



Elevating Workforce Satisfaction: Strengthening Engagement and Actionable Insights

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YOUR SPEAKER



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LEARNING OBJECTIVES



1. Understand the key steps involved in conducting staff satisfaction surveys, including survey design, administration, and data analysis, to effectively gauge employee sentiment and identify areas for improvement.
2. Explore various types of questions that can be utilized in staff satisfaction surveys to gather comprehensive and actionable feedback from employees.
3. Acquire best practices for responding to staff satisfaction survey results, including implementing effective solutions to enhance employee engagement and retention.

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STAFF SATISFACTION SURVEYS: AN INTRODUCTION

INTRODUCTION TO STAFF SATISFACTION



Staff satisfaction = how content or satisfied employees are with their jobs.

Factors that influence staff satisfaction:

-  Compensation
-  Workload
-  Perceptions of management
-  Flexibility
-  Teamwork
-  Resources
-  And more!

WHAT IS A STAFF SATISFACTION SURVEY



An employee satisfaction survey is an employee feedback tool that allows employers to find out about the employee experience, **directly from employees themselves.**

STAFF SATISFACTION VS. EMPLOYEE ENGAGEMENT



STAFF SATISFACTION

- The extent to which employees are happy or content with their jobs and work environment.

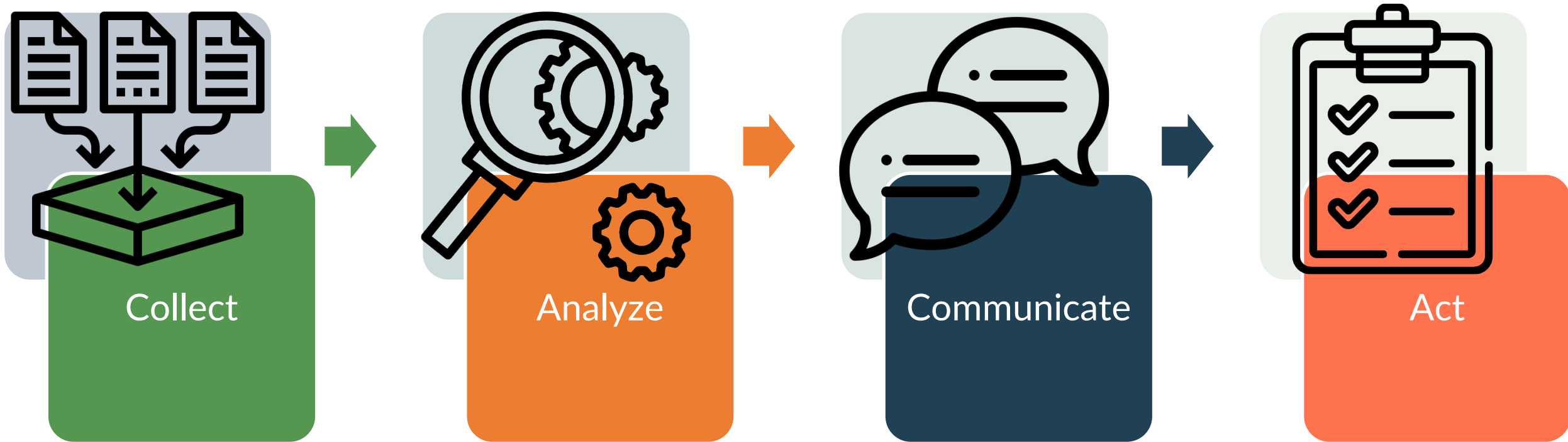


EMPLOYEE ENGAGEMENT

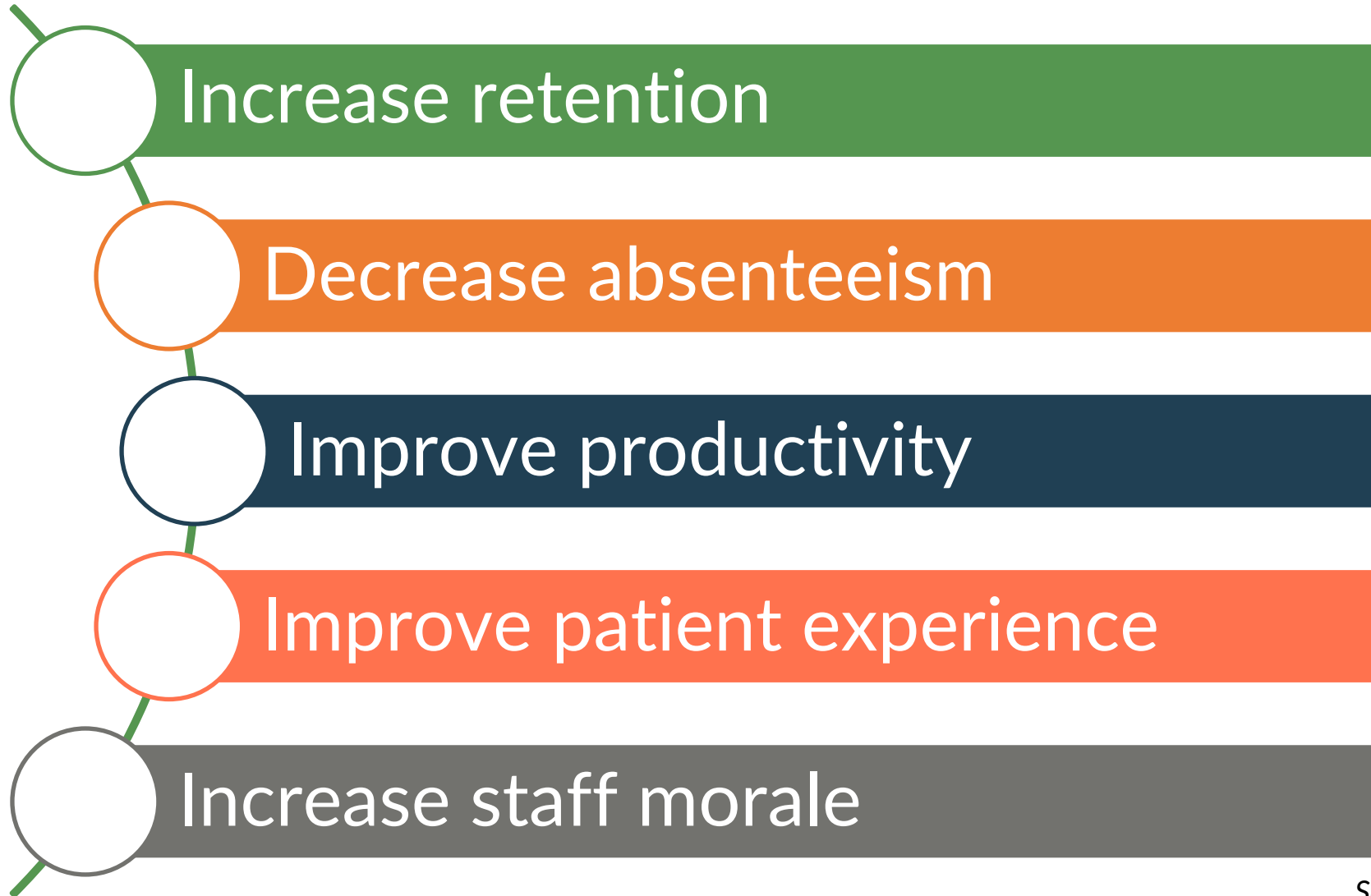
- The extent to which employees feel passionate about their jobs, are committed to the organization, and put discretionary effort into their work.

Source: [Custom Insight](#)

