How “Action-Oriented Employee Feedback” is removing the barriers to Change and Engagement for

vodafone Ziggo brussels airlines

AND MANY MORE

James Anderson
www.peachymondays.com

The Problem

Understanding what your people think & feel is *fundamental* to

- Employee Engagement
- Effectiveness
- Performance
- Culture
- Organisational Change
- Business Improvement
- Productivity
- Top / Bottom Line

The Problem

Traditional Survey approach

TOO SLOW

Modern Pulse &
Continuous Feedback tools

TOO SHALLOW

The Problem

Traditional Survey approach

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Modern Pulse &
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TOO SHALLOW

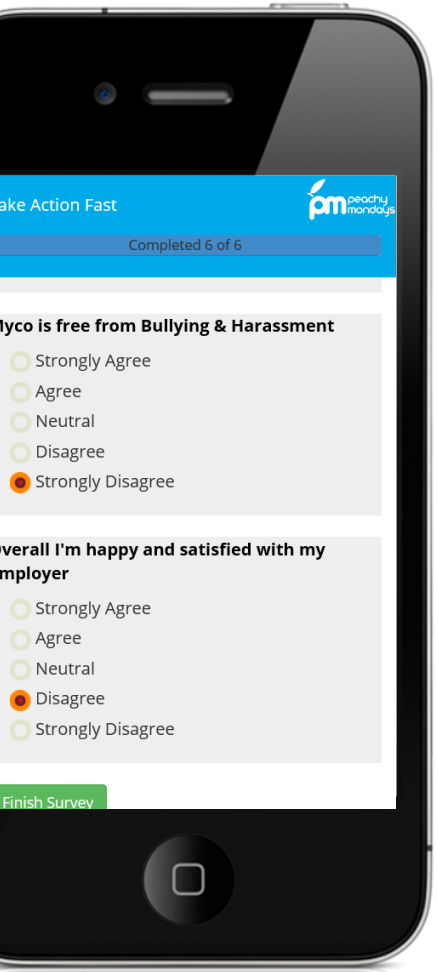
Targeted Anonymous Dialogue™

Traditional approach

Action Oriented Employee Feedback

Ask follow-up questions anonymously. Understand the root cause in near real time. 100% inclusive.

