

THE

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# EMPLOYEE ENGAGEMENT

METRICS EXPLAINED

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officevibe





## Metric 1: PERSONAL GROWTH

The Personal Growth Metric represents the level of autonomy employees have, whether or not they're improving their skills and if they believe in the bigger purpose of their role.

### Sub-metric: Autonomy

Do employees have a sense of ownership, self-direction and autonomy towards their work?

- I am appropriately involved in decisions that affect my work.
- Do you feel you have enough freedom to decide how you do your work?
- On a scale from 0-10, how satisfied are you with the level of autonomy you have at work?

### Sub-metric: Mastery

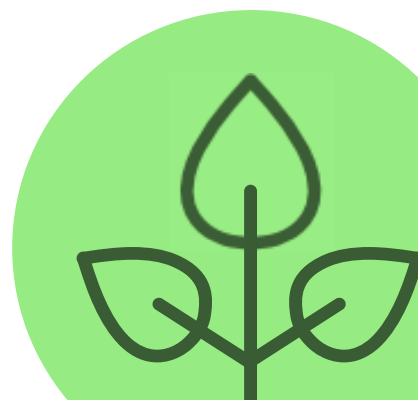
Can employees continuously improve and grow within the organization?

- Do you have the opportunity to grow within your organization?
- Is there is someone at work who helps you grow and develop?
- How would you describe the level of challenge you have at work?

### Sub-metric: Purpose

Do employees see the purpose behind the work they do?

- I feel that my work serves a purpose.
- I feel like my organization trusts me to contribute to our mission.
- Do you feel that your work has an impact on your organization's purpose?





## Metric 2: AMBASSADORSHIP

The Ambassadorship Metric represents the level of pride employees have towards the organization and if they would recommend it to other people.

### Sub-metric: Championing

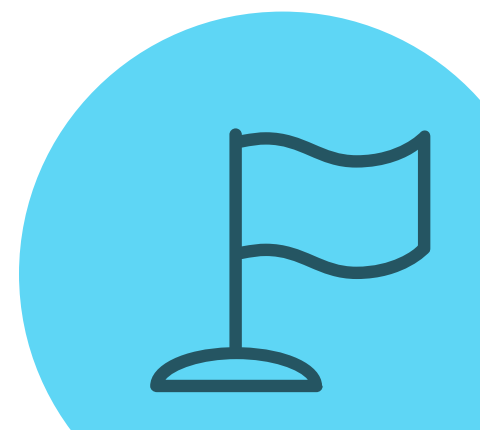
Would employees recommend the organization as a good place to work and would they be willing to recommend its product/services to others?

- If you were in charge of the "best places to work" awards, would you nominate your organization?
- On a scale from 0-10, how likely are you to recommend your organization as a good place to work?
- I consider myself an ambassador for my organization.

### Sub-metric: Pride

Are employees proud of the organization?

- When you say what organization you work for, how do you feel?
- I am proud of what my organization stands for.
- I am proud of what my organization offers to society.





## Metric 3: RECOGNITION

The Recognition Metric represents both the quality and the frequency of recognition employees receive.

### Sub-metric: Recognition Quality

Do employees receive high quality recognition?

- My organization celebrates our accomplishments and learnings.
- My organization encourages employees to give recognition to one another.
- Is recognition meaningful when you receive it?

### Sub-metric: Recognition Frequency

How frequently are employees recognized?

- I am happy with how frequently I am recognized.
- Recognition is given in a timely fashion.
- How would you rate the frequency at which you receive recognition?





## Metric 4: FEEDBACK

The Feedback Metric represents both the quality and the frequency of feedback that employees receive, as well as the consideration of their opinions and suggestions by the organization.

### Sub-metric: Feedback Quality

Do employees receive high quality feedback?

- The feedback I receive helps me grow and develop.
- When someone gives me feedback at work, it's done in a respectful way.
- On a scale from 0-10, how valuable is the feedback you receive?

### Sub-metric: Feedback Frequency

How frequently do employees receive feedback?

- The feedback I receive is frequent enough to help me understand how I can improve.
- I am satisfied with the frequency of feedback coming from my peers.
- Which of the following best describes the amount of feedback you typically get regarding your work?

### Sub-metric: Suggestions for the Organization

Are the employees' opinions and suggestions considered by the organization?

- How would you rate the importance that your organization gives to your opinions and suggestions?
- I feel like I can voice my opinion regarding my organization.
- Employees are encouraged to be innovative even though some initiatives may not succeed.





## Metric 5: RELATIONSHIP WITH PEERS

The Relationship with Peers Metric represents trust, communication and collaboration between peers.

### Sub-metric: Collaboration between Peers

Is there good collaboration between peers?

- Do you and your peers collaborate well together?
- Can you count on your peers when you need help?
- I feel like I am part of a team.

