



Employee Sensing Interviews and Results

The Shared Services Center of a nationally known, East Coast based \$3B company solicited P Squared Consulting to assist in a third party interview of employees to identify key issues that needed to be addressed to take them to higher level of self directed work teams.

After a review of the team's mission and values, an employee sensing interview questionnaire was developed that pulled from each employee their thought about the functionality of their group and the working environment. Employees were also asked to describe their view of the purpose and mission of the group and how they fit in. Other information was gathered about the perception of the opportunity for autonomy, variety and challenge, growth potential, and adequate feedback.

Because a non-company facilitator was conducting the interviews in a confidential manner, employees were more open to discuss their ideas, thoughts and concerns. The results were eye opening!

The resulting report contained frequently mentioned themes and items worth noting on each topic. Although the sample size was relatively small, but statistically significant the employees' responses on the topic of "what is important to you in your job" paralleled recent nation-wide survey results (referenced in our Article reprint, "[Seven Proven Ways to Increase Workforce Productivity](#)" – full text available on www.p2mc.com).

...*"The supervisors ranked as the top three: (1) good wages, (2) job security and (3) promotion and growth in the company. These are not even close to the top three factors as ranked by the employees: (1) appreciation of work done, (2) feeling they make a difference, (3) help with personal problems. Even more surprising, the factors ranked as top three by the employees were ranked last by their supervisors!"*...

The recommended follow-up plan was enthusiastically received by the client. This company is well on their way to better understanding their employees' needs - resulting in improved morale and increased retention!