THE PROCESS



WHY CONDUCT STAFF SATISFACTION SURVEYS





WITHOUT DATA
YOU'RE JUST ANOTHER
PERSON WITH AN
OPINION

- W. Edwards Deming

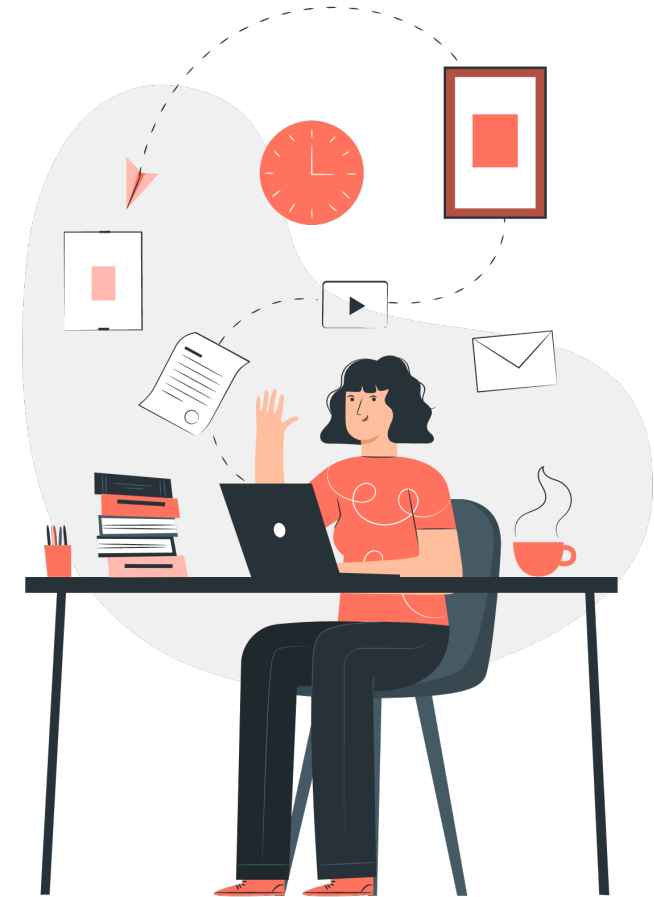


CONSIDERATIONS FOR IMPLEMENTING STAFF SATISFACTION SURVEYS

RECEIVING FEEDBACK

**“There is no
mastery without
feedback.”**
– Brené Brown

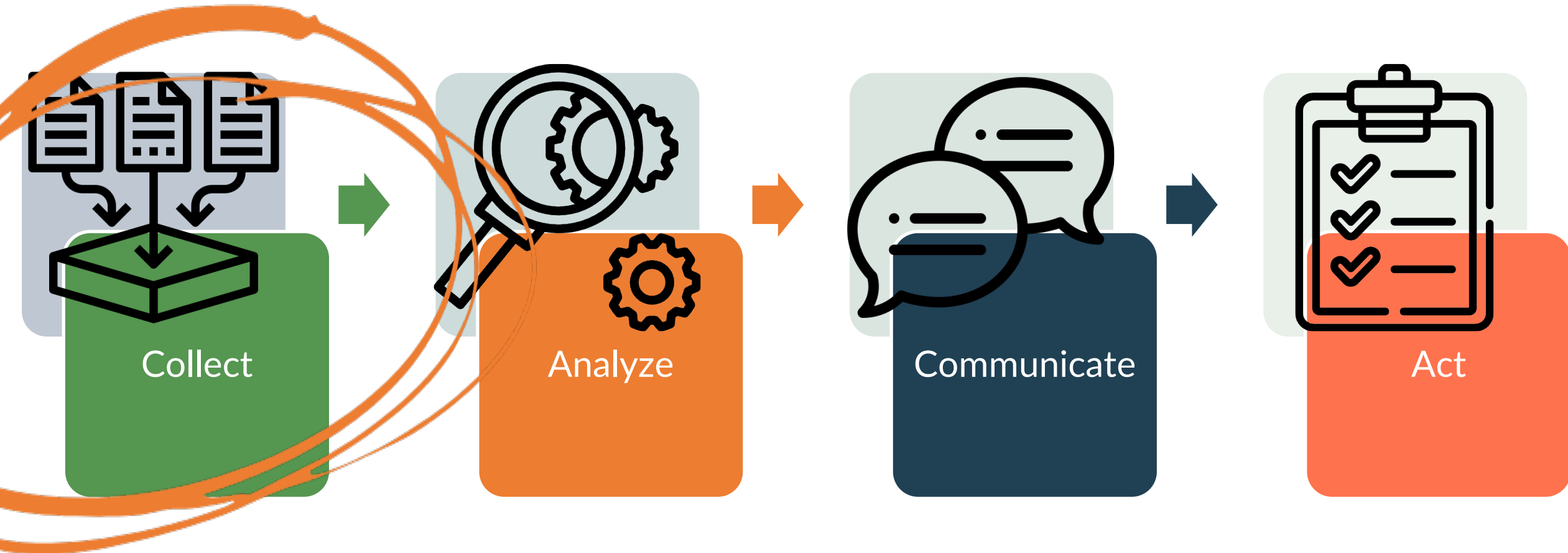
- Receiving feedback is challenging but so crucial
 - Approach this opportunity with vulnerability, curiosity, and grace
 - Remember: You can't change everything all at once