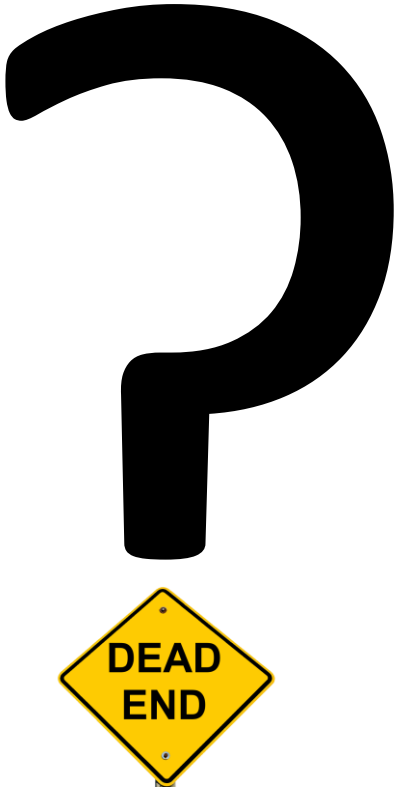
Targeted Anonymous Dialogue™

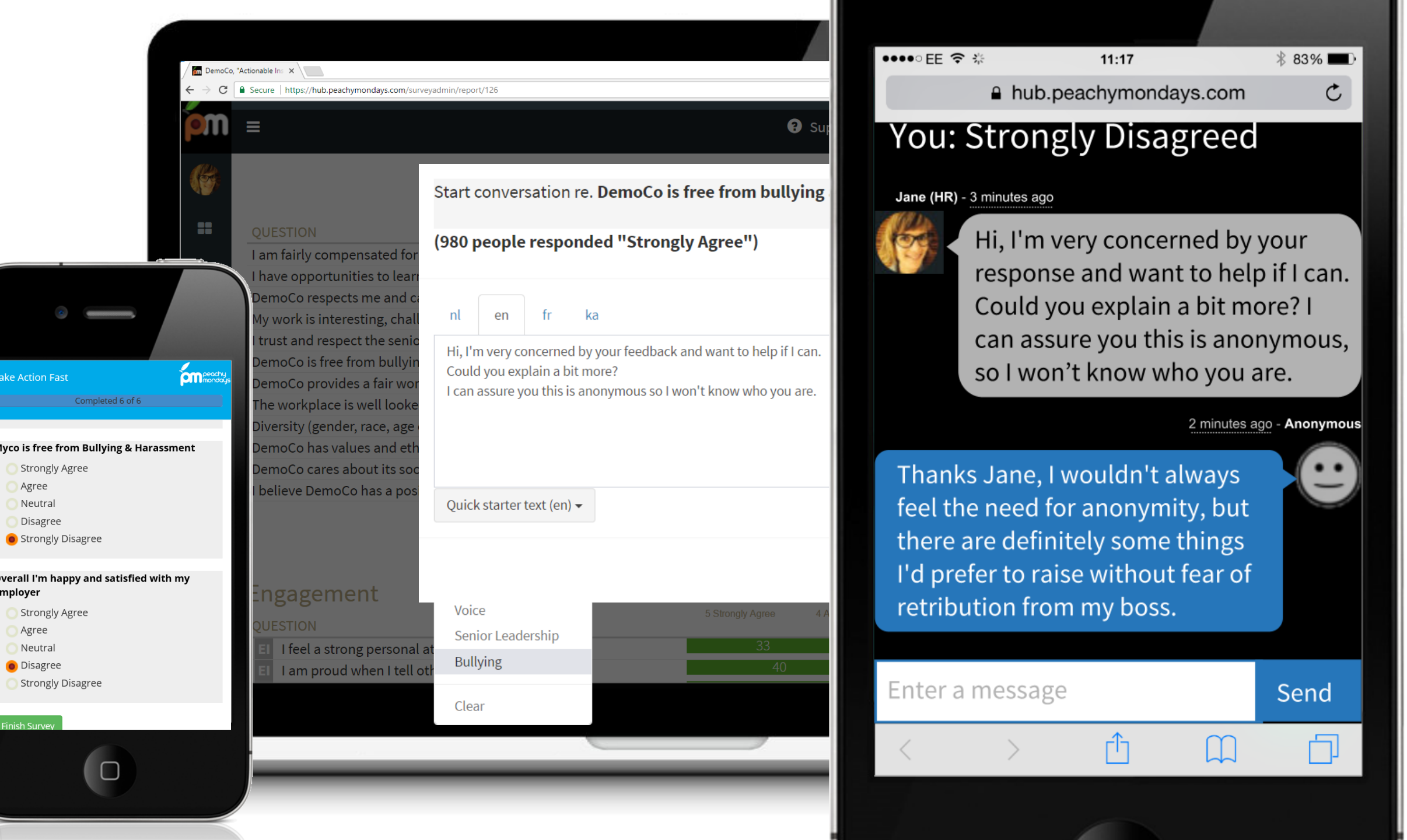


8,000 people

12% Bullying & Harassment

~ 1,000 people




DemoCo, "Actionable In
Secure | https://hub.peachymondays.com/surveyadmin/report/126
Start conversation re. DemoCo is free from bullying
(980 people responded "Strongly Agree")
nl
en
fr
ka
Hi, I'm very concerned by your feedback and want to help if I can.
Could you explain a bit more?
I can assure you this is anonymous so I won't know who you are.
Quick starter text (en)
Voice
Senior Leadership
Bullying
Clear
QUESTION
I am fairly compensated for
I have opportunities to learn
DemoCo respects me and c
My work is interesting, chall
I trust and respect the senic
DemoCo is free from bullyin
DemoCo provides a fair wor
The workplace is well looke
Diversity (gender, race, age
DemoCo has values and eth
DemoCo cares about its soc
I believe DemoCo has a pos
Engagement
5 Strongly Agree
I feel a strong personal at
33
I am proud when I tell oth
40
ake Action Fast
Completed 6 of 6
yco is free from Bullying & Harassment
Strongly Agree
Agree
Neutral
Disagree
Strongly Disagree
verall I'm happy and satisfied with my
mployer
Strongly Agree
Agree
Neutral
Disagree
Strongly Disagree
Finish Survey
EE
11:17
83%
hub.peachymondays.com
You: Strongly Disagreed
Jane (HR) - 3 minutes ago
Hi, I'm very concerned by your response and want to help if I can. Could you explain a bit more? I can assure you this is anonymous, so I won't know who you are.
2 minutes ago - Anonymous
Thanks Jane, I wouldn't always feel the need for anonymity, but there are definitely some things I'd prefer to raise without fear of retribution from my boss.
Enter a message
Send

Standard Analysis Tools

What one thing could you personally do to support the creation of a "step change" in the way of working for your function?

THEME

24%	Awareness
11%	Price - Product/Service
2%	Change Resistance

PRIORITY

3%	high

STATUS

5%	ignore
1%	completed

What one thing is the biggest barrier to successfully implementing the changes necessary to create Demo Org Alignment in your function?

THEME

44%	Quality - Product/Service
24%	Awareness
18%	Price - Product/Service
3%	Change Resistance

