



Employee Engagement Pulse Survey Recommendations Report

Only purchased Proactive Insights employee engagement surveys provide the customized Intelligent Recommendations report that is specific to your score and classification. In that report, you are provided with an actionable, 15 page final analysis with overall and engagement driver specific recommendations unique to your situation.

This report is the “lite” version, it is not specific to your score and classification.

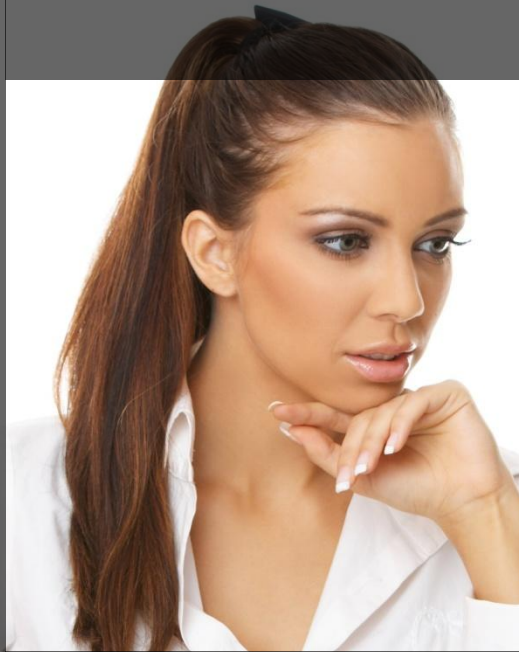
This report has not analyzed, or integrated your Pulse survey results. Therefore, this report does not provide any customized recommendations.

Guidelines for Interpreting All Reports



The Proactive Insights Employee Engagement Pulse Survey provides you with a score out of 100, and depending on the score, you will read possible actions that could be taken for improving the engagement, retention and satisfaction your organization or team. While these action alternatives may be beneficial if you decide to implement them, there is no way of knowing for sure that they will be effective because every situation and group of people is different and requires careful consideration and planning on your part. There are many variables that should be considered when interpreting the Pulse survey results and planning your strategy, including:

1. What percentage of employees completed the survey
2. Who those employees were
3. Comments employees make in the report are especially important because they will provide you with insight into what is most important to them, and this understanding can shed light on what it would take to enhance their engagement and satisfaction.



Guidelines for Analyzing Quantitative Results

Trends

Scan your results for overall trends. Make a note of any data that appears inconsistent. For example, determine if any comments are backed up by your results.

Overall employee engagement score

This is the one score that can affect other survey scores. If this score is at least 80 percent, your organization will begin to reap the benefits of committed and engaged employees.

Avoid defensive analysis

Remain as cool and objective as possible when analyzing results. Instead of trying to explain away any negative results, try to figure out why you are seeing them.

Target weaknesses and strengths

Be sure to celebrate any strengths you find as well as deal with points you could improve upon.



Guidelines for Analyzing Open-Ended (Qualitative) Responses

The Pulse survey offers employees the chance to answer in two different ways. Questions can be answered on a rating scale from “not at all” to “absolutely.” The survey also gives employees a chance to express themselves and clarify their opinions with narrative comments. The rating scale provides quantitative responses, but the narrative produces qualitative responses.

It might seem easier to analyze quantitative results, but open-ended (qualitative) responses may help you understand your quantitative responses better.

Look for common themes and threads in open-ended responses and group them into categories. Try not to focus on any extreme results because these may come from disgruntled employees or even employees who did not take your survey seriously.

Use these comments as an opportunity to understand how you might improve your quantitative scores.

Finally, in order for your Pulse survey to work, your employees have to trust that they will remain anonymous. You should never try to guess which employees answered questions a certain way, and you should certainly not use the survey to punish employees.

(1) Review the Pulse survey results and reports in order to understand the main themes and critical areas of concern that must be further explored. Consider taking action on any key driver analyses where critical concerns have been identified. A key driver analyses can pinpoint specific focus areas, provide early indications of problems, and help shape action plans.

(2) Identify the key strengths of your organization and the primary opportunities for improvement.