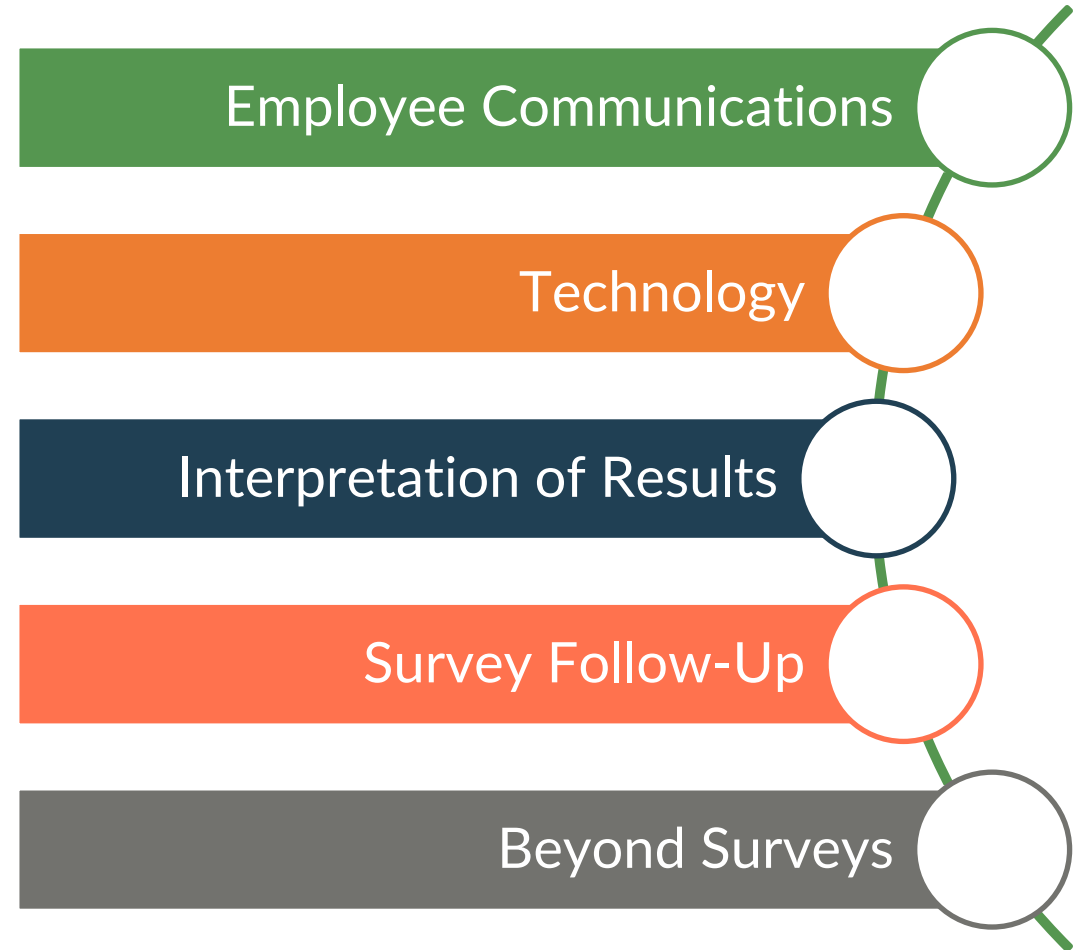
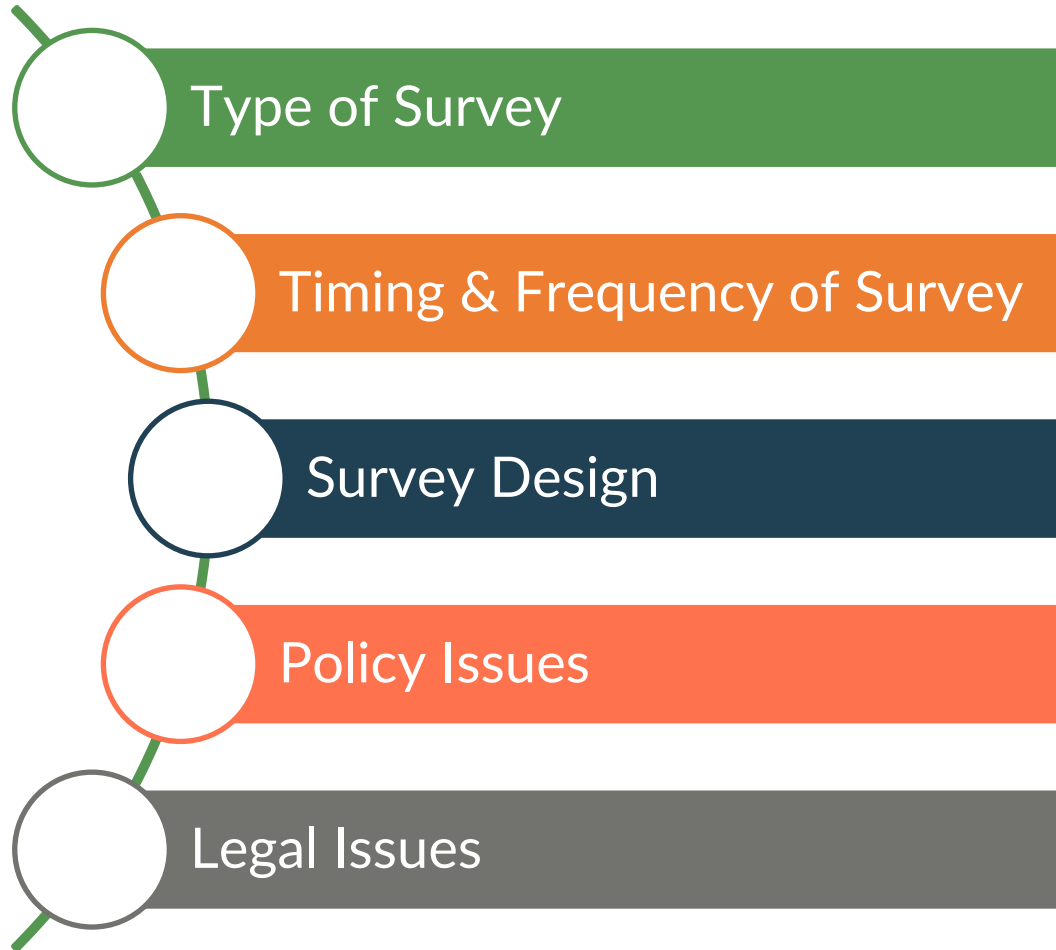
Sources: [Brene Brown, Thanks for the Feedback](#), & [Tammy Green Consulting](#)

