

Debriefing conversation guide

This guide helps you to plan and facilitate your PMES debriefing and action planning meeting

Employee engagement is about a person's connection to their organisation. It is a global measure of employee experience. You can influence employee engagement in your team by having a conversation about your recent PMES results. Your team can refer to a work team, branch, division or the whole organisation.

We have just received the latest People Matter Employee Survey results and would like to spend some time reflecting on and learning from the results.

I intend on this being a two-way discussion and would appreciate your reflections together as a team.

Step 1: Set the context

Be constructive and positive. Be sure to:

- thank staff for their participation in the survey process.

Think about what questions to ask the team in reviewing the information:

- *What are the strengths of the team? What is being done well in this team which makes X a strength? How can this team maintain or improve on this strength?*
- *What are the weaker areas for the team? Why has area X been identified as a weakness for our team? What must change before X can become a strength?*
- *What are the differences between the team and the wider organisation? What can we learn from other teams that are performing higher in areas we are weaker in?*
- *What has changed for the team since 2020? What measures were taken which resulted in improvements? What factors contributed to decreases in results?*
- *How do these results relate to other business data?*

Step 2: Explore the results

Take your team through their PMES results. Be sure to:

- highlight and celebrate strengths
- understand weaker areas
- explore work unit and demographic differences
- look at potential trends
- reflect on related results and other business data.

Step 3: Agree on key issues

Involve your team in selecting the 2–3 issues to work on. Choose items that your team agrees on as a team. Consider the priority of issues, the resources available to take action, the time to see benefits, etc.

Generate and agree on possible solutions to the problem. Use brainstorming or some other non-judgmental activity to generate as many ideas as possible. Then reach team consensus or use other decision-making processes to agree on solutions. This can be as simple as recording ideas on flip charts, and then giving each employee three stickers to vote for the ideas they feel will be of greatest benefit.

Use the action plan template to formalise your actions.



You can choose to...

Run separate meetings for results debriefing and action planning or

You can run a combined meeting for results debriefing and action planning.