






## 2024 Employee Engagement Check-In Survey

The survey will be live from Tuesday, July 23<sup>rd</sup> through Monday, August 5<sup>th</sup> and is offered in English, Somali, and Spanish.





### Talking Points

Key messages to share with your team about the 2024 Employee Engagement Check-In Survey.

-  **It's Easy!** You'll receive an invitation to your work email with your unique link to take the survey.
-  **It's Fast!** The survey should take less than 5 minutes.
-  **It's Confidential.** A survey company collects results, and I will not see who says what. I will only be able to see the combined results of our team.
-  **It's a Great Opportunity.** The check-in will help us to measure our team members' connection to our organization, access to the tools and resources we need to be effective, and our sense of wellbeing.
-  **It's Important.** It is very important to me to understand our team's opinions, what we should celebrate and what we can work together to improve.

### Participation Booster Ideas

Ensure every voice is heard by encouraging participation in the 2024 Employee Engagement Check-In Survey.

-  **How can I remind my team to take the survey?**
  - Mention the survey in daily huddles, team meetings, and 1:1s.
  - Send engaging email reminders that include a funny gif or image.
  - Post the flyer or fun signs promoting the survey by entrances, kitchens, and workspaces.
-  **How can I give my team time to take the survey?**
  - Send a calendar invite for them to take the survey.
  - End a scheduled meeting early and use the time to fill out the survey.
-  **What if my team doesn't have easy access to a desk or computer?**
  - Provide a confidential office or conference room space with a computer.
  - Show team members who aren't comfortable with technology how to find the survey email and get started.
  - The survey can be taken on their phone with their employee ID.
-  **How can I provide fun incentives for survey completion?**
  - **Set a goal.** For example, if 90% of the team takes the survey, you'll bring snacks for everyone or share your high school yearbook picture.
  - **Compete with another team!** For example, the team with the highest participation rates wins bragging rights or provides treats for the other team.
  - **Hand out treats.** Give out fun sized candy bars with attached survey reminders.

# Frequently Asked Questions

## **What is the Employee Engagement Survey and Check-In Survey?**

The engagement survey is an annual set of surveys that gather the unique thoughts, opinions, and experiences of our team members about areas that are important to Fairview's success, like wellbeing, engagement, and more. The full Employee Engagement Survey level sets where the organization is in those categories at the beginning of each year. The Check-In Survey helps track progress from the full survey earlier in the year and asks just a few key questions.

## **Why are these surveys important?**

Results from the surveys show what's working well and help us identify areas for improvement, which is why they are used to set priorities for the system each year and check progress. You are a valued member of the team and by taking the survey, you're helping your team, your department, and the broader organization become a best-in-class employer. Everyone's role and voice within Fairview is unique and by bringing them together, Fairview becomes a stronger organization.

## **I work for one of the other brands within our system, like Ebenezer, etc. Do these surveys apply to me?**

Yes! The engagement and check-in surveys are for all the team members in our system – employees and employed physicians, APRNs and PAs from Fairview, Grand Itasca, Range, and Ebenezer. If you receive the survey email, we want you to share your voice and participate.

## **Why should I complete the survey?**

You are a valued member of the team and taking the survey is one way you can share your experiences and opinions to help create the culture you want to see at Fairview. Your leader uses the anonymous results to better understand what is working and how to improve the experience for your team. The data is also used to make important decisions about system priorities to continue creating a place where everyone can bring their whole, authentic self to work.

## **How does the survey work?**

Every Fairview employee will receive an email in their Fairview inbox, with a link to the engagement survey. The invitation will come from Andrea Fike, interim chief people officer at "survey.invite@willistowerswatson.com." Your link is unique to you, so be sure to look for the survey.

You may also see QR codes at sites around our system, encouraging you to take the survey by scanning the code and entering your employee ID number.

## **Is the survey only available in English?**

As part of continued efforts to make the survey more inclusive, the survey will be offered in English, Somali, and Spanish to make it easier for all team members to share their unique opinions. Once you click on your