THE PROCESS

Collect



INITIAL CONSIDERATIONS FOR STAFF SATISFACTION SURVEYS



CONDUCTING YOUR SSS

Annual, Pulse, & Check-In Surveys



Annual

Important, but not enough

Good for comparing data across years

Pulse

Continuous listening & improvement

Supplements annual survey

Check-Ins

More personal

Real-time feedback on day-to-day concerns

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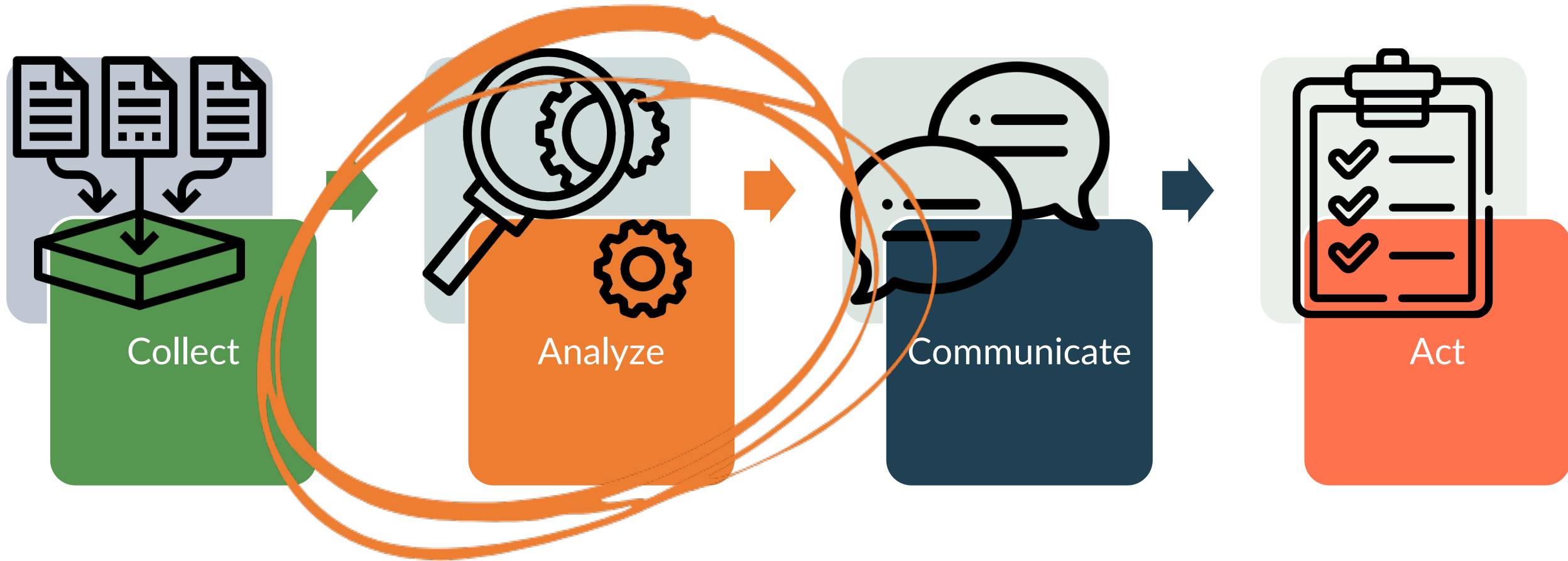




