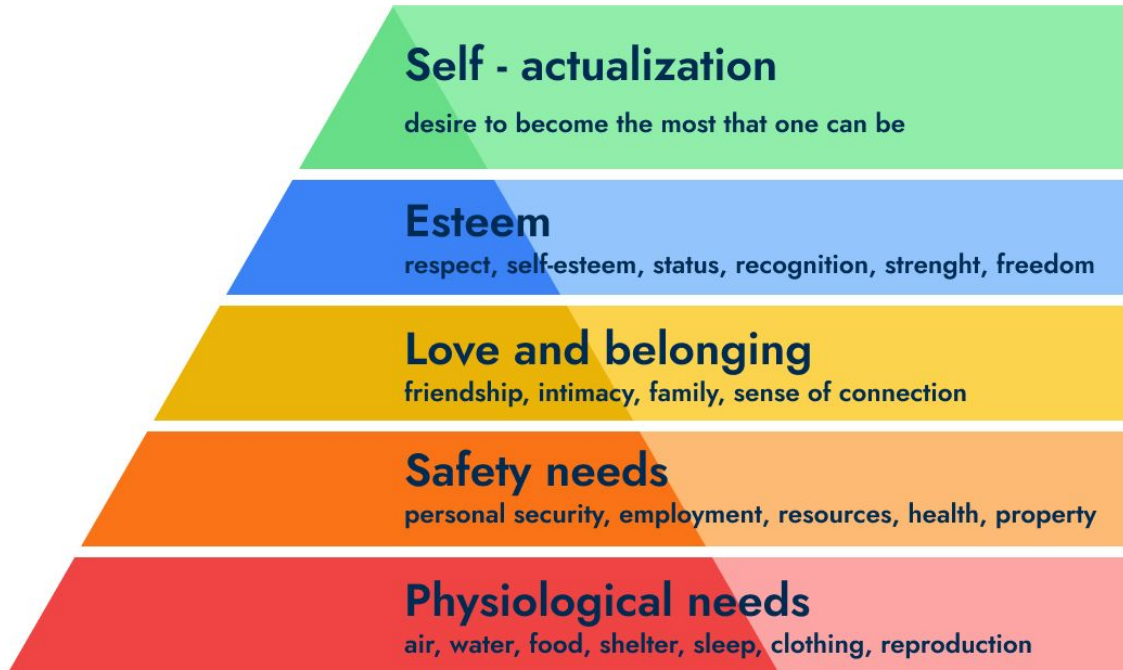


# Gallup's 12 Engagement Questions

1. I know what is expected of me at work.
2. I have the materials and equipment I need to do my work right.
3. At work, I have the opportunity to do what I do best every day.
4. In the last seven days, I have received recognition or praise for doing good work.
5. My supervisor, or someone at work, seems to care about me as a person.
6. There is someone at work who encourages my development.
7. At work, my opinions seem to count.
8. The mission or purpose of my company makes me feel my job is important.
9. My associates or fellow employees are committed to doing quality work.
10. I have a best friend at work.
11. In the last six months, someone at work has talked to me about my progress.
12. This last year, I have had opportunities at work to learn and grow.

# Remember Maslow's Hierarchy of needs?



# The Employee Hierarchy of Needs



## Growth

Q12 This last year, I've had opportunities at work to learn and grow

Q11 In the last six months, someone at work has talked to me about my progress

## Teamwork

Q10 I have a best friend at work

Q9 My coworkers are committed to doing quality work

Q8 The mission or purpose of my company makes me feel my job is important

Q7 At work, my opinions seem to count

## Individual

Q6 There is someone at work who encourages my development

Q5 My supervisor, or someone at work, seems to care about me as a person

Q4 In the last 7 days, I've received recognition or praise for doing good work

Q3 At work, I have the opportunity to do what I do best every day

## Basic Needs

Q2 I have the materials and equipment I need to do my work right

Q1 I know what is expected of me at work

# The Three Survey Formats

Survey Type	eNPS (Employee Net Promoter Score)	Engagement	Pulse
<b>Purpose</b>	Snapshot of current engagement	Deep Dive (the therapy session)	A quick check-in on a specific EX area
<b>Cadence</b>	1-4 times / year	Annual or Bi-annual	Monthly
<b>Pros</b>	The quickest format High participation	Becomes the roadmap for HR	Quick, yet detailed Measure satisfaction on a recent change
<b>Cons</b>	Won't reveal what's exactly wrong	Takes the longest to analyze data Participation is lower due to size	Participation can waver
<b>Tips</b>	One question with a scaled answer	Explain the "why" behind the survey Remind in written, visual, verbal format	Use simple language and a slider scale
<b>Always add an open-ended field</b> ( <i>"Anything else you'd like to add?"</i> )			