

 **HotDoc** | CPD WEBINAR

How to Conduct an Employee Pulse Survey



HOSTED BY
Magali De Castro
Clinical Director at HotDoc



TUES
19 APRIL
12:30pm AEST

The background is an abstract composition of textures. On the left, there is a vertical strip of bright green with a fine, pebbled texture. The rest of the background is a mix of warm, earthy tones: shades of orange, tan, and light brown, with some darker, almost black, speckles and veins. The overall effect is organic and layered, resembling natural materials like stone or aged paper.

**In the spirit of reconciliation, HotDoc
acknowledges the Traditional Custodians of
country throughout Australia and their
connections to land, sea and community.**

**We pay our respect to their elders past and
present and extend that respect to all Aboriginal
and Torres Strait Islander peoples today.**

How to Conduct an Employee Pulse Survey

This session will cover:

- What is an employee pulse survey
- Why conduct regular pulse surveys
- How to interpret the results from your pulse surveys
- How to use survey results to improve team culture and the overall employee experience
- Q&A



What do we mean by 'Employee Pulse Check'

Gathering employee feedback to make more informed decisions that affect your people.

Opportunity to show the team that we care about them, their professional success, and their overall happiness.

Give them an opportunity to reflect on what they need to be successful, and to hold manager/employer accountable to create an environment for success.

Benefits of pulse checks

- **Track engagement levels & drivers of engagement**
- **Understand if employee interventions are working** so you can make modifications quickly
- **Demonstrate that employee feedback is important to your business**
- **Fewer surprise employee departures**
- **Higher retention**
- **Better performance** (e.g. better customer service & more innovation)

How frequent should pulse checks be?



Survey only as fast as you can act

- **Start with a baseline pulse check survey**
- Aim to do a **follow up pulse check in 3 months**, after some changes have been made
- **Monthly** pulse checks are ideal if you have **1:1 meetings** with team members
- **Monthly** pulse checks can also be useful with **new team members**

Sample Employee Pulse Check Questions (Req 5 to 6)

- How do you feel about your work overall at the moment?
- In the past month, what have you been happy about?
- In the past month, what have you been less happy about?
- Any questions or feedback for me?
- Anything you feel could help you in your role?
- If you were me, what would you do differently?
- How could I be a better manager for you?
- How do you feel the team is doing?
- How can we make things better?
- How do you feel about working here at the moment?

What to do with pulse check results



Make sure to take action

- **Go through results with an open mind.** This is neither the time to be defensive nor to justify the state of things
- **Aim is NOT for a glowing review** of how great an employer you are
- **Aim is to learn where your team are at & what's getting in the way of the best working experience**
- **Inform your team about what you've learned & how you intend to address it**
- **Give some timeframes** for when employees can **expect changes**
- **Offer options of who/how to provide additional feedback to or ask follow up questions from**

What to do with pulse check results

- **Share findings and explore solutions with the broader management team**
- **Involve employees** in discussions and exploration around **possible ways of addressing gaps or making improvements**
- If there is an area you're **unable to 'fix', consider providing context** for the limitations and **inviting suggestions for alternative improvements**
- **Follow through with any promised improvements**
- **Inform the team when changes are made**
- **Follow up to check if changes made have had the desired impact**

The GROW model



- **Goal:** Set goals for how you'd like the situation to resolve (What would you like to get out of this initiative?)
- **Reality:** Check where are we now? What have we tried? What's currently blocking progress?
- **Options:** Explore alternatives & possible courses of action
- **Will:** Decide what *will* be done, by when and by whom

The GROW model



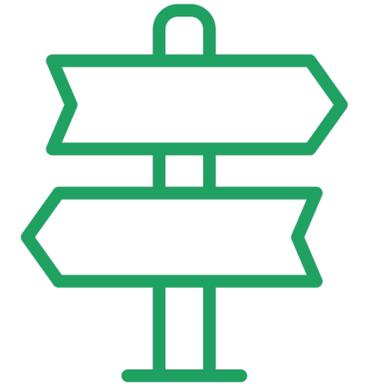
- **Goal:** Set goals for how you'd like the situation to resolve (What would you like to get out of this initiative?)

The GROW model



- **Reality:** Check where are we now? What have we tried? What's currently blocking progress?

The GROW model



- **Options:** Explore alternatives & possible courses of action

The GROW model



- **Will:** Decide what *will* be done, by when and by whom

JOIN THE CONVERSATION



Our community has over 4,600 healthcare professionals to share ideas, discuss hot topics and collaborate with.

Join here <https://www.facebook.com/groups/fortheloveofhealthcare>

 **HotDoc** | CPD WEBINAR

Cybersecurity in General Practice: Explanations & Mitigation Strategies



HOSTED BY
Henry McLaughlin



WED 4 MAY
12:30pm AEST

Q&A

Thank you for participating!