RESPONDING TO STAFF SATISFACTION SURVEYS

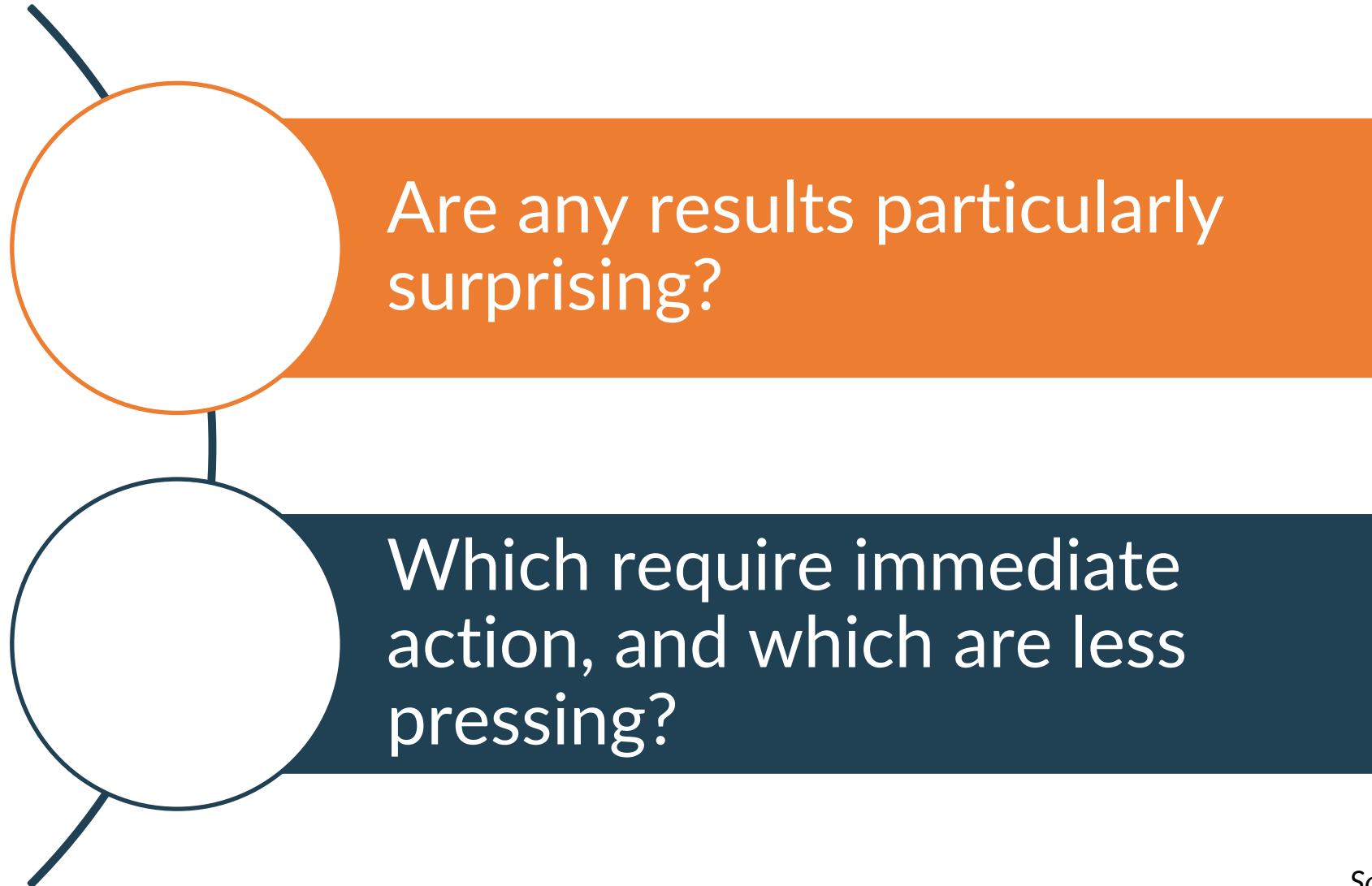
THE PROCESS

Analyze



ANALYZING SSS DATA

Questions to Ask



Are any results particularly surprising?

