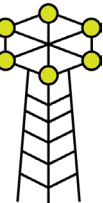


Madison Metropolitan Sewerage District



Employee Engagement Survey Process

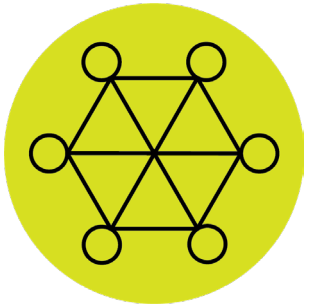


BROADLIGHT

District Commission Meeting
Thursday, April 13, 2023

B.J. Rogers | bj@broadlightconsulting.com | (802) 233.2414

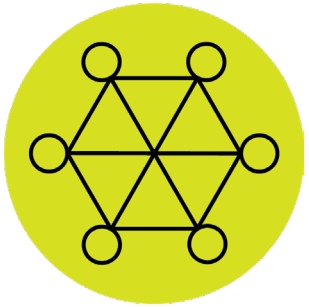
Proposed Resolution



To approve the employee engagement process including:

- Use of the Gallup Q12 as the survey instrument
- The District pre-survey communication plan
- The plan for post-survey results analysis and sharing of initial results with the Commission
- Post-survey action planning
- A return to the Commission in the fall outlining action plans and next steps, based on survey results

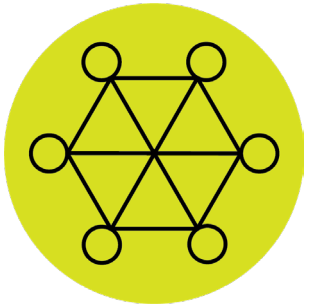
Why measure engagement?



Engagement is the enthusiasm and involvement members of a team have about/with their work and their organization. Engagement drives commitment, productivity, impact, satisfaction, and retention.

Regular measurement gives managers and teams baseline data – which teams can turn into action.

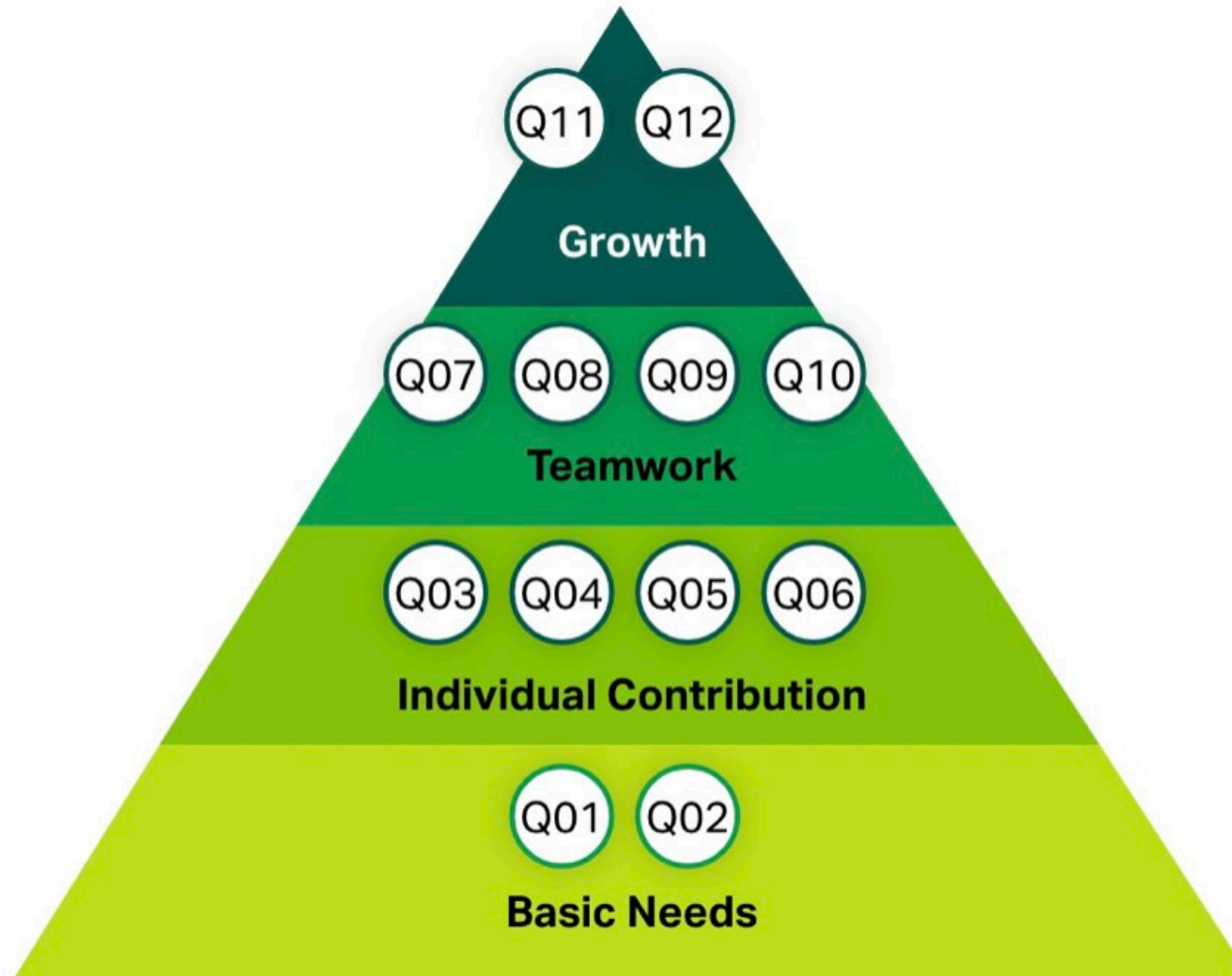
Why Gallup's Q12?



