

# 12 Question Survey – Implementation Brief

This document is intended as a guide to assist with the implementation of the 12 questions staff survey.

Developed by the Gallup Organisation ([www.gallup.com](http://www.gallup.com)), the survey provides a simple and effective measure for staff morale and engagement across a business. It is recommended to be completed at least twice yearly, and used alongside other metrics (e.g. staff attrition rates/ productivity) to gauge changes in the feelings of staff towards the business.

For the survey process to yield reliable results, the following guidelines must be adhered to:

- ALL staff/ management must be captured by survey (suggest creating list of staff and tick when form handed out)
- Survey must be completed anonymously (no names or distinguishing pens to be used)
- 1 or 2 managers charged with handing out forms/ overseeing process
- All staff to be handed forms at start of shift
- Forms to be completed and collected back within 5 – 10 minutes
- Collate forms in a central location
- Ensure all staff across venue have completed forms (check against staff list)

## **Process to be followed:**

1. Survey is introduced in informal manner i.e. no big fuss is to be made about it
2. Limit the communication around survey to clear instructions only e.g. 'can you please take 5 minutes and fill out this short survey, we need it for HR'. Do not turn it into a conversation.
3. Ask staff to leave forms upside down in specified area and collect within 5 – 10 minutes
4. Ensure all staff allocated forms have completed & returned them
5. Collate all forms in large yellow envelope provided

**Note: If staff/ management have any questions about the survey, you can inform them that you are simply trying to get a better understanding on how they are feel about working here.**