

# You've Gotten Employee Feedback.



## Now What?



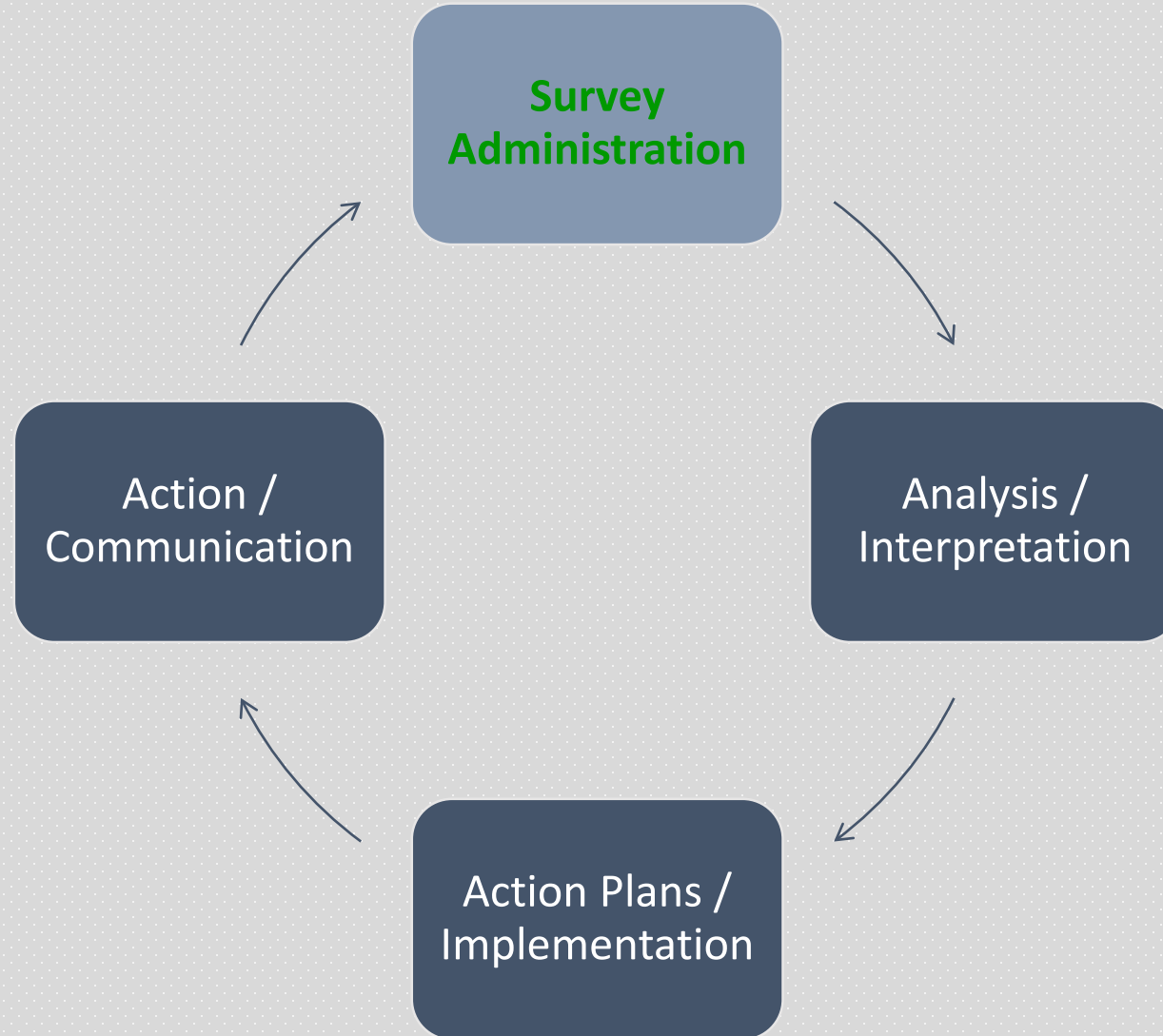
# Roadmap

- Satisfaction vs. Engagement
- Analysis / Interpretation
- Action Plans / Implementation
- Action / Communication

