



Tips for surveying your team

You can use survey data to create strategies for improvements within your team or to help you build a business case for change. Below are some tips on how to position your survey and use the resulting data, along with some example questions you may wish to consider using.

Before the survey:

- **Consider making it anonymous** in order to encourage open, honest feedback – most free survey providers allow you to add this as an option when you are designing the survey
- **Try to keep it relatively short** (no more than 5 minutes to complete) – a lengthy questionnaire might deter participants
- **Multiple choice** or sliding scale questions tend to be quicker to answer. If you want to add in open text questions, keep these to a minimum and position them at the end of the survey
- **Be explicit** with your team **regarding the purpose** of the survey – let them know why you are conducting it, how it will be conducted and what you plan to do with the results. For example, are you just looking to gather feedback / understand how they are feeling or do you plan to use the data to make a case to the leadership team? Be careful of making any commitments at this stage that you won't definitely be able to follow through on.

After the survey:

- **Be transparent** – share the results/feedback but be mindful of sharing any individual responses or easily identifiable information.
- **Take action** if required – it can be demoralising if a survey indicates that change is required but no action is taken as a result. It doesn't need to be anything drastic, you could hold a follow-up discussion or ask the team to put forward suggestions on how any issues raised can be resolved. But by taking feedback seriously, you have an ideal opportunity to build trust and engagement within your team.
 - » If the issues raised are out-with your control (for example, results indicated unhappiness with a recruitment or salary freeze), you don't need to commit to getting them resolved. It might be enough to appease your team if you commit to flagging their concerns to senior management or putting forward a business case (if you feel it is warranted). Even if your request isn't granted, raising it may highlight to the leadership team that there is a need for better communication around the reasons behind seemingly 'unpopular' business decisions so it could still result in positive change.

Example Staff Survey Questions

1	Do you expect to be able to work from home more frequently going forward?
	Yes
	No
	Not sure
2	If given the choice, how many days would you like to work from home?
	1-3
	4-5
	None, I prefer to work in the office
3	How do you think working from home has impacted your work/life balance?
	My work/life balance is better working from home
	My work/life balance is worse working from home
	No change
4	Do you feel that working from home has had an impact on your mental health?
	Yes – a positive impact
	Yes – a negative impact
	No
5	How comfortable would you feel about returning to work in the office while social distancing guidelines are still in place?
	Not comfortable at all
	Slightly uncomfortable
	Comfortable
6	To what extent would you agree with the following statement: I have felt isolated from my team while working from home.
	Agree completely
	Agree to some extent
	Neither agree nor disagree
	Disagree to some extent
	Disagree completely
7	To what extent would you agree with the following statement: I am more productive when working from home.
	Agree completely
	Agree to some extent
	Neither agree nor disagree
	Disagree to some extent
	Disagree completely

8	To what extent do you agree with the following statement: I understand the company's strategy in tackling the challenges raised by Covid-19.
	Agree completely
	Agree to some extent
	Neither agree nor disagree
	Disagree to some extent
	Disagree completely

9	To what extent do you agree with the following statement: I feel supported by my line manager when working from home.
	Agree completely
	Agree to some extent
	Neither agree nor disagree
	Disagree to some extent
	Disagree completely

10	To what extent do you agree with the following statement: I have the necessary tools I need to work from home.
	Agree completely
	Agree to some extent
	Neither agree nor disagree
	Disagree to some extent
	Disagree completely

11	To what extent do you agree with the following statement: I trust my employer to make decisions that put my safety first.
	Agree completely
	Agree to some extent
	Neither agree nor disagree
	Disagree to some extent
	Disagree completely

12	How would you rate the company's communication throughout this crisis?
	Excellent
	Good
	Satisfactory
	Unsatisfactory
	Poor

Open questions

1 What have you enjoyed the most about working from home?

2 How do you feel about returning to work in the office?

3 What would be your ideal working pattern going forward?

4 What would be your biggest concern about working from home long-term?

5 How have you spent the time saved by not having to commute?

6 What has been the biggest challenge working from home?

7 What positive impact has working from home had on your team?

8 What could the company do to support your wellbeing at this time?

9 What could your line manager do to support your wellbeing at this time?

10 How do you feel working from home has impacted client service?

11 What one thing would make working from home easier?

12 What could the company do to improve communication?

13 What could your line manager do to improve communication?

14 What changes, if any, would help you to be more productive working from home?

15 What steps could the company take to help you feel more comfortable returning to the office?