

# How to Use the Survey Results

Once your employees complete the Q12® survey, you can use your results to quickly and easily identify areas of strength and opportunity and begin to consider actions necessary to improve engagement.

No two teams are exactly alike; no individual contributors will act or respond in the same manner. Ask questions, listen and seek information that allows for a guided discussion leading to actions that work for your team's situation on its terms.

---

When you read and analyze your survey results, keep the following points in mind:

- 1 Focus on the high scores, and look for recognition opportunities within the results. High scores indicate areas of strength. Take steps to ensure these items remain strengths. Think about what you and your team are doing to contribute to these strengths.
- 2 Think about where your team might experience the biggest increase in engagement. While you can do a lot to create a positive and productive environment, each employee needs to contribute to improving team engagement.
- 3 Your reports provide a snapshot in time of your team's engagement level. The best way to understand the numbers and know what is going on within the team is to talk with your employees. What can you and your team do to ensure that a need is consistently met?
- 4 Remember that a mean score of "5" represents that this workplace need is consistently met. A mean score of "4" suggests that the need is often met, but not consistently so.
- 5 Pay close attention to the items at the bottom two levels of the employee engagement hierarchy. These form the foundation of a great place to work. Basic Needs and Individual form the foundation of a great place to work. Without a solid base, it is a challenge to build on employee engagement.
- 6 Consider your team's performance goals or challenges. Determine which element of engagement you should focus on to achieve the greatest impact on meeting or exceeding your goals or challenges.
- 7 Interpretations can vary from employee to employee. Talk with your employees to learn what each element means to them.

---

Every Q12 results report provides clues about a team's engagement story. Managers should work with team members to uncover their full engagement story and the meaning of their results. Numbers cannot change an organization on their own; rather, it takes focused attention on the part of each team member to create change and positively affect business outcomes.