

# People Surveys

Helping not-for-profit organisations achieve their mission through better understanding of their people



# People Surveys

## Employee Surveys

- Understand employees' experience of your organisation
- Pinpoint the priority issues to address.

## Volunteer Surveys

- Understand volunteers' experience of your organisation
- Pinpoint the priority issues to address.

## Pulse Surveys

- Short survey to track progress on key topics
- Adjust plans as appropriate.

## On-boarding Surveys

- Understand the experience of new joiners
- Gain insight into the effectiveness of recruitment, induction, learning, and management.

## Exit Surveys

- Understand why people leave
- Identify patterns by group, over time, and identify hot-spots requiring attention.

## Focus Groups

- Explore particular topics with relevant groups
- Gain deep understanding of issues and possible solutions.

## The Management Challenge

Successful organisations are those that maximise the commitment and engagement of their people.

They achieve this through creating the leadership, management, communications, culture and people processes that deliver results and make their organisation a great place to work.

People surveys are an essential tool for any organisation that wishes to engage with this agenda.

*"Agenda's expertise helped us in the development and analysis of our first ever staff survey and we are working together on Rethink's latest survey. They have guided us through the complexities of surveying a very dispersed Social Care workforce. Agenda Consulting are extremely helpful, flexible in approach and a pleasure to work with."*

**Caroline Cannar, Company Secretary, Rethink Mental Illness**

## 1. Survey Design

- Gain senior management commitment
- Decide communication approach
- Design questions
- Agree demographics for analysis
- Decide survey method – online/paper

## 2. Fieldwork

- Launch survey
- Use online survey tool to track response rates
- Take action to increase response rates

## The Benefits

Our survey approach gives insight into:

- How people experience their role, the leadership, management, communications, culture, people processes and the organisation
- Levels of engagement and the key factors influencing it
- How the experience varies amongst different teams
- How their results compare with the previous survey and with other organisations
- People's views on what needs to change.

This allows an organisation to:

- Understand what is working well and pinpoint the priority issues to address
- Identify communication gaps
- Gather evidence for change
- Focus changes on the key priorities
- Identify teams requiring attention
- Enable managers to understand the results for their team and how to move forward
- Catalyse action planning at all levels
- Track progress over time
- Maximise the investment in their people.

## Our Experience

We have worked with many not-for-profit organisations to achieve lasting impact from their people surveys. These range from small local organisations with 10-15 people through to large international organisations with over 15,000 people.

We have also developed our own sophisticated software platform – Reflections – to support our surveys.

## We offer

- Models of engagement for employees and volunteers
- Research-based questions enabling in-depth benchmarking
- Flexibility to develop bespoke questions
- Ability to compare results with last survey and with more than 120 not-for-profit organisations
- Mix of methods to achieve good response rates – online, paper, smartphone, tablet
- Surveys available in multiple languages
- Survey results in easy to read graphical reports
- Online access to the Reflections reporting tool for deeper analysis
- Ability to disaggregate survey results by demographic group – eg team, country, role
- Analysis of results and development of conclusions and recommendations
- Onsite feedback to your senior team and Board
- Consulting skills to support action planning and implementation.

### 3. Reporting and Communication

- Analyse and report results
- Drill down into key areas
- Communicate results to senior team, the Board and your people
- Agree priority issues
- Provide team results to managers

### 4. Action Planning, Implementing and Embedding Change

- Catalyse action planning at all levels
- Mobilise resources and assign responsibilities
- Modify processes and monitor impact
- Keep communicating progress to your people

# People Surveys

We are a research consultancy helping not-for-profit organisations achieve their mission through better understanding of their people.

## We offer

- Employee and Volunteer Surveys
- Pulse, On-boarding, and Exit Surveys
- People Management Consulting
- Reward Consulting
- HR and Volunteer Management Benchmarking.

## Find out more

- Join a free webinar and book your place at: [www.agendaconsulting.co.uk/events](http://www.agendaconsulting.co.uk/events)
- View the latest research findings, tips, good practice examples and case studies at: [www.agendaconsulting.co.uk/newsblog](http://www.agendaconsulting.co.uk/newsblog)
- View the choice of surveys and see our client lists at: [www.agendaconsulting.co.uk/surveys](http://www.agendaconsulting.co.uk/surveys)
- Ask about special rates available to members of our partners:




## Celebrate Success

The Agenda Consulting Engagement Award recognises our clients who have demonstrated high levels of engagement within their organisations.




## Contact us

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