Employee Happiness at Work: Do You Care?

Employee engagement surveys are all the rage and I sometimes recommend them myself; however, they can be overused and abused. Most frequently, employees complain that they do them and that nothing changes. If you are going to use them, be sure that you are committed to act - to create measurable change - and to act quickly. What I find is that organizations give lip service to the idea that they want to know how their employees feel but then find that they don't really want to take their concerns into account when employees give them feedback.

Employee Engagement Surveys

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Before you leap into measuring employee happiness, be sure that you have considered these factors:

1. Are you going to measure the right things and the right frequency?
   Too many surveys just annoy employees and they stop taking them, especially if you haven't managed their expectations about how the surveys will be used.

2. Will you receive actionable insights?
   I'm working with a group of disgruntled employees now who are annoyed about a relatively new manager and did not hesitate to let people know on their engagement survey. However, much of the grumbling has to do with overall corporate policy and the way that policy is being enforced and has nothing to do with the ability of that individual manager. He has no power to change what the employees are cranky about but they are directing their anger at him.

3. Are you willing to deliver the results to the right people - not just HR or the CEO - but the responsible managers?
   Too often I have seen the results treated as state secrets and not delivered to the people who might be able to change what's happening.

4. Are you willing to empower people to act quickly and will the relevant managers actually follow through?
   Do they have any incentive to change their behavior if they are the problem?

Did You Know?

We can help with employee engagement surveys as well as assisting you in coming up with a plan to implement changes. In my experience, two of the most common things that organizations need to change is the way their managers handle challenging conversations with their employees and the way the entire organization manages conflict. For more information about these topics, read

*The Power of a Good Fight and "We Need to Talk" - Tough Conversations with Your Employee.*

MORE INFO ABOUT MANAGING CONFLICT

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