FAQ for People Leaders

1. **What does the engagement survey measure? Does it evaluate me as a leader?**
   a. The survey is designed to gather insights on a wide range of topics, including the work environment, employee satisfaction, and engagement levels across the organization. While the survey does include questions about leadership and management practices, its primary goal is not to measure individual leaders but to understand the overall impact of leadership on the team's engagement and satisfaction. The feedback regarding leadership is intended to identify trends and areas where we, as leaders, can improve and support our team more effectively.

2. **Is this survey just measuring how "happy" people are on my team?**
   a. No, the survey goes beyond measuring happiness. It assesses factors such as motivation, alignment with organizational goals, and commitment, providing an all-inclusive view of employee engagement beyond satisfaction.

3. **How can I help promote this to my team?**
   a. You can help promote the survey to your team by emphasizing its importance and the positive impact their feedback can have on the organization. Encouraging participation and explaining how their input can drive meaningful change is key.

4. **How should I respond if my team members have questions or concerns about confidentiality?**
   a. The survey is designed to ensure complete anonymity and confidentiality for all participants. This means that individual responses, including whether or not a specific team member has completed the survey, will not be disclosed to anyone, including managers or leaders. Our third-party provider sanitizes data prior to sharing the results with the City. Leaders with teams smaller than 4 individuals will have their feedback integrated into a broader departmental or organizational level report, rather than being broken down by team or demographics. This measure is crucial for ensuring that individual responses remain anonymous and that all employees feel secure in providing honest feedback.

5. **Why didn't everyone on my team get an email to participate in the survey?**
   a. Only full-time team members with more than 6 months of tenure are eligible to participate in this survey. If you suspect that someone who meets eligibility criteria did not receive an email, please contact the Organizational Development team at learninginstitute@cctexas.com.

6. **My team has people who don't have City emails or may not have access to a computer – how can they participate?**

a. The Learning Institute website and the City intranet will have a link and QR code for team members to use if they do not have a City email. To prevent duplication, it may ask for their employee ID – however, our third-party provider anonymizes all data prior to sharing results with the City. The survey is also designed to be mobile friendly, meaning that employees can use their cellphones or tablets to submit their responses.

7. **What if some of my team members prefer to take this survey in Spanish?**
    a. The survey will be available in Spanish. Participants can easily select their language preference from a drop-down menu at the beginning of the survey. This feature is part of our commitment to inclusivity and ensuring all voices are heard and valued. We encourage employees to select the language in which they feel most confident expressing their thoughts and experiences.

8. **What if someone asks me what a question means?**
    a. Please do not interpret questions for employees. If an employee asks, let them know it's an individual measure. They should answer the questions based on what they think it means. If managers explain what they think a question means, employees might become biased, and it can inadvertently lead to a certain type of response.
    b. For additional information, please refer to the talking points provided.

9. **What if some of my team members run into tech issues?**
    a. When the survey launches, an email announcement will be sent to all eligible employees. City Employees will be able to use the link provided in the email to contact Gallup directly if they experience any issues while completing the survey. This link will also be available on the Learning Institute's website and City Intranet.

10. **Should team members who are hourly be clocked in while taking the survey?**
    a. Yes, non-exempt employees should be clocked in while completing the survey. This ensures that the time they spend providing their valuable feedback is recognized as work time, aligning with labor laws and our organizational policies.
    b. Employees can access the survey using their mobile device, work stations within your department, and if needed there are computers available in the HR lobby on the 2nd floor located at City Hall.

11. **What resources are available to help answer some of our team members' questions?**

    a. The Human Resources team will be holding several informational sessions throughout the months of April and May. Please keep an eye out for an invitation to one of these sessions. Employees are also encouraged to email any questions to the learninginsitute@cctexas.com and a member of the Organizational Development can assist in answering. You can also view resources on the Learning Institute's website and City Intranet.