PRIORITY

8%	high
2%	low

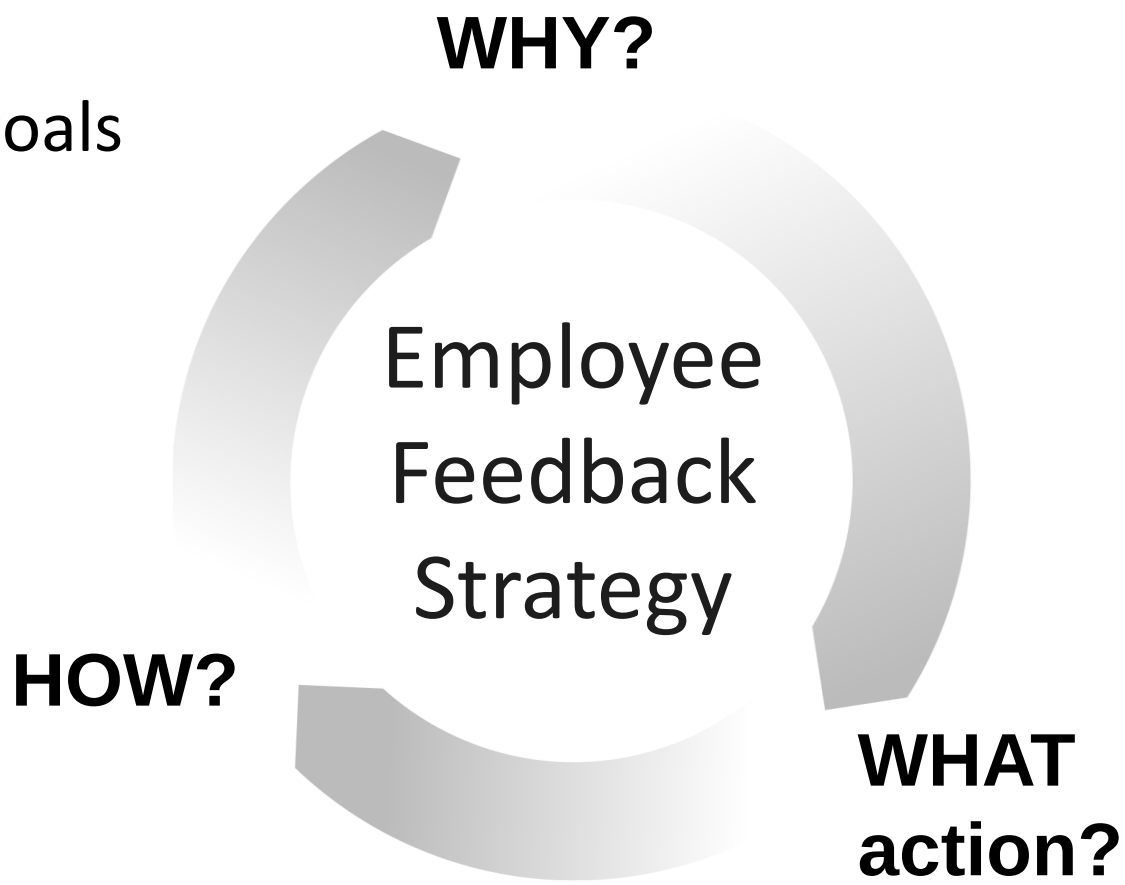
STATUS

35%	ignore
1%	completed
8%	action
2%	revisit

Ask The Right Questions

- Align questions to organisational goals
- Don’t ask a question if you’re not ready and willing to take action *(unless it’s an essential measure you are tracking over time)*.
- Keep it simple. Ask as few questions as possible

Remember: targeted follow-up questions let you keep it lean



Action-Oriented Employee Feedback

	Customer + BD	Delivery	Directorate	Finance	HR	Performance Assurance	Strategy
Contact	72	58	84	63	68	74	85
Awareness	60	62	93	65	65	67	75
Understanding	58	61	86	57	59	65	72
Positive Perception	38	50	74	44	48	53	56
Adoption	54	54	77	49	52	60	60
Embed and Sustain	31	43	68	37	40	44	48
Internalisation	63	62	85	61	63	66	69
Behaviours	71	73	87	67	72	76	72

Enact Quick Wins
simple impactful actions

Targeted Action Planning
action plans for longer term challenges

Action-Oriented Employee Feedback

Get to the root cause in near real time, avoiding “Analysis Paralysis”

Take informed, effective action

1. Ask focussed questions, Align questions to organisational goals
2. Act on internal comparisons & benchmarks
3. Adopt **targeted anonymous dialogue™**

Address the cynicism and scepticism surrounding traditional employee feedback and have significant impact on Internal Communications, Employee Engagement and Organisational Change with an innovative approach that delivers actionable insight in days rather than months.

“the follow-up functionality allows us to ask more about specific answers, making feedback more insightful and actionable”

Anja Maassen van den Brink
EXECUTIVE DIRECTOR HR

Targeted Anonymous Dialogue™

Abi Mahwirt
Head of HR & OD

"The follow-on conversations make a huge difference, quickly putting things in perspective…

…You cannot get that from a flat survey.

Targeted Anonymous Dialogue™

APEX HOTELS

"When a survey closes and the results come up, we can act... there and then

Robert Allan
HR Director

"so easy to adopt… and ensures your employees feel valued and listened to

Shirley Phillips
OD MANAGER

businessinsider SCOTLAND'S BEST EMPLOYER AWARDS 2016

Scotland's Best Large Employer 2016

“a strategic internal communications tool…
proactive, quick and efficient”

brussels airlines

Ilse Verhelst
INTERNAL COMMUNICATION MANAGER

Dankjewel!

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AND MANY MORE

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