

Willis Towers Watson – Employee Engagement Survey Frequently Asked Questions

How will leaders access the results?

Leaders who have a minimum of 5 responses will receive an email invitation with details on logging into the Willis Towers Watson system to view their results. If a leader did not have 5 responses their results will roll up to their next level leader

Is there a link for the Willis Towers Watson site, or another way for them to get access if they did not read/receive their email?

Reach out to ODL@fairview.org and they will be able to assist you.

Will leaders see comments?

To protect anonymity, comments are visible to leaders if they had 10 or more comments. If a leader had fewer than 10 comments the comments will roll up to their next level leader.

What results will Strategy see?

HR Strategy will have access to all department results in the tool. Leaders will only be able to see their areas of responsibility and within their span of control.

What are the benchmarks we are comparing to?

The default will show how your results compare to overall which is to our organization, and to the US Healthcare which is a benchmark of all health care responses for the United States. In addition, you can choose to compare to the Best in Class Healthcare, which is a benchmark to the top 75% of all health care responses in the United States

How and when will the overall Organizational Results will be shared?

High level organizational messaging will be shared through upcoming Leader and Employee News. As organizational plans unfold over the next few months those plans will be communicated across the enterprise.

Who should have an engagement action plan?

It is required that every leader use their data to create an engagement action plan that includes 1 to 3 actionable items *with* their team. The Willis Towers Watson system will provide leaders with their greatest strengths and greatest opportunities. It also includes an engagement action planning tool and an action library of tactics that leaders can use/modify for their plans. Leaders should share the results with their teams by March 30, 2021, and build an engagement action plan with their team, saving it in the Willis Towers Watson tool by April 30, 2021.

Who must have an engagement action plan?

Every leader that has results is **required** to have an action plan that includes drafted and communicated to employees by Friday, April 30, 2021. An action plan should have 1 to 3 action items. Your HR Strategist can be a thought partner as you work to create a meaningful engagement action plan.

Who can see an engagement action plan?

It is recommended that a leader share the team results and involve the team in developing their engagement action plan. Once finalized, leaders should make the engagement action plan visible to their team- including the tactics and progress the team is making toward accomplishing the tactics. In addition, a leader will be able to view all engagement action plans that are within their span of control.

How many action items (goals) should a leader have overall?

It is recommended that no more than three action items (goals) be addressed at one time. This includes any cascaded organizational goals and items from the leaders' opportunities that are identified on their dashboard. The plan should be fluid, so during the year as they achieve their goals leaders can add new goals.

What does sustainable engagement score mean to our organization in terms of outcomes?

Organizations with a higher sustainable engagement score have a lower employee retention risk, fewer lost work days and a higher operating margin. Creating an environment in which employees feel engaged, enabled and energized is good for both our employees and for the organization.

When was data pulled from our HRIS database?

Data was pulled from our HRIS system on the morning of January 11. That data was merged with the data from our affiliates (GICH, Range and P1), scrubbed for accuracy and uploaded to the Willis Towers Watson system. That data is not fluid. An employee's responses will be mapped to whomever they reported to according to Lawson on the morning of January 11.

Can the action plan be pre-populated with the cascaded plan?

Currently, there is not a plan for our ELT to cascade an action plan down through the organization. Leaders should create an action plan with 1 to 3 actionable items with their teams.

I heard we are doing Pulse Survey? Can you tell me more?

Yes, as a way to measure progress on our engagement, we will be doing pulse surveys later in the year but those dates have not yet been determined. Pulse surveys typically are sent to a random sampling of the organization (e.g. 25%) and are focused on a few questions the organization has determined are areas of focus.

As a leader where should I focus my attention areas that are doing well and/or improvement areas?

Review the areas of strength, reflect on what work is being done in these areas and then continuing to do them. However, you will likely see the most improvement by focusing on areas their team has identified as opportunities.