

## EMPLOYEE SURVEY - MANAGEMENT ACTION PLAN

Now that the management team have reviewed the Employee Feedback/Engagement Survey results, it is imperative that management prepare an Action Plan and communicate this plan to all employees.

Please use the template below to create the Management Action Plan, using the following guidelines:

- a. Select a maximum of four areas that will be the focus for management and all employees over the next 12 months.
- b. Ensure that one of these areas is an organisational strength that if further improved would deliver increased employee engagement and/or employee mental/physical health.
- c. The other three areas identified should be issues/challenges identified in the survey that if improved would deliver increased revenue and/or profitability and/or customer service levels
- d. For each area, articulate each group's responsibility and what objective measures will be used to evaluate progress
- e. Ensure that there is absolute transparency with all employees by developing a one-page EMPLOYEE ACTION PLAN that clearly articulates the areas that have been identified, why they were identified (be honest about the employee survey scores) and what management and employees will be accountable for to improve these areas over the next 12 months.
- f. Management to review progress on a quarterly basis and report back to all employees on progress.

ACTION ITEMS		RESPONSIBILITIES		MEASURES OF SUCCESS	
#	DESCRIPTION	MANAGEMENT	ALL EMPLOYEES	MANAGEMENT	ALL EMPLOYEES
1					
2					
3					
4					