The Q12 is a data-backed, best-in-class, and widely-used assessment tool. Gallup's platform is robust and their data set essentially unparalleled.

In addition to the assessment tool(s), Gallup's platform includes an Action Plan module and resources to inform and guide efforts to increase engagement and improve the employee experience.

Why Gallup's Q12?



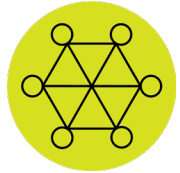
Copyright © 2022 Gallup, Inc. All rights reserved.

Why Gallup's Q12?

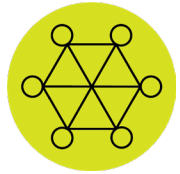
Q12®

01. I know what is expected of me at work.
02. I have the materials and equipment I need to do my work right.
03. At work, I have the opportunity to do what I do best every day.
04. In the last seven days, I have received recognition or praise for doing good work.
05. My supervisor, or someone at work, seems to care about me as a person.
06. There is someone at work who encourages my development.
07. At work, my opinions seem to count.
08. The mission or purpose of my company makes me feel my job is important.
09. My associates or fellow employees are committed to doing quality work.
10. I have a best friend at work.
11. In the last six months, someone at work has talked to me about my progress.
12. This last year, I have had opportunities at work to learn and grow.

3 Keys to Success



Timely & Clear Communication

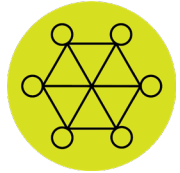


Thoughtful Analysis & Support

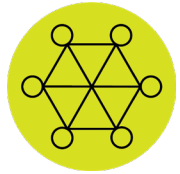


Effective Action Planning

Additional/Supplemental Questions



Safety

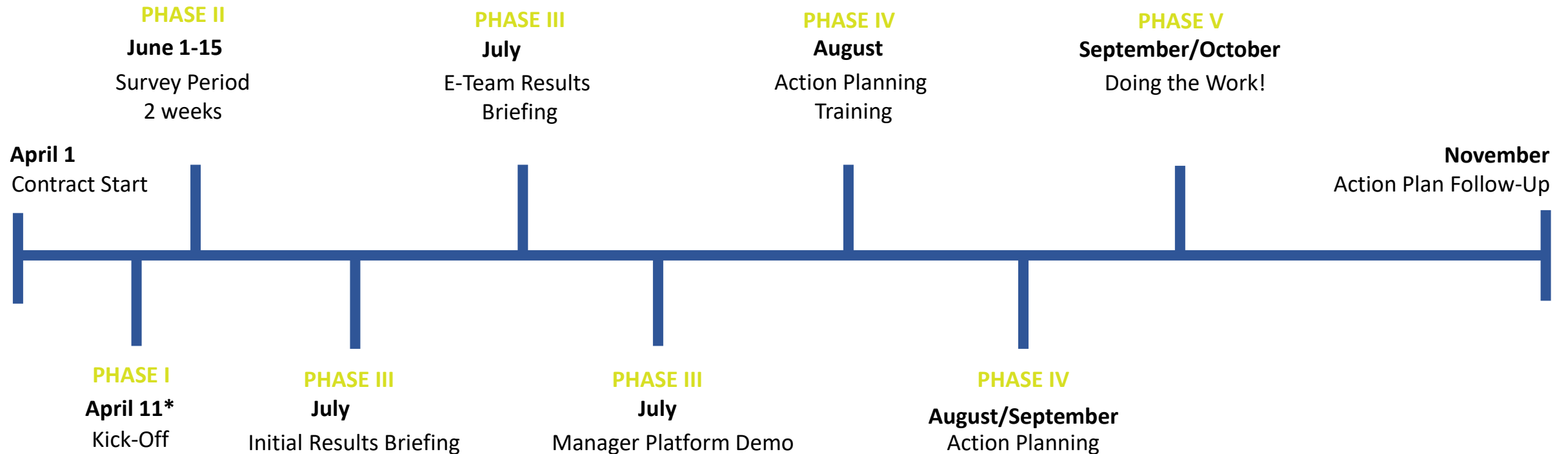


Organizational Leadership



Diversity, Equity, Inclusion, & Belonging

Process Timeline - UPDATED



*Dependent on Gallup scheduling/availability

Estimated Communication Timeline

PHASE I

- E-Team Pre-Survey Briefing
- District-Wide Manager Briefing
- All-Staff email from HR, key staff, and/or Consultant
- Follow-Up reinforcement email from CED
- Coming Soon email & SMS communication
- OPTIONAL: Full-staff virtual Town Hall

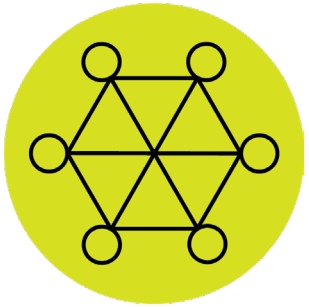
PHASE III/IV

- Manager Action Plan Comms
- Survey Close thank you email and SMS
- Org-wide results sharing Town Hall

PHASE II

- Launch Email & SMS communication
- Two “first-week” email and SMS reminders
- “One more week” email and SMS reminder
- 5 Days Left reminder email and SMS
- Home Stretch reminder email and SMS
- Final Day reminder email and SMS (morning of close)

Proposed Resolution



To approve the employee engagement process including:

- Use of the Gallup Q12 as the survey instrument
- The District pre-survey communication plan
- The plan for post-survey results analysis and sharing of initial results with the Commission
- Post-survey action planning
- A return to the Commission in the fall outlining action plans and next steps, based on survey results

Thank you!



B.J. Rogers | bj@broadlightconsulting.org | (802) 233.2414