Nudge From

🔘 Myself (Roger Richardson)

⚪ Custom Name

Customize your Nudge message

It's time for a progress update on your action plan. As you review your action plan, what steps can you take today? We're here to assist you every step of the way.

Send 0 Nudges

| | 0 |
| 60 |
| 152 |

213
Action Items Created

213
159
106
53
0

Feb 8   Feb 10   Feb 12

	Last Updated	Plan Status	Focus Areas ↓	Action Items
	Feb 21, 2024	● Started	4	1
	Feb 21, 2024	● Started	4	1
	Feb 21, 2024	● Started	4	1
and Sales Admin				
Department - Finance Administration	Feb 21, 2024	● Started	4	1
Department - Training	Feb 21, 2024	● Started	4	1

🗂 Org Tree

Reminders & Reinforcement

MarbleSpark

Home
Recognition
Goals

213
Action Items Created

213
159
106
53

Feb 10   Feb 12   Feb 14   Feb 16   Feb 18   Feb 20

● Actions Completed

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Send 0 Nudges

212
Plans

● Not Started   0
No Action Items

● Started   60
Action Item Created for at least one Focus Area

● In Progress   152
Action Items Created For All Focus Areas

Feb 21, 2024   ● Started   4   1

Feb 21, 2024   ● Started   4   1

and Sales Admin

⊟ Org Tree

☐ Department - Finance   Feb 21, 2024   ● Started   4   1
Administration

☐ Department - Training   Feb 21, 2024   ● Started   4   1
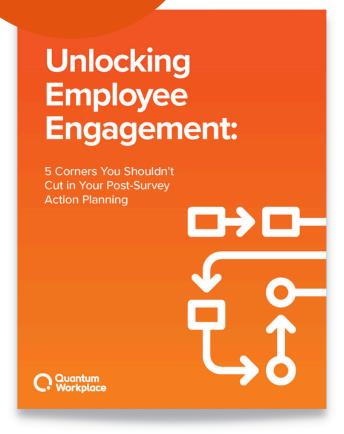
Quantum Workplace

AI-Powered Action Planning

Elevate engagement with easy, effective post-survey action – enhanced with AI

- Team report & walkthrough
- Recommended focus areas
- AI-powered discussion starters
- AI-powered action ideas
- Plan tracking & nudging
- Org-wide preset focus areas

Unlocking Employee Engagement:
5 Corners You Shouldn't Cut in Your Post-Survey Action Planning

NEW Action Planning AFTER Framework

Questions?