### Sub-metric: Trust between Peers

Do employees have a trusting and respectful relationship with their peers?

- Do you respect the people you work with?
- I feel like my peers respect me.
- On a scale from 0-10, how much do you trust your peers?

### Sub-metric: Communication between Peers

Are communications between peers of good quality and frequency?

- Are communications among peers honest and transparent?
- My peers welcome opinions different from their own.
- On a scale from 0-10, how satisfied are you with the frequency at which you communicate with your peers at work?





## Metric 6: RELATIONSHIP WITH MANAGER

The Relationship with Manager Metric represents trust, communication and collaboration between employees and their direct manager.

### Sub-metric: Collaboration with Manager

Is there good collaboration between employees and their direct manager?

- What is it like working with your direct manager?
- When you ask your direct manager for help, can they devote time to help you?
- My direct manager cares about my opinion.

### Sub-metric: Trust with Manager

Do employees have a trusting and respectful relationship with their direct manager?

- My direct manager is someone I can trust.
- My direct manager cares about my well-being.
- My direct manager treats me with respect.

### Sub-metric: Communication with Manager

Are communications between employees and their direct manager of good quality and frequency?

- My direct manager has a good level of transparency with the team.
- Are you satisfied with how frequently you meet with your direct manager for a feedback session?
- On a scale from 0-10, how satisfied are you with how frequently you communicate with your direct manager?





## Metric 7: HAPPINESS

The Happiness Metric represents the employees' level of happiness at work and their satisfaction with their work-life balance.

### Sub-metric: Happiness at Work

Are employees happy at work? Do they feel a sense of accomplishment and fulfilment from their work?

- Most days I feel a sense of accomplishment from what I do.
- Do you enjoy the work you do?
- Generally speaking, how would you rate your level of happiness at work?

### Sub-metric: Work-Life Balance

Are employees satisfied with their work-life balance?

- I feel supported in my workplace when I am dealing with personal or family issues.
- I feel that I can maintain a healthy balance between work and my personal life.
- Have you noticed your work taking a toll on your personal life?







## Metric 8: WELLNESS

The Wellness Metric represents the level of stress employees feel at work and how they perceive the organization's efforts towards promoting healthy life habits.

### Sub-metric: Stress

Are employees stressed at work?

- Overall, how do you feel about your level of work-related stress?
- My organization offers the support I need to deal with work-related stress.
- Someone would say or do something helpful if I looked stressed at work.

### Sub-metric: Personal Health

How do employees perceive the organization's commitment and actions to promote healthy life habits?

- On a scale from 0-10, how would you rate your organization's actions to promote employee wellness (resources, programs, etc.)?
- My organization cares about the mental health of its employees.
- My organization promotes healthy eating habits at work.





## Metric 9: SATISFACTION

The Satisfaction Metric represents how satisfied employees are with their compensation and benefits, their role inside the organization, as well as their overall work environment.

### Sub-metric: Compensation

Are employees satisfied with their salary and benefits?

- When I take into account my responsibilities, skills and experience, I believe I am paid fairly.
- Do you believe that the way pay is decided in your organization is fair?
- On a scale from 0-10, how satisfied are you with the benefits your organization offers?

### Sub-metric: Role within Organization

Do employees understand their role and goals as well as how their work contributes to the organization's mission?

- Are your responsibilities clear?
- Do you have access to the non-material resources you need to do your work properly (information, training, support, data, knowledge)?
- Do you know what you need to do to meet your goals and objectives?

### Sub-metric: Workplace

Are employees satisfied with their overall physical work environment?

- How enjoyable is your workplace?
- Are you satisfied with the level of comfort in your physical workplace?
- Do you have access to the material resources you need to do your work properly (equipment, supplies, etc.) ?





## Metric 10: ALIGNMENT

The Alignment Metric represents how employees align themselves within the organization's vision, mission and values, as well as what they think about the organization's commitment towards Ethics & Social Responsibility.

### Sub-metric: Values

Are the organization's values reflected in people's actions and are they aligned with what employees consider important in life?

- The way my organization makes decisions reflects our organizational's values.
- My organization's values are aligned with values I consider important in life.
- Do the leaders of your organization demonstrate that employees are essential to its success?

### Sub-metric: Vision and Mission

Do the organization's mission and vision motivate employees?

- Do you believe that your organization is able to reach its objectives?
- I am inspired by the purpose and mission of my organization.
- The leaders of my organization have communicated a vision that motivates me.

### Sub-metric: Ethics & Social Responsibility

Is the organization environmentally-conscious, involved in its community and promote ethical practices?

- People from all backgrounds are treated fairly in my organization.
- Is your organization involved in its community?
- On a scale from 0-10, how environmentally-conscious is your organization in the way it behaves (considering its context) ?