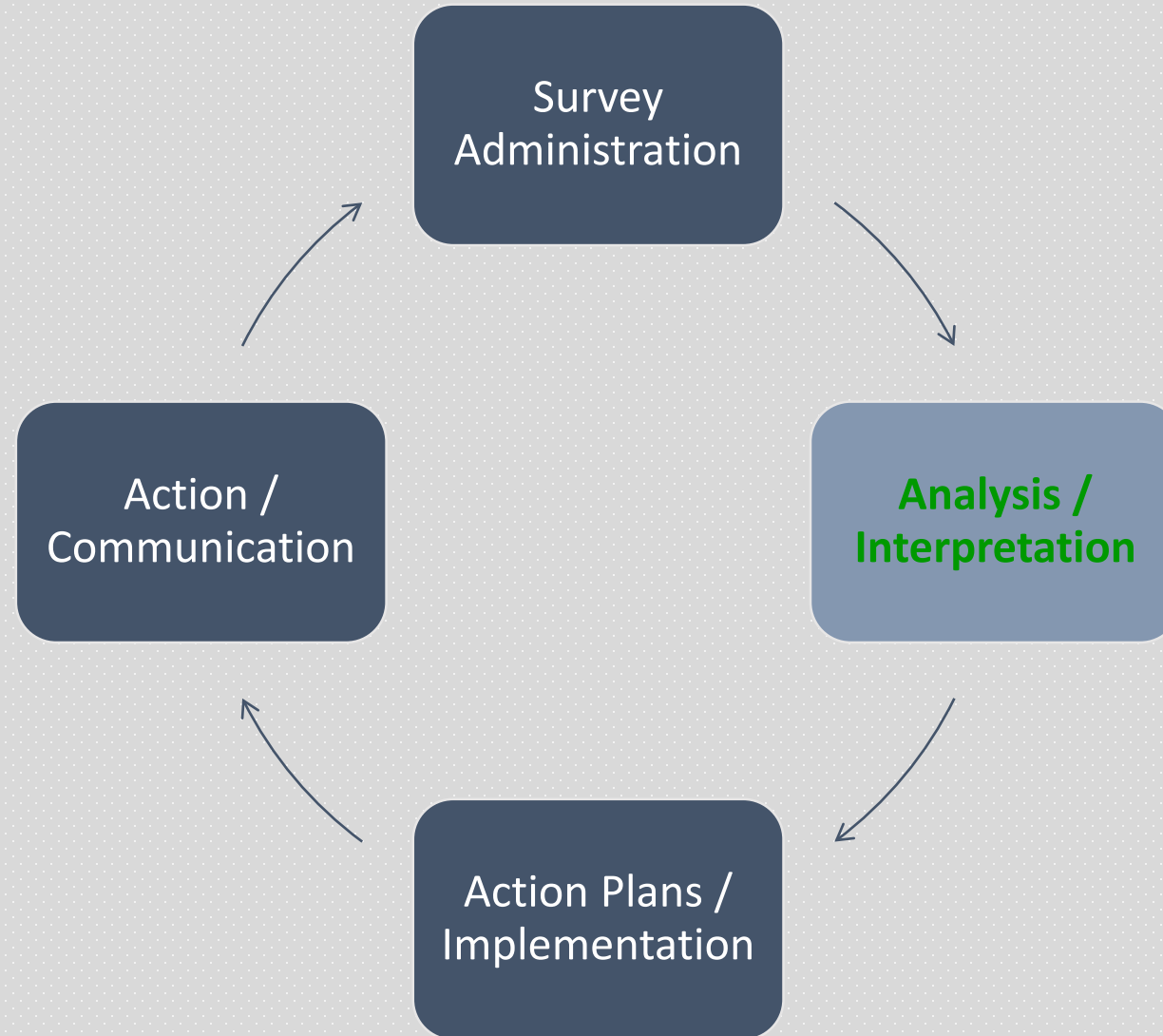
# Satisfaction vs. Engagement

- Satisfaction – A measurement of an employee’s “happiness” with current job and conditions; it does not measure how much effort the employee is willing to expend.
- Engagement – A measurement of an employee’s “emotional” commitment to an organization; it takes into account the amount of discretionary effort an employee expends on behalf of the organization.

