

Guide to Sharing Engagement Survey Results

When sharing employee engagement survey results in company-wide and team messaging, keep the following best practices prepared by the team at Flex Surveys in mind.

Build Trust

- ✓ Being open & honest is critical to communicating employee survey results
- ✓ Talk openly about the results to set the tone for receiving continued honest employee feedback and their ideas for improvement

Be Clear & Concise

- ✓ Survey results are challenging to understand, so clarity & conciseness are essential.
- ✓ Avoid using specific terms like NPS, and instead focus on easy to understand points such as key areas of improvement (Areas of Opportunity) within the organization.

Respect Employees

- ✓ Employees should never feel like they have to retract their survey responses.
- ✓ If you make them feel guilty about your organization's survey results, they are less likely to trust you and the survey process.

Validate All Perceptions

- ✓ Surveys reveal employee perceptions, and right or wrong, perception is reality.
- ✓ Debating right vs wrong sends the message that not all employees' feelings and experiences are considered valid and that can cause disengagement.

Encourage Questions

- ✓ Always ask for questions. If you're presenting the survey results during an employee focus group, ask for questions after each data slide.

Promote Confidentiality

- ✓ Employee engagement survey responses are to be kept 100% confidential.
- ✓ When reviewing employee survey results, the conversation should never turn into speculations about who said what.
- ✓ This diminishes the credibility and integrity of a confidential survey process.

Be Impartial

- ✓ When communicating results, play the role of an impartial observer.
- ✓ Communicate the findings without interspersing personal opinions.
- ✓ If you are conducting an employee focus group, your personal opinions could sway employee opinion and steer the discussion off course.

By following these tips, you can improve communication and demonstrate your ongoing commitment to employees by sharing results clearly, and in a timely manner.



Pro Tip: Connect with us on **LinkedIn** for an ongoing stream of insightful Tips & Tricks to engage your team.

