**Taking Action**

**What to Know:**

Sending an engagement survey to employees implies that you plan to do something about the results. Surveying employees and following up with action communicates that you care about your employees and their ideas. Conversely, surveying employees and not following up can be more harmful to engagement than never doing a survey.

Things that can get in the way of taking action are when ownership of the action is unclear, competing priorities, or feedback can feel hard to act on.

**Mythbusters:**

You don’t have to take on the biggest, thorniest issue. In fact, it’s often better to start with something achievable. That builds confidence and trust that action will be taken and that it will have a positive impact.

**Questions to Ask:**

* Do the results on any particular item surprise you?
* Are the results on a particular item reflective of how we feel now as a team?
* What was on your mind when you answered this question?
* What would a “strongly agree” look like on this item?
* What do we need to do to get to strongly agree?

**Best Practices:**

**A simple process to follow:**

1. Share the data with your team and make sense of it together. Discuss it as a team and share insights, thoughts and ask questions about what more you need to know.
2. Pick 1 thing to focus on. It should be something you have control over and can impact in the coming year.
3. Do 2 things about it. Make SMART (**s**pecific, **m**easurable, **a**chievable, **r**elevant, **t**ime bound) goals for each and assign a point person for accountability.
4. Communicate about it 3 times. First should be a clear communication about the focus of the action plan, the actions that will be taken and how success will be gauged. This creates a shared understanding upfront so everyone knows what to expect and the role they will play. Next, communicated mid-way through the plan to update the team on progress. And, finally, communicate an action plan wrap up before the next survey so people know what was accomplished, what wasn’t and way. This way the team can share in the learning going into the next action plan cycle.
5. Along the way, make adjustments and learn together.
6. Create a simple check-in process. This can be a 30 minute check in when results first come out and 10 minutes at regular team meeting agendas.

**What managers can do:**

Mangers should create the time and space to do action planning. One of the biggest derailers of action planning is other work taking priority. By prioritizing engagement, a manager can make sure there is time for action planning.

Approach the data with curiosity and not defensiveness. Model that this is a learning opportunity. Create a sense of safety on your team so people can share their thoughts candidly.

**What employees can do:**

The success of the action plan depends on everyone. Employees can participate with candor and energy. Share insights during the data discussion. Come forward with ideas when the team is deciding on action. And, participate fully when the plan is in place. Be brave in bringing forward learning along the way that can strengthen the plan.

**What leaders can do:**

Leaders can support action plans by removing barriers. They can help create the time necessary to act on what is learned in the survey by deprioritizing other work.

**Read:**

* [Taking Action From Employee Engagement Survey Results](https://blog.perceptyx.com/employee-engagement-survey-results)
* [How to action plan post employee survey](https://www.insyncsurveys.com.au/resources/articles/employee-engagement/2012/08/how-to-action-plan-post-employee-engagement-survey/)