



# 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
- EX<sup>3</sup>: 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 fast set-up time of 2-6 weeks to create your live platform. The range of standard and bolt-on features includes:

### Survey platform - standard features

- Fully branded online tool (logo, colours, fonts, selected images)
- Real time response rates
- Manager hub with dashboard, insights data pack and online action planning tool
- Pre-loaded people data
- Unique, open link or team code survey access
- 'Routed' question sub sets
- Self-categorisation of free text comments
- Mobile-enabled functionality
- Multiple email templates
- Easy-to-use admin tools



### 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. These can be set up very quickly, often within hours of your instructions.



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## Reporting tools

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

- Next day access to your online reporting suite for unlimited customisable reports
- 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, industry standard or custom built benchmark)
- Comparison with your historic data (where appropriate and available).

## Manager hub with dashboard, insights data pack & action planning tool

- Clear and intuitive dashboard that gives managers a quick and easy view of their team's results
- A dedicated action planning tool, with personalised action plans as standard
- Priority areas for improvement highlighted, with options for development tips to help with follow-up action
- Easily created action plans to monitor progress
- Download a full insights data pack if required.

### Insights data pack

From pre-defined content, your data pack set-up is fully configurable and can include:

- Engagement summary
- Response rates for the team, benchmarked against scores
- Engagement index scores
- Top 5/Bottom 5 scoring questions
- Top 5/Bottom 5 against the benchmark
- Questions most improved/declined since the last survey
- All sections summary
- Priority questions for action
- Action planning template
- Detailed breakdown of results
- Guidance for interpreting the scores



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.



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## Programme management

End to end project management by our team of implementation consultants, including:

- Project kick-off meeting
- Regular project updates
- Detailed project documentation
- Fully managed survey set-up
- QC and UAT support
- Historical data (import and mapping) allowing comparative benchmarking year on year

The same management support is given for all pulse surveys.

### OPTIONAL BOLT-ONS

- [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 insights

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

- [Executive presentation](#) - a high impact and tailored presentation ideal for senior teams and key stakeholders, including a key driver analysis with professional and objective delivery by one of our business psychologists
- [Key driver analysis](#) - reveals what is driving engagement in your organisation
- [EX<sup>3</sup>: optimising employee experience analysis](#) - a full and detailed analysis of how enablement and empowerment scores are affecting overall engagement
- [Predictive analytics](#) - uncovering and predicting the impact of at risk populations (attrition/absence/low performance) that may affect your strategic objectives
- [Profiling/segmentation analysis](#) - enables better understanding of how distinct employee populations are displaying distinctive behavioural profiles
- [Line manager analysis](#) - shows your current levels of manager effectiveness
- [Open comments report](#) - a thematic analysis categorising free text comments into commonly occurring themes, highlighting the top three most frequent
- [Linkage analysis](#) - your survey data is analysed alongside other business data to see if there is a direct correlation between engagement and business performance
- [Survey results overview video](#) - a short, animated video which gives a quick resume of results to employees across the business.

## 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.