



Step One:

Team Leader preparation:

Before using the conversation starters below, consider:

- Do you understand the concept of employee experience and all employees' role in making positive change?
- Are you aware of the privacy and confidentiality measures taken to ensure individual staff responses are not identifiable?
- Are you willing to share your own reflections on completing the survey?
- Might there be an opportunity for staff to complete the survey during this team meeting/toolbox talk?

If your answer to any of the above questions made you feel unsure, step 2 outlines actions you can take before holding a discussion with your team about the survey. You may choose to speak to your leader, request support from your department's business partner or reach out to EX@ipswich.qld.gov.au.

Step Two:

People Leader preparation:

If you were unsure about your responses to the questions above, you can:

- [Visit the Wire page to learn more](#) about:
 - employee experience
 - employee experience surveys
 - what is being measured
 - how and when to access the survey
 - confidentiality
 - how action will be taken in response to survey results.
- Complete the survey and spend a few moments reflecting on the questions, your experience of taking the survey and how it made you feel to share your opinions.

Reach out to your P&C Business Partner or EX@ipswich.qld.gov.au to answer any questions you might have.

Step Three:

Team meeting and Toolbox Talk conversation prompts:

- 1 **Have you noticed the screens and posters asking everyone to complete the employee experience survey? Have you completed the survey?**

SUGGESTED RESPONSE: The employee experience survey is running for two weeks and finishes on 3 December. It only took me around 12 minutes to complete and asked some great questions about my experience of working at Council.

I really liked how easy it was to understand and respond to the questions. You can respond using a computer, tablet or smartphone.

Responses to the survey are completely confidential and aren't able to be linked to any individual. Survey responses will be grouped with other staff in our Section/team, in groups no smaller than 8 employees, which will ensure anonymity.

I'm looking forward to finding out the results from our section/team and talking more about what we can do to make working for Council better.

If you'd like to, you can take time right now to complete the survey. You can use the link that was emailed to you or the QR code you've seen on the screens/posters. If you use the QR code, just remember to enter your payroll ID – found at the top-right corner of your payslips – when prompted for a 'kiosk code'.

2 Do you have ideas about how we could improve employee experience at Council?

SUGGESTED RESPONSE: Employee experience is an employee's perceptions and feelings about their experiences at work over the course of their employee journey at Council from the time they're hired to the time they leave. Employee Experience is created through interactions with Council's physical environments, organisational culture and the technology and equipment we use to get work done.

Exceptional employee experiences lead to exceptional customer experiences, and increased happiness through a positive experience leads to increased performance. When employees have a positive work experience, they demonstrate greater senses of belonging, purpose, achievement, happiness and vigour.

Surveys are your opportunity to share your thoughts and opinions about working at Council.

Understanding your genuine feedback through surveys enables Council to take action toward improving employee experience.

Council cares about what you think. Answering survey questions honestly will ensure that the actions taken in response to the survey will genuinely improve employee experience. We all have a part to play in creating a positive culture and great employee experience.

3 What action have you noticed Council taking in response to previous surveys?

SUGGESTED RESPONSE:

Each survey builds on the feedback received from the last one, so it's really important to participate every time there's an opportunity to fill out a survey.

Sometimes the action being taken in response to survey feedback isn't always obvious – things like reviewing and updating policies, conversations in senior leadership meetings, or new ways of undertaking work processes.

As soon as the results from this survey are available, our branch manager will have access to some initial insights about the feedback from teams in our Branch. The company who are

running the survey will do additional analysis on the data from teams across Council and when the results are ready they'll be shared with everyone by the CEO.

We'll make our own action plan to focus on things we can change within our own Section/team.

Step Four:

Post meeting resources if required:

Share the survey QR code or follow up with staff who have not yet completed the survey. Remind them that this is an opportunity to contribute to positive change.

Celebrate high survey completion rate and engage in friendly competition with other sections/teams to see who can reach 100% first.

If appropriate, schedule another meeting, morning tea or afternoon tea to provide staff with time to complete the survey.

[Information about the survey is available on the Wire](#)