Which require immediate action, and which are less pressing?

ANALYZING DATA

Comments

Key qualitative information

Insights into the “why”

Try to sort by category

Engagement Scores

Single metric

Gives at-a-glance indication of engagement

Response Rate

Indicator for how comfortable and willing your employees are to provide honest feedback

Heat Maps

Grid showing metrics across question categories

Visual cues to highlight information

ANALYZING DATA

Spread of Responses

Spread of negative to positive answers

Visualization that color-codes responses for easy reference and understanding

Benchmarks

Compare across departments and the organization as a whole

Track progress

Adapt and share

Dashboards

Data on key metrics in a single place

Can be customized to suit individual managers' needs

Other Drivers of Engagement

Satisfaction

Alignment

Future orientation

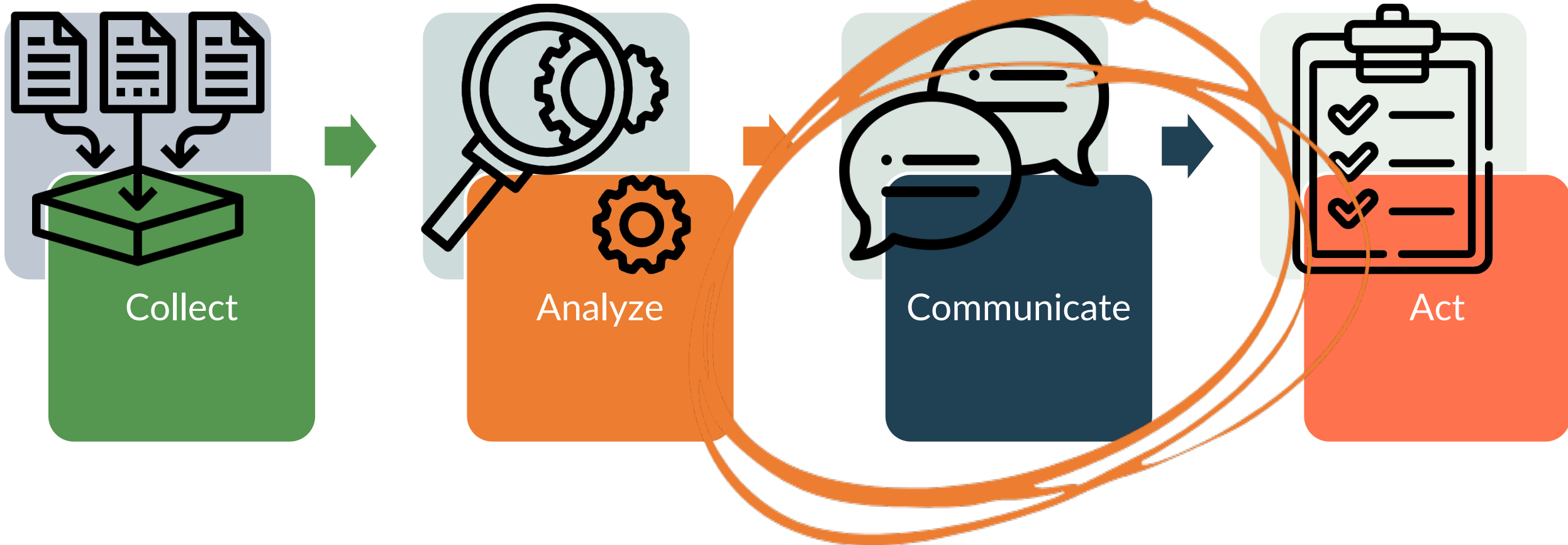
Well-being

Support

Recognition

THE PROCESS

Communicate



COMMUNICATING RESULTS

- The way you communicate results depends on your audience;
 - All employees
 - Individual team meetings
- By revealing results to everyone, you can foster a culture of trust
- For a smaller-scale survey, it's a good idea to share results with only those employees and teams who participated
 - To maintain the anonymity of respondents, always reference averaged results
- Consider a presentation or other visual way to show the data
- Be strategic in identifying a limited number of relevant hotspots with the goal of developing action plans around them with your team
- **Do not try to spin the data**

