



Product factsheet

Employee surveys



Programme design

Our team of business psychologists ensure that your survey measures what matters most to your business. This process can include any of the following:

- Context gathering and questionnaire draft
- Stakeholder interviews
- Creation of a bespoke engagement index
- EX3: optimising employee experience, including enablement and empowerment indices
- Questionnaire review
- Statistical review
- Working session to discuss questionnaire
- Employee validation panel/s
- Final approved questionnaire for sign off.

Communication support pre-survey, during and post-survey

- Running a communications workshop with key stakeholders
- Creating a high-level communications strategy
- Pre-survey video - a short animated video giving the 'whys' and 'hows' of your company's survey.

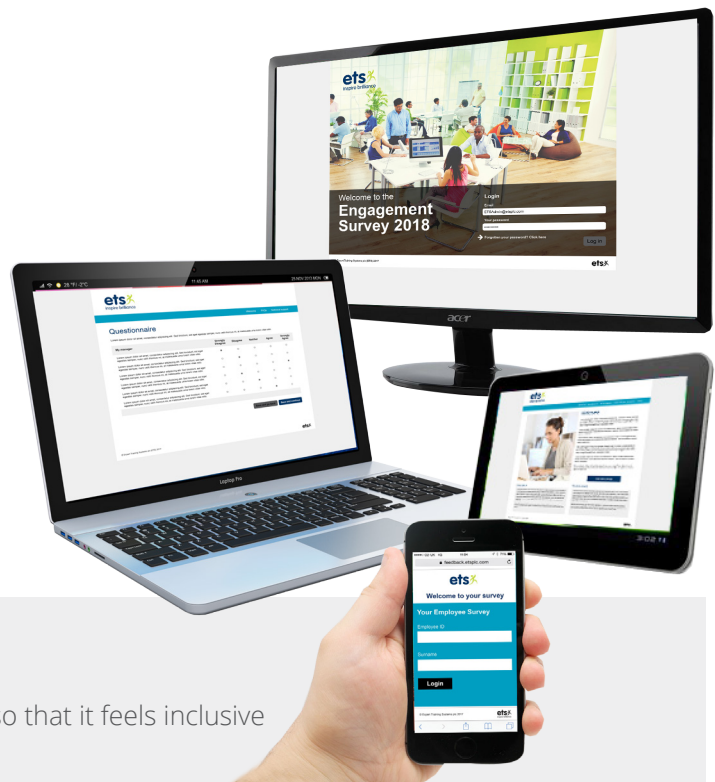


Survey platform

A powerful and flexible platform with a range of standard and bolt-on features.

Survey platform - standard features

- Fully branded online tool (logo, colours, fonts, selected images)
- Pre-loaded people data
- Unique, open link or team code survey access
- Multi-survey 'pulse' module
- 'Routed' question sub sets
- Self-categorisation of comments
- Mobile-enabled functionality
- Multiple email templates
- Easy-to-use admin tools
- Real time response rates
- Multiple levels of access.



OPTIONAL BOLT-ON

Multilingual platform capability

- Allowing survey content to be translated so that it feels inclusive of all employees.



Pulse surveys

We can run and manage all your pulses, ad hoc survey and temperature checks throughout your survey year, with flexible and pre-agreed levels of support.



Product factsheet

Employee engagement surveys



Reporting tools

Flexible and intuitive, the platform allows you to view, create and print unlimited reports.

- Access to unlimited customisable reports, available shortly after the survey closes
- Intuitive analysis tool allows you to cut/slice data as required
- Generate reports by any demographic data available e.g. business unit, region etc.
- Customise your report display and content
- Generate a variety of output options – quick online view, PDF summary ideal for printing or via Excel for further analysis
- Access to comments reporting
- Generate dynamic online word clouds and heat maps
- Comparison with a benchmark comparator group (either the ETS overall, sector or high performance benchmark - one of the three included as standard)
- Comparison with a custom benchmark comparator group (scoped and priced separately)
- Comparison with your historic data (where appropriate and available).

OPTIONAL BOLT-ONS

Insights Reports for managers

- Response rates for the team, benchmarked against the overall scores for your company
- Guidance for interpreting the scores
- Engagement index scores
- Survey section scores
- Questions most above/below ETS benchmark
- Questions most improved/declined since the last survey (one previous dataset)
- Comparison to overall company, or other defined business area
- Priority questions for action
- **Optional:** development tips can be included to help with follow up action.

Online action planning tool

- Identify what actions to take and support team discussions
- Create an effective action-plan
- Track progress on actions and measure their impact.

2018 Survey:
As their manager, you can have a significant impact on the success of your team with the aim of making things better. Creating a relevant and effective action plan engagement survey. The results should provide you with the following insights:

3 steps

- 1 Arrange a meeting to discuss the results.
- 2 Hold the meeting, and agree on the action plan.
- 3 Track your progress, and report back to the team.

Highest and lowest scoring questions

5 Highest scoring questions

Rank	Question	My team	Division/department	ETS Benchmark	Percentage	Good/better	Worse	Neutral
1								
2								
3								
4								
5								

Your top 5 action planning questions

Q No	Questions	Yes	No	Future able	Notes
28	I am happy with my opportunities for personal development	26%			
29	I know what I have to do to develop my career at ETS	11%			
22	My manager provides me with a sufficient number of updates about our goals, objectives and achievements	47%			
27	There is a collaborative environment when working with my colleagues	16%			
39	Understanding how my work meets customer's needs	62%			

ETS can design action tips that can be dynamically populated into the notes boxes.

© ETS Training Solutions Ltd 2018 Page 7 ets

When your survey is 'live', we'll provide 24-hour web-hosting and technical support by email, or by telephone during UK working hours (09.00-17.00) Monday to Friday, in English.



Product factsheet



Employee engagement surveys



Programme management

End to end project management by our in-house team of experts. Our standard support time includes:

- Kick-off meeting
- Weekly updates
- Detailed project documentation
- Survey set-up
- QC and UAT support

The same management support is given for all pulse surveys.

OPTIONAL BOLT-ONS

- **Historical data (import and mapping)** - allowing comparative benchmarking year on year
- **QR codes** - link to survey tool
- **Paper survey management** - printing, distribution, return coordination and data entry
- **Translation management** - help with survey translations and uploading different language survey versions to the platform
- **PDF crib sheets** - an alternative to our full multilingual platform.



Business impact

A full range of optional consultancy support with in depth results analysis and presentation:

- **Executive presentation** - a high impact, interactive and tailored presentation ideal for senior teams and key stakeholders
- **Presentation delivery** - a professional and objective presentation by one of our business psychologists
- **Key driver analysis** - included within the executive presentation or available as a standalone KDA
- **EX³: optimising employee experience analysis** - a full and detailed analysis of enablement and empowerment results from the survey
- **Survey results overview video** - a short, animated video which gives a quick resume of results
- **Employee report** - a concise, easy-to-understand digital results report for all employees
- **Open comments report** - we use thematic analysis to categorise free text comments into commonly occurring themes, and highlight the top three most frequent
- **Linkage analysis** - your survey data is analysed alongside other business to data to see if there is a direct correlation between engagement and business performance
- **Cluster analysis** - grouping employees into demographic subgroups (highly engaged, least engaged, neutral) to see what drives engagement in these specific groups to allow focussed interventions.



Action planning

Helping to turn survey results into carefully targeted action plans.

- **Action toolkit** - a library of useful resources for managers to help with local action planning
- **Action planning workshop** - an interactive workshop for key stakeholders, which encompasses report tool training and help with data interpretation.