(3) Consider the following tactical and strategic steps to further improve your overall organizational performance:

- **Keep Communication Lines Open** - As you interpret survey data in the coming weeks and months, keep your staff and managers in the loop. It's easy to get wrapped up and forget about this all-important step, but don't let yourself fall into a lackadaisical frame of mind. Keep the survey in the forefront by including steps that are being taken in monthly newsletters and quarterly meetings.
- **Reinforce the importance of the Pulse survey, and how seriously you take it by implementing an online, anonymous suggestion box.**
- **Share a summary of the results with your leadership team.**
- **Identify a coordinator.**
- **Develop clear and specific goals for immediate improvement.**
- **Create an effective and workable action plan, including establishing a concrete time frame for implementation.**
- **Implement further surveys.** Now that you have checked the pulse of your organization, consider conducting additional surveys (targeted and comprehensive) to gain further insights.

Priority Action Steps



(4) Consider the additional services offered by Proactive Insights:

- Upgrade to the fully featured Xpress or Xtra Employee Engagement survey. The Xpress and Xtra surveys provide a customized Intelligent Recommendations report that is specific to your score and classification. In that report, you are provided with an actionable, 15 page final analysis with overall and engagement driver specific recommendations unique to your situation.
- The Proactive Insights Xpress and Xtra employee engagement surveys are designed for all staff. The Xpress survey takes about 5 minutes to complete and is an enhanced Pulse survey. The Xtra is an expanded employee engagement survey that takes about 15 minutes. Both surveys drill deep into each of the 10 engagement drivers and uncovers the roots of your problems. With hundreds of dynamic reports, you will be able to measure, analyze details, and make predictions. You will also be provided with a customized Intelligent Recommendations report based on your unique situation.

- Expand deeply into the engagement drivers by starting the Proactive Insights Xpand survey for those specific employee engagement driver areas where you have low engagement. Each survey is broken down into 10 sections that probe deep into the details and mechanics of that driver. Our open and probing questions will provide direct indications as to how to improve employee engagement. Narrative comments will quickly pinpoint trouble areas. With limitless analysis and a variety of real time reports, you will have the ability to review qualitative, quantitative and demographic results. At the end of the survey process, a comprehensive Employee Engagement General Report is also provided.
- The Proactive Insights Employee Keep Me survey is an online employee retention (Stay) survey which takes about 15 minutes to complete. It drills deep into each of the 10 retention drivers and uncovers how to increase the length of stay of your employees. With hundreds of dynamic reports, you will be able to measure and analyze unique, in-depth details. You will also be provided with a comprehensive report providing recommendations and best practices on How to Keep Your Best Talent from Walking Out the Door.
- The Proactive Insights Xit survey (Employee Exit survey) is available when it's too late. Through a series of precise and detailed probing questions, our Exit survey explores critical action items within each of the retention drivers that are known to be catalysts for employee turnover. Our Exit survey also provides predictive analytics and year over year comparisons. It is mobile friendly, with single or multiple licence opportunities, options for anonymity, and offers the ability for employee to print results and bring to an exit interview if required.
- The Custom Xplore survey allows you to build your own questions and content within our framework and reports. All components of the custom survey process remain the same except that you provide the content and use our format. This is also useful for consultants that may want to customize and brand their own survey.
- The Xternal survey is a completely hands-off process. The survey process (any survey you choose) is completely managed and conducted by Proactive Insights. As your trusted advisor, we hold all information in a protected, confidential manner and kept at arm's length. At the end of the survey process, you are debriefed by telephone and only provided with written recommendations that you request.
- The Proactive Insights anonymous online Suggestion Box is an offering to all employees, allowing your staff to provide you with critical feedback and ideas in an honest and anonymous fashion.





- **How it works:** You receive a unique URL to your box that you can give out to anyone who should give anonymous feedback. You have access to all suggestions at any time by logging into your Proactive Insights customer dashboard.

Implementing the Suggestion Box after the Pulse survey demonstrates to employees that the organization is still listening and interested in hearing opinions, thoughts, and ideas.

- Proactive Insights has been at the forefront of leadership development for many years. Our Extra Leadership training program for managers and employees, along with our consulting services, will help your organization maximize performance by incorporating employee engagement into the overall business strategy. We enable your employees to unlock potential across the entire organization and find solutions to today's complex business problems.



Final Notes

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