



# Team Pulse

## Workplace & Social Engagement

### Outcomes

- Understand what a team pulse is and what its benefits are.
- Be aware of the types of questions you can ask your team members.

### What is a Team Pulse?

A pulse survey is a short survey sent out to employees or team members regularly to check in on employee satisfaction, role, relationships, work environment and other factors. Pulse surveys are important to keep employees engaged in the work environment.

This information article will cover:

- What a pulse survey is.
- The benefits of a pulse survey.
- The pulse survey process.
- Sample pulse survey questions.
- FAQs.

## What is a Pulse Survey?

A pulse survey is a tool that provides teams with insights they need to shape the team environment and increase employee engagement.

## What is the Purpose of a Pulse Survey?

Prompted by managers and completed by employees, pulse surveys consist of questions that provide confidential insights into proven predictors of team performance and engagement. Research shows that when team members are engaged, performance improves. The pulse survey results provide you with valuable insight into the environment and conditions on your team, as seen through the eyes of your team members. In addition, the data serves as a rich conversation starter for teams to action plan around how to enhance engagement and overall performance over time.

## What are the Benefits of a Pulse Survey?

- More engaged team members.
- Improvements in team effectiveness and efficiency.
- Enhancements to the work process.
- Cohesiveness among team members.
- A higher-performing team.

## Team Pulse Survey Process

### 1. Prepare

- Determine what you hope to accomplish.
- Focus on the conversation, not the scores.
- For subsequent debriefs, consider feedback previously shared, i.e. What changes can you highlight, what areas have improved.

### 2. Discuss the result

- Understand the context. What was happening in the team members work lives that may have influenced the answer?
- Ask the right questions according to the data.

### 3. Determine action items as a team

- Creating an action plan is key. If you follow up your survey results with a meaningful response, your team members will see the survey as having value.

## Fostering Dialogue

		
<p><b>Be Curious</b></p> <ul style="list-style-type: none"> <li>• Notice how you are feeling as a team leader.</li> <li>• Focus and be curious about the team’s experience.</li> <li>• Avoid being judgmental or defensive.</li> </ul>	<p><b>Encourage All to Be Heard</b></p> <ul style="list-style-type: none"> <li>• Each team member has their own experience and is viewing it from this lens.</li> <li>• Help team members share their view of the team experience.</li> <li>• Each person is responsible for a piece of the experience.</li> </ul>	<p><b>Focus on the Conversation</b></p> <ul style="list-style-type: none"> <li>• Teams focus on the data or numbers because its comfortable; however, the conversation is what is most valuable</li> <li>• The data is important because it starts the conversation.</li> </ul>

## Remember

Pulse surveys are not a one-time event. You should administer pulse surveys for your team as often as deemed fit by managers (e.g. once per quarter). No matter how incremental, movement in either direction in the survey outcomes warrants a conversation with the team to understand what contributed to the shift and the next steps.

## Sample Questions

There are ten well recognised standard questions or prompts which you may choose to ask your team:

1. How enthusiastic are you about the mission of the company?
2. At work, do you clearly understand what is expected of you?
3. In your team, do you feel you are surrounded by people who share your values?
4. Do you have a chance to use your strengths every day at work?
5. Do you feel your teammates have your back?
6. Are you recognised for excellent work?
7. Are you confident in the company's future?
8. In your work, are you challenged to grow?
9. Are you able to balance your workload with your priorities outside of work?
10. Are your opinions valued and taken into account?

## Other Questions You May Ask:

11. What steps or actions can we take to work towards improvement?
12. Which two areas are the most important to focus on right now?
13. What is the difference across the team since the last pulse survey?
14. This is where we are now; where would we like to be?
15. What is our team doing well? Why is that?

## Frequently Asked Questions [FAQ]

1. How long does it take to complete a pulse survey?

Pulse surveys should take team members no more than five minutes to complete.

2. How regularly should pulse surveys be conducted?

As deemed fit by the team or the manager, but usually on a monthly or quarterly basis.

3. How should a manager debrief a pulse survey with their team?

The manager should schedule a debrief session with the team to discuss the results. The team should feel that they own both the results and any follow-up actions. Agreeing to an action plan as a team will help drive team ownership of performance and engagement.