



Employee Experience Survey

*"Teams that address engagement needs in their everyday work outperform bottom teams by an average 20% in sales and 10% in customer engagement"
(Gallup)*

Why is Employee Experience important?

Research shows that employees who are engaged in their work and the organisation they work for put in more effort and perform better. In support of this, organisations that genuinely care about their employees and consciously focus on this, are more likely to thrive and succeed in the long term.

Taking the time to inquire and listen to how employees think and feel at work should be embedded into 'how things roll' within any organisation, so they can design a great employee experience that drives results and creates a collaborative, engaged, and productive workforce.

Happy employees lead to happy customers.



"Always treat your employees exactly as you want them to treat your best customers." (Stephen Covey)

Measuring Employee Experience

To get a baseline of how your company is perceived by its employees the recommendation is to send out a simple survey that invites employees to consider and provide feedback on questions related to the 5 themes that are critical when measuring employee engagement.

Key themes



CULTURE & ENVIRONMENT

The supporting behaviours, practices and resources that people need to do their jobs well. This theme is about gauging employee perception of personal responsibility, clarity and the physical environment they work within.



FAIRNESS & INCLUSION

The extent to which people think procedures, rewards and interactions at work are unbiased and how valued they feel, based on the way others treat them. This theme is about understanding how to eliminate bias and support equal opportunities.



WELL-BEING

This refers to the psychological functioning of people in the workplace. Well-being is important to all workers, it's a base need to perform and feel well. Focus here is on understanding the employee perception of support available, workload expectations and job security.



ENGAGEMENT & EMOTIONAL CULTURE

A measure of the emotional commitment people have towards your business and its goals. Engaged employees care about their work and their company and are more likely to do all the things that make your business great. This theme explores how immersed employees are in their roles, their level of dedication and how the current emotional cultural climate is tracking against the your company's top desired and and undesired employee emotions.



EMPLOYEE NPS (NET PROMOTOR SCORE)

A quick indicator of employee engagement, because employees who are engaged and loyal are more likely to recommend and speak highly of your company to others. Your employees are your company's ambassadors (or not).

The Survey Design

DESIGN OF THE SURVEY

The Employee Experience survey has been developed using everyday language and a modest number of questions by design. We've created it with the end user in mind. The goal is to 'keep it simple', making it interesting, anonymous, relatable, relevant and not too arduous, in order to get a great level of engagement. The easier and less time consuming it is to complete the more likely employees will take the time to provide their views.

We provide draft questions that can be tailored to fit your business, however we strongly recommend that you don't exceed 30 questions in total.

Results are anonymous and it's important that your people know this. Making this clear ensures authentic responses which gives you the data you really want.



RESULTS

Survey results are analysed and presented in a meaningful way, giving you insight into what's working and what's not.

Engagement is persistent; it takes more than one bad or good day to change how engaged someone is in their work. Measuring employee engagement effectively should be an ongoing process, supported by regular check-ins, and by providing updates to staff on what changes are being made based on their feedback.

We have several different packages options available to assist you with this. Get in touch and we'll provide a personalised proposal to suit your needs.

Bringing the Employee Experience to life



PACKAGE OPTIONS

BRONZE

A tailored employee experience survey is created and sent to your team. Results are available in a dashboard style and MiND.U provides a 1 hour follow up session to review these with you and discuss next steps.

SILVER

All the the above with the addition of a comprehensive results analysis and report. Themes, insights and tailored recommendations are then presented back to your leadership team.

GOLD

All of the above with the added benefit of a leadership action planning workshop. This option includes a 90 minute workshop run with your leaders (and culture champions if you wish to include them) to deep dive into the results and develop an achievable action plan that you can implement in your business. We will also set up 3 further pulse checks at 3 month intervals through the year.

PLATINUM

Want to deep dive on your results? The platinum package offers all of the above plus a staff interview service, where we'll personally interview a sample group of 15 employees, getting to understand what's behind your survey results. By using an impartial party, we find that employees are happy to share more information, often resulting in key insights that are simple for you to action and improve on.

The SILVER, GOLD and PLATINUM options are specifically designed to take the pain away from leaders and make it easier for you to affect change. We do a lot of the leg work and analysis into what's working and what isn't, providing you with insight and support to take actions and make improvements immediately that make a difference.



Why choose us?

At MiND.U we combine our extensive experience of guiding organisations to lead and navigate through change, challenge and uncertainty, with hands-on experience, training and skills to integrate mindfulness, emotional intelligence and resilience techniques into the DNA of organisations and individuals. This helps them better understand themselves, perform at their best and navigate the ups, downs and curveballs of life.

Our mission is to help you build a high-performing, collaborative culture where people are encouraged to be more themselves - not less - and teams collectively expand their potential. MiND.U helps workplaces embrace the wisdom of emotions and the superpower of mindfulness to stay focused, nimble and resilient.



Some of the clients we have worked with

Absolutely Positively
Wellington City Council
Me Heke Ki Pōneke

COMMERCE
COMMISSION
NEW ZEALAND
Te Komihana Tauhokohoko

Department of
Conservation
Te Papa Ataubai

YOUNITY

tmnz

ANTIPODES®
CONNECT WITH NATURE

ANZ

WORKSAFE
NEW ZEALAND | HAKA HAKA HAKA

thankyou
payroll

liquid
security led IT

QUEENSTOWN
airport

Yealands
WINE GROUP
NEW ZEALAND