



Six Tips for Using Your Q¹²® Engagement Survey Results

Once your employees complete the Q¹² employee engagement survey, you can use your results to quickly and easily identify areas of strength and opportunity to consider actions that can improve engagement.

Every Q¹² results report provides clues about a team's engagement story. Managers and teams should work together to uncover their full engagement story and the meaning of their results.

Numbers cannot change an organization on their own; rather, it takes focused attention on the part of each team member to create change and positively affect business outcomes. Ask questions, listen and seek information that allows for a guided discussion leading to actions that work for your team's situation on its terms.

As you read, analyze and discuss your survey results, keep the following points in mind:

- 1 Focus on the high scores, and look for recognition opportunities in the results. High scores indicate areas of strength. Take steps to ensure these items remain strengths. Think about what you and your team are doing to contribute to these strengths. Answer two questions: What are you and the team doing to contribute to these strengths? How can you improve on these even more? It can be tempting to focus on lower-scoring items, but asking yourself and the team these questions will provide insights into the systems and processes you have put in place that are working, and into how to improve items the team might be struggling with.
- 2 Think about where your team might experience the biggest increase in engagement. Often, stepping back from the survey results helps to identify an item that stands out from the rest. Consider if there is one item that might be affecting the others. Is there one thing you and the team could fix that could significantly improve the work environment or positively influence performance?
- 3 Your reports provide a snapshot in time of your team's engagement level. It doesn't have to be permanent. The best way to understand the numbers and know what is going on within the team is to talk with your employees. Your team's engagement results are a great way to start a conversation about current engagement levels, how the team gets things done and how to improve engagement.
- 4 Remember that a mean score of "5" represents that this workplace need is consistently met. A mean score of "4" suggests that the need is often met, but not consistently so.
- 5 Pay close attention to the items at the bottom two levels of the employee engagement hierarchy. These form the foundation of a great place to work. Without a solid base, it is a challenge to create an engaging and high-performing team.
- 6 Consider your team's performance goals or challenges. Determine which element of engagement you should focus on to achieve the greatest effect on meeting or exceeding your goals or challenges.