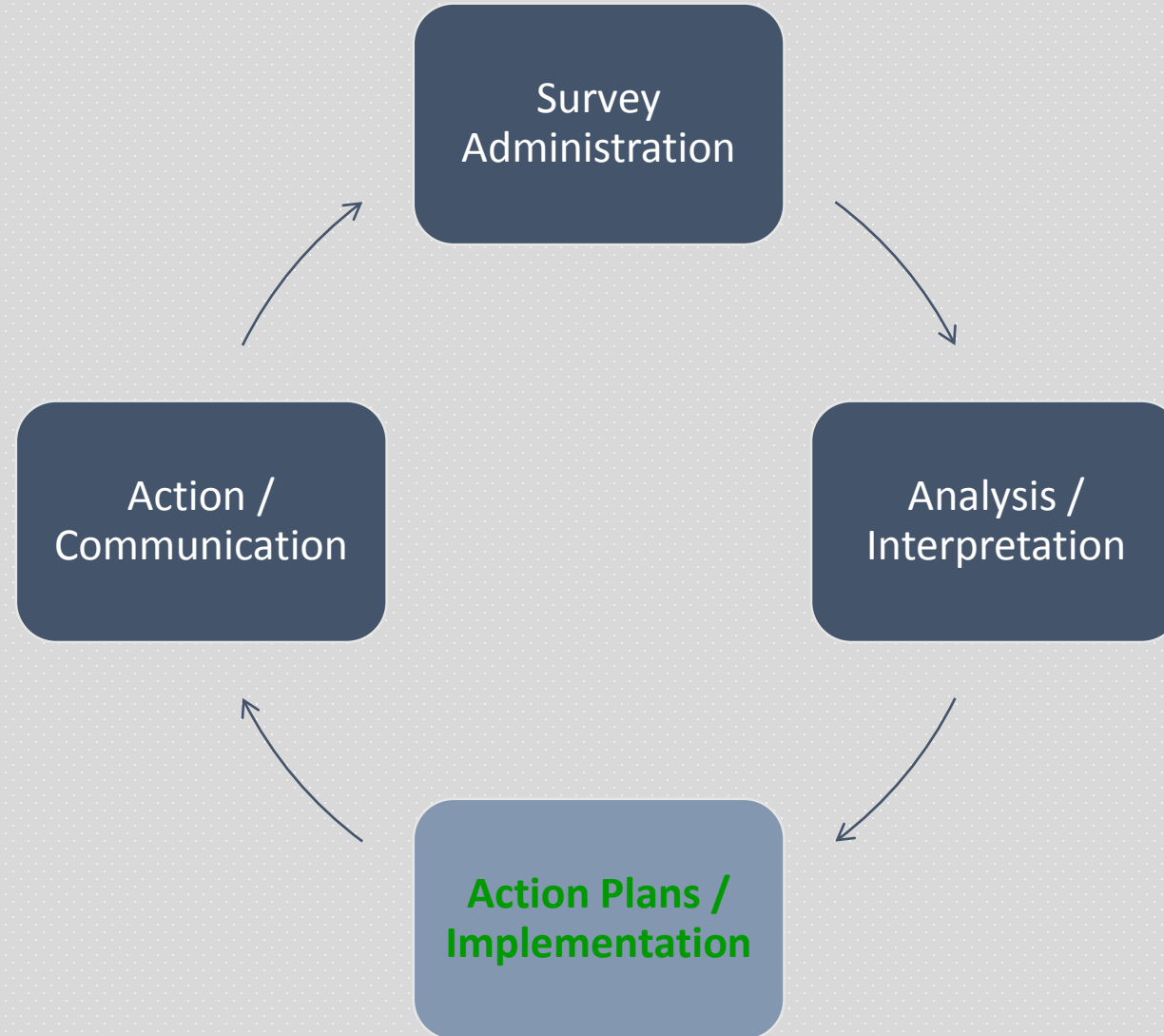
# Survey Continuum



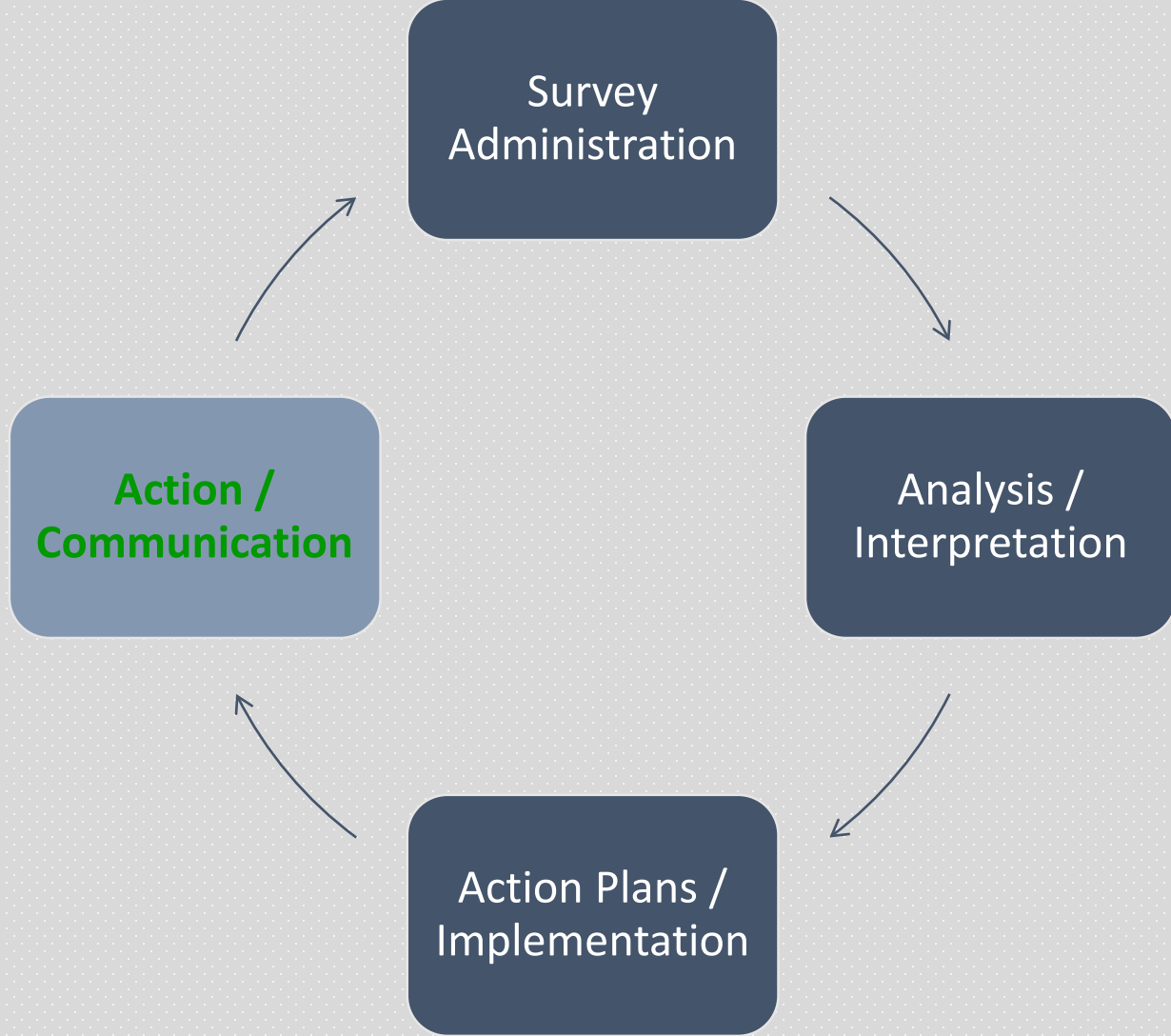
# Survey Continuum



# Survey Continuum



# Survey Continuum



**“If you do  
what you’ve  
always done,  
you’ll always get  
what you’ve  
always gotten!”**

Anthony Robbins