Employee Engagement Survey Toolkit

The employee perspective is a strategic imperative.

Access a set of recommendations, practices, techniques and templates to use as you plan your first employee engagement survey or enhance previous efforts.

This product can help you:

- Learn how to gather, measure and action feedback from your employees.
- Identify issues that may be the cause of low performance and unwanted turnover.

What’s included?

**Toolkit**
- Getting started
- Designing a questionnaire
- Conducting the survey
- Analyzing the results
- Sharing the results
- Creating an action plan

**Benchmarking Excel**
- Normative data for more than 50 popular engagement survey questions
- Question library of best practices, guidance and recommended actions

Already familiar with the survey process? The benchmarking report should meet your needs.

This is the perfect partner to: Flexible Working Policies & Practices!

©2023 Mercer LLC.
Take a closer look...

Benchmarking report

Employee Engagement Survey Toolkit | Benchmarking report

Contents

<table>
<thead>
<tr>
<th>Content</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Definitions</td>
<td>A selection of general terms used in this workbook, including the dimensions (categories) included in the global norms.</td>
</tr>
<tr>
<td>Global norms</td>
<td>Benchmarking data that allows companies to compare your company against a set of standards defined based on surveys conducted for a collection of key Mercer clients.</td>
</tr>
<tr>
<td>Worksheet</td>
<td>Use this unprotcted worksheet for your calculations.</td>
</tr>
</tbody>
</table>

You may find the employee engagement survey questionnaires and practices helpful, especially when benchmarking against the global norms. The question library will also help you understand your survey results and identify actions to correct issues that are uncovered through the feedback you receive.

Download Library

This is the 2022 edition of the Employee Engagement Survey Toolkit | Benchmarking report. This report is updated annually; the next edition will be available in June 2023.

Toolkit

Getting started

Develop your engagement survey strategy

There are various ways in which employee engagement can improve performance — from lowering employee turnover to improving efficiency, and reduced employee turnover is a key way to improve performance.

Many organizations conduct employee engagement surveys, as well as feedback and assessment surveys. The feedback and assessment surveys are designed to create a better workplace for employees, and to address a wide range of questions that arise at work, and your organization may benefit by conducting them too. Your feedback can help you identify areas of improvement within your organization.

Turning feedback into action can change your organization. Here are four tips for your feedback:

1. More engaged employees means better customer service. If employees provide feedback, you can use this feedback to improve your customer service and maintain high employee satisfaction.
2. Use feedback to develop a better understanding of your organization’s culture. If you receive feedback, you can use this feedback to improve your culture.
3. Give employees a voice in the feedback process. If you receive feedback, you can use this feedback to improve communication.
4. Use feedback to develop your organization’s culture. If you receive feedback, you can use this feedback to improve communication.

Section contents

Getting started

- Define your strategy for developing an engagement survey
- Learn the principles of an effective engagement survey
- Conduct an engagement survey
- Analyze and act on the results of your survey
- Create an action plan
- Share the results

Conducting the survey

Once your survey is designed and deployed, you can prepare to launch and begin participating. A comprehensive list of best practices for deploying employee engagement surveys.

Along with your employee engagement survey, you can use this workbook to develop an understanding of the questions you want to ask your employees. There are several ways to make sure that your organization is prepared to ask these questions:

- Identify the key questions you want to ask your employees.
- Develop the survey questions.
- Share the survey questions with your employees.

Conducting the survey

- Share the survey questions with your employees.
- Develop the survey questions.
- Share the survey questions with your employees.

Creating an action plan

Along with your employee engagement survey, you can develop an understanding of the questions you want to ask your employees. There are several ways to make sure that your organization is prepared to ask these questions:

- Identify the key questions you want to ask your employees.
- Develop the survey questions.
- Share the survey questions with your employees.

Conducting the survey

- Share the survey questions with your employees.
- Develop the survey questions.
- Share the survey questions with your employees.

©2023 Mercer LLC.
# Employee Engagement Survey Toolkit

**Current release: June 2023 | Next release: June 2024**

<table>
<thead>
<tr>
<th><strong>Current release pricing</strong></th>
<th>USD</th>
<th>EUR</th>
</tr>
</thead>
<tbody>
<tr>
<td>Toolkit + benchmarking report</td>
<td>4,000</td>
<td>3,400</td>
</tr>
<tr>
<td>Toolkit only</td>
<td>2,500</td>
<td>2,125</td>
</tr>
<tr>
<td>Benchmarking report only</td>
<td>2,500</td>
<td>2,125</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th><strong>Next release pricing</strong></th>
<th>USD</th>
<th>EUR</th>
</tr>
</thead>
<tbody>
<tr>
<td>Toolkit + benchmarking report</td>
<td>4,000</td>
<td>3,600</td>
</tr>
<tr>
<td>Toolkit only</td>
<td>2,500</td>
<td>2,200</td>
</tr>
<tr>
<td>Benchmarking report only</td>
<td>2,500</td>
<td>2,200</td>
</tr>
</tbody>
</table>

**Pricing note**

The toolkit report is not updated annually as content does not change; it requires a one-time purchase only. The benchmarking report is updated each year with the latest global data.

The base price is USD; EUR prices may differ in the Mercer Shop due to currency changes. Price is determined at the time of purchase for all Mercer Shop orders.

**Market coverage**

This report contains globally applicable content; it is not country or market-specific.