



## Managing and Coaching Employee Engagement Results

### Employee Effort

- Report scores to only when there are a total of at least 8 cumulative responses. Any fewer responses create a score that is not statistically valid.
- When you report results to department managers, summarize comments into themes. Do not provide all the comments. Give the manager information that allows them to understand what the department is doing well or what they can do to reduce effort.

### Net Promoter Score

- Report the information to the executive team. Report in bullet points. Give the NPS in context of what is good and what is great:
  - Good is a score of 40.
  - Very good is a score 55 and above.
- Summarize the comments. Look for themes.
- Let the employees know that their responses are being read and appreciated. If you don't share the feedback, your employees will stop responding.
- Once a quarter, share the NPS with employees. Give the NPS in context of what is good and what is great; share themes:
  - Good is a score of 40.
  - Very good is a score 55 and above.
- Share resolutions that have or will occur.

### Process Improvement

- Look for themes. Don't get stuck spending too much time on each response. Some of the comments will be valid and some will be almost incomprehensible. Look for key themes.
- If you begin to see themes that are indicative of a problem that could impact service, then look into a possible resolution or change.
- Respond to employees and let them know where their suggestions stand.