



Emotional wellbeing check in survey

May 2020

In a nutshell

A 'check-in' survey will make sure that you are seen to be listening, to be empathetic and that you care for your employees.

As a business you're probably communicating more than ever before – Zoom calls, emails from the top and more. But are you listening, really listening?

A quick, simple but direct and approachable 'check-in' survey will make sure that you are seen to be listening, to be empathetic and that you care for each and every one of your employees. It doesn't cover the broad themes of an engagement survey, it's specifically about emotional wellbeing but the outputs are the same. Staff deserve a voice and have great ideas as to how you can manage the transition to come, in the best way. And, critically, for those who really need help or support this can be a lifeline.

Keeping your staff safe and well at this time is surely the most important part of any leader's role. People are more worried about their jobs, their health, their families and their finances than ever before. And all this in a weird world of where some staff have been working remotely, some furloughed and some remaining hard at it in their usual place of work. And although everyone is facing the same threat, not everyone is facing the same circumstances. Every person is different, every person's individual situation is different.



The business case

Employee wellbeing and engagement are inextricably linked. As wellbeing goes up so does engagement.

Look at any of the mental health statistics and they make startling reading. Over 50% of employees cited they've needed help with stress and mental health and two thirds of UK adults cited that they'd been 'overwhelmed and unable to cope' – and that was before COVID-19. More worrying still, as just one example, the excellent EG report into the Property industry in the autumn of 2019 found that 26% of those surveyed had considered taking their own life.

The HSE has high expectations on compliance around mental health and emotional wellbeing – already far too many organisations are non-compliant. The legal imperative is not the only reason this needs to be top of your agenda. Surely 'doing the right thing' to check in, provide support and the necessary interventions for all staff is the minimum one should expect. And, beyond the legal and moral imperative, the business case speaks for itself. Employees that are cared for – and listened to – will deliver more discretionary effort, be more engaged and eager to deliver.

The DNA way

**Quick, simple and effective.
Ensuring transparent
measurement and meaningful
actions every time.**

It's quick, simple and effective. We will help you craft a survey (typically eight or ten questions maximum and a mixture of closed options and free text). We will run the comms programme, launch the survey from our platform, analyse the response and provide a report in real time on response rates, possible red flags, the overall feedback and specific trends or concerns – as well as the many positives that these surveys provide.

Additionally, we'll prepare an end of survey report and suggested actions for your leaders and managers.

However, this isn't a one-off exercise. People's resilience is being fully tested by the COVID crisis, societal changes, possibly grief and the worsening economic situation. We would repeat the exercise regularly (typically monthly) to ensure we are aware of changes or trends in how people are feeling as the circumstances around them change. We wouldn't want anyone to be 'out of sight, out of mind' or to assume that just because they were OK a month ago, they are OK now. The monthly format also allows time for actions to be implemented before the next check in. Annual surveys can be too infrequent or cumbersome and 'always on' feedback tools can lead to survey fatigue, lack of ownership and in some cases data overload.

If you don't have a Health and Wellbeing website – somewhere where all staff can go to seek (or offer) support – we can set one up quickly and effectively. We'd publish the results and, of course, pathways for people to self-serve or seek additional help and information.

Cost model

Every client and situation is different. 'No more than' costs will be quoted and agreed before work commences. Costs vary according to number of employees, data breaks eg department, location, role and mix of free text/multiple choice questions.

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Thank you

Thank you for taking the time to consider this short document. We hope it's proved useful at this time. If we can help in any way please do let us know.

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