

Culture Index Survey Process™

Consultation



The biggest mistake companies make when conducting an employee satisfaction survey is not doing anything to address the results. Nothing stifles engagement like asking employees for their feedback and then not taking appropriate follow-up. If you ask, your employees they will tell you exactly what they want you to do to best serve, appreciate and retain their loyalty. Typically, an annual process, soliciting employee input is an intentional form of communicating to strengthen your relationship and develop future strategies for improving your workplace culture and growing your business.

Objectives

Determine the strategy for obtaining the most effective feedback to improve your employees' satisfaction and promote engagement.

- **Decision One** – Determine administration and feedback schedule.
- **Decision Two** – Add up to three custom survey question(s).
- **Decision Three** – Set the administration and feedback schedule.
- **Decision Four** – Execute the action planning and accountability.

Format

Confidential feedback using an emailed or paper survey of 7 questions regarding:

1. **Clarity** - aligns with mission, vision and values
2. **Code** - honors a standard of behavior
3. **Creativity** - uses innovative problem solving
4. **Consistency** - hardwires best practices
5. **Coaching** - encourages peak performance
6. **Conflict** - promotes productive resolution
7. **Celebration** - recognizes and rewards success

Length

Depending upon how quickly decisions can be made and schedule, feedback can be gathered within three months.

Process

- Schedule the survey process and frequency
- Construct up to 3 custom survey questions
- Prepare the distribution list with name, department and email, if needed
- Administer the survey over no more than two weeks
- Compile and summarize the results
- Present the results and recommendations

For an additional fee:

- Facilitate feedback session with management and employees
- Develop and execute action plans to address feedback and recommendations

Target Audience

All leaders and employees, regardless the size of organization.

Ideal Size

Feedback sessions of no more than 18-25 people from the same or similar departments.

Typical Uses

Organizational development, strategic focus, improve employee morale and teamwork.

Deliverables

Survey, communication templates and summary report(s).