ets

Employee surveys

Programme design

Our approach to creating a new questionnaire that fits your needs may involve:

- ✓ Context gathering
- ✓ Qualitative and statistical review of previous survey(s)
- ✓ Stakeholder interviews
- ✓ Questionnaire draft to review
- ✓ Working session
- ✓ Employee validation panels
- ✓ Questionnaire sign-off.

Measuring employee engagement

We design engagement surveys using our 'Think, Feel, Do' model. This ensures that every survey measures what matters most for your organisation and provides actionable results and insights on the factors with the greatest impact on overall engagement.

Communication support:

- ✓ Running a communication workshop with key stakeholders
- ✓ Creating a high-level communication plan.

Survey tools

The ETS Survey Platform includes a number of core components and features, including:

- ✓ Branding elements (company logo, colours, fonts, login page image)
- ✓ Multiple levels of access (participants, administration and reporting)
- ✓ Different survey access options – unique link or open link
- ✓ Extensive administrator features

- ✓ Mobile-enabled completion
- ✓ Additional question sets
- ✓ Self-categorisation of comments
- ✓ Email templates
- ✓ Additional communication options, on top of automated emails.

Multilingual surveys

We can enable the survey tool to be multilingual, allowing translation of the content so that it feels inclusive of all employees.

Multi-survey 'pulse' module

Our multi-service module allows you to create and run surveys in-house, as often as required. You have full flexibility over questionnaire content, the target populations and the frequency of the surveys. You will be able to report on all surveys the day after they close, and map to previous surveys to track trends. We can also provide survey project management, if required.

Employee surveys

Reporting tools

Our survey platform includes a powerful yet highly intuitive reporting tool. This allows:

- ✓ Fast access to results after survey ends
- ✓ Reports to be created, viewed and printed.

Reporting tool features:

- ✓ Different access levels – i.e. for an admin 'super user'
- ✓ Report by populations
- ✓ Customisable report content
- ✓ Output options – quick online view, PDF summary, Excel for detailed analysis
- ✓ Comments reporting
- ✓ Word clouds.

Manager report features:

- ✓ Response rates for manager's team
- ✓ Engagement index scores
- ✓ Survey section scores
- ✓ Questions most above/below benchmark
- ✓ Questions most improved/declined since last survey
- ✓ Priority questions for action
- ✓ A comparison to company overall or other business areas
- ✓ An action-planning template.

Online action-planning tool features:

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

Employee surveys

Programme management
Managed service

This includes comprehensive, end-to-end project delivery support for an employee survey. This typically involves:

- Kick-off meeting
- Project schedule
- AID log
- Weekly calls
- Solution specification
- Questionnaire upload
- Site and email text upload

- Participant file upload
- UAT support
- Administration and online-report training
- Go-live support
- Support tracking
- Quality control testing.

The same service is also offered for pulse surveys.

Additional management options:

- Historical data import (for benchmarking)
- QR codes to link to survey tool
- Paper surveys (printing, coordination and data entry)

- Translation management
- Preparation of PDF crib sheets (alternative to multilingual online surveys).

Business impact

Our support doesn't end with the survey tools. Our business psychologists can offer extensive help to leaders, managers and HR teams, including:

- Executive presentation – a high-impact, interactive and tailored presentation
- Key driver analysis (included in executive presentation)
- Employee report – a concise, high-level report for all employees

- Survey results overview video (as above but in animated video format)
- Open comments report
- Linkage analysis.

Action-planning

We also offer support to help turn your survey results into the right actions:

- Action toolkit – supporting local managers
- Action-planning workshop (encompasses report tool training and data interpretation)

- Employee focus groups
- Engagement behavioural workshops (to increase behaviours proven to drive engagement.