

Employee Engagement Action Plan

The most important part of the employee engagement survey process is collaboratively creating a team Action Plan. The action planning process includes multiple step to ensure that these plans are deliberate and effective. To improve your team’s work environment and maximize performance, all team members should contribute to continuous improvement.

1. Prepare for Employee Meeting
 - a. Agenda
 - i. Welcome and Outcomes Review
 - ii. Identify Top Areas for Improvement
 - iii. Develop Action Items
 - iv. Complete Employee Engagement Survey Action Plan
 - v. Close and Thank You
2. Employee Meeting and Action Planning
 - a. Be a facilitator, remain neutral, as a facilitator you will help the team understand the common objectives of the meeting and assist them in planning and how to achieve these objectives
 - b. Do not critique or “shoot down” any feedback or suggestions, the purpose of the discussion is to be open
 - c. Thank employees for all feedback and suggestions no matter the quality
3. Tips for Discussing Employee Engagement Results
 - a. Emphasize the confidentiality of the survey and the importance of getting feedback from the employees.



- b. If score is below your expectations do not be negative but encouraging that next time we could do better.
- c. If above, congratulate. It is not necessarily important to go through every item, but focus on top 5 positive, negative, and any important gap scores from the engagement reports.
- d. Remind them that this meeting is for them to collaborate to improve work environment and negative scores are not necessarily a specific reflection on any individual.
- e. A good way to start this discussion is asking what each question means to the employees, certain questions may have been interpreted different ways, so it is important to gain the employees context of meaning.

4. Action Items

- a. After discussing the variety of results and revealing 3-4 potential areas of opportunity, you should ask the team to generate solutions.
- b. Utilize the “Employee Engagement Survey Action Plan” worksheet to help document ideas. This plan should include a detailed plan to improve employee morale, satisfaction and engagement at [Organization].

Employee Engagement Survey Action Plan - Worksheet

Area of Focus	Objectives	Actions	Responsibility	Outcomes	Timeframe	Status

- c. As a group, don’t forget to discuss how everyone would like to be held accountable for the agreed-on actions.
- d. Document this feedback on the action plan.
- e. Ask for volunteers to champion each area of the plan. It will be the champion’s job to update the workgroup’s current state each week.

5. On-going Development

- a. As the leader of the workgroup, it's your job to keep the action plan on track.
- b. Utilize multiple communication methods to reinforce progress (e.g., status e-mails, message boards, morning huddles etc.)
- c. Recognize the team for accomplishing goals – celebrate in a way that is meaningful to them.
- d. Regularly check the pulse of the team on progress – ensure the goal is still applicable and working – if it is not working, adapt the goal to better meet the needs of the goals.
- e. Plan a final presentation to leadership 6-8 months out to provide a status update to ensure accountability.
- f. If your team accomplishes their goals, revisit the current state analysis form and develop new opportunities for improvement – keep the process alive throughout the entire year.
- g. When discussing ongoing development, ensure the team knows it a top priority for the team throughout the year.