

Share and Learn

Next, it is time to explore what you identified during the analysis step and uncover your team’s full engagement story.

Once you are prepared, schedule an Engagement Talk with your team. The goal of the team conversation is to distribute and explain the survey results and gain further insight into the stories behind the data. Only through discussion will you gain a full understanding of your team’s results.

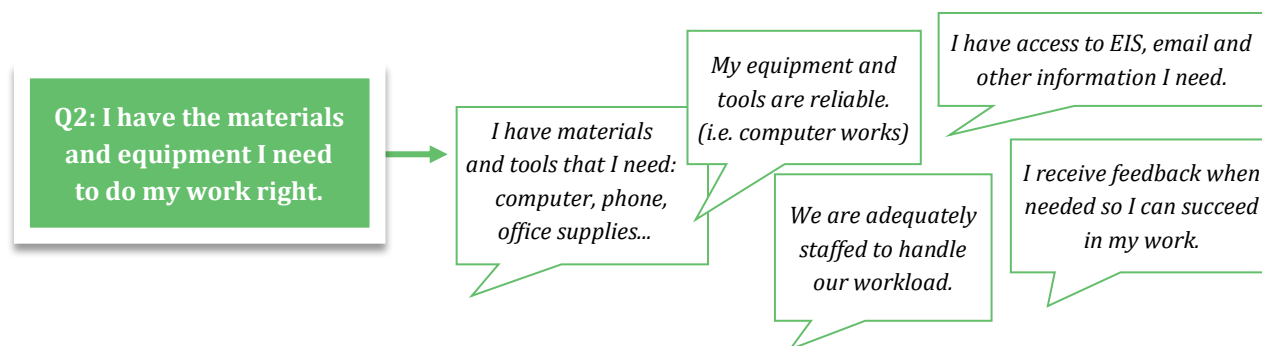
This step may be combined with the Collaborate step in one meeting, or it may be broken into multiple meetings. This will depend on your team’s needs and schedule.

- Explain “why” we conducted the survey.
- Review key concepts of employee engagement.
- Distribute and explain the Q12 survey results.
- Discuss the results: “What does each Q12 item mean to our team?”

Different Perspectives

During the Share and Learn step, you’ll want to keep in mind that team members can have different perspectives on each of the Q12 questions. Talk with your team to learn what each element means to them.

Below is an example of five possible perspectives on the Q2 question addressing materials and equipment.



If your team is struggling with sharing their thoughts around engagement, ask them to think about this simple question: *What’s the most important question from the survey, to us?*

Provide time for them to discuss. Then ask for their responses. It’s okay if only a few people share their thoughts. Explain that there is no wrong or right answer, only they can answer this as a team based on what their needs are.

Your goal during the team conversation is to guide your team through three key areas of discussion:



Explain why we conducted the survey & the concept of employee engagement. Talking points below:

- * Why did we do the survey? The survey helps us measure employee engagement on our team and throughout the organization. This measurement helps us determine what we are already doing well and opportunities to improve engagement in the workplace.
- * Employee engagement is more than just being satisfied with your job. It is an emotional connection and commitment not only to the work you do, but also the workplace.
- * Gallup defines engaged employees as those who are involved in, enthusiastic about and committed to their work and workplace.
- * Gallup refers to the twelve questions on the survey as the *12 Elements of Engagement*.
- * These elements are arranged in a specific order. This order is referred to as the *Gallup Engagement Hierarchy*.
- * The first six items are the base of the hierarchy and are the foundation to building an engaged environment.

Gallup suggests using the following questions to lead the team conversation:

- Do any of the results surprise you?
- What areas of engagement are strong for our team? What are we doing that makes this a strong result?
- What areas of engagement are opportunities for our team? What are we not doing that makes this an opportunity?
- What would a “5” look like on these elements?



Want to learn more about leading a team engagement discussion?
Explore the online article in [Gallup's Business Journal: 5 Questions to Ask Your Team](http://www.gallup.com/businessjournal/162794/five-questions-ask-team.aspx).
(<http://www.gallup.com/businessjournal/162794/five-questions-ask-team.aspx>)