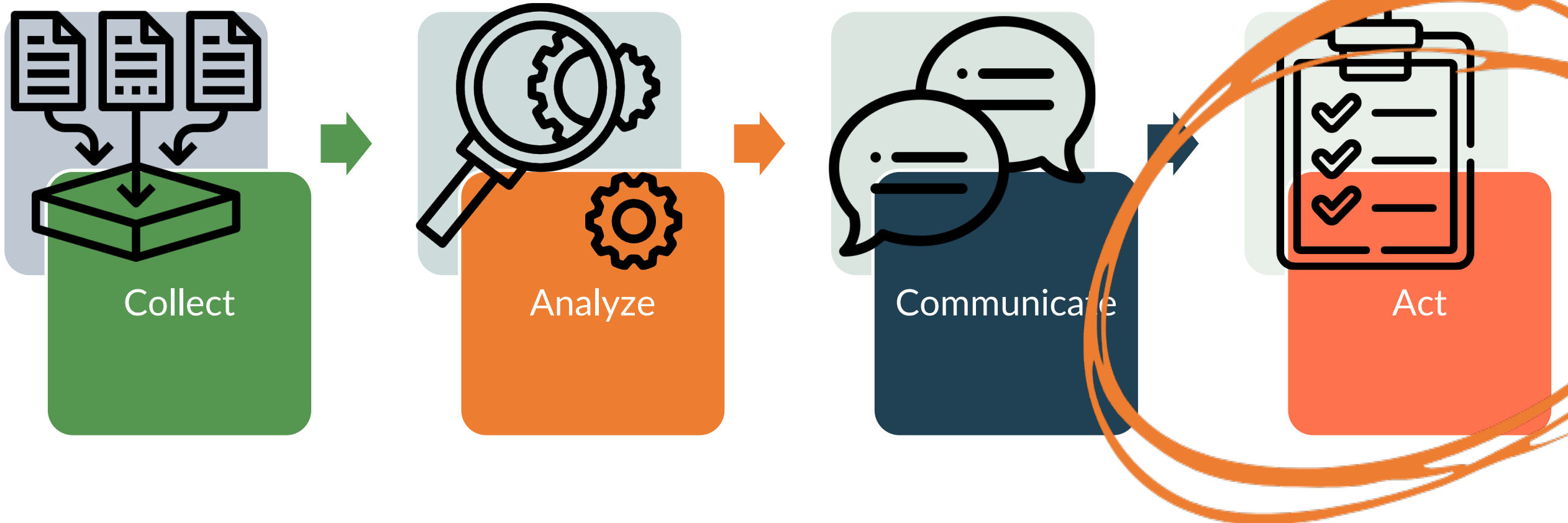




IMPLEMENTING ACTION

THE PROCESS

Communicate



BUILDING A COLLABORATIVE ACTION PLAN



- Set aside time to speak with team members to get their input on overall results and their thoughts on how to address them
 - Host listening sessions
 - Walk through the results,
 - Highlighting any key pain points and successes,
 - Engage all team members in a discussion on how to best take action on the results
- Effectively listening to and acting on employee feedback
- **Identify ways to quickly respond to feedback!**

COMMUNICATING ACTION

- Transparency is key!
 - Be honest about what you can and can't change
 - Communicating the next steps demonstrates that leadership is taking survey results seriously
 - As actions are being taken, continue to update staff on their progress and impacts
 - Tangible results propel engagement forward and foster the critical buy-in needed to transform the entire organization



PUTTING YOUR ACTION PLAN INTO PRACTICE



Reliably follow through on timing for quarterly and annual survey questions.

Continue to ensure that employees feel safe in giving honest answers by maintaining confidentiality and humble curiosity regarding critical feedback.

Look at trends over time to guide organizational priorities and needs.

Avoid reactive decisions based on limited information, or 'point in time' frustrations that may not be representative of the larger staff group's needs.



WRAP UP

QUESTIONS



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- [Health Center Comprehensive Workforce Plan Template](#)
- [Equal Pay for Work of Equal Value White Paper](#)
- [Financial Assessment For Provider Turnover Tool](#)
- [Building an Inclusive Organization Toolkit](#)
- [Onboarding Checklist](#)
- [Supporting Mental Health Through Compensation Equity Factsheet](#)
- [C-Suite Toolkit: Health Professions Education & Training for Recruitment and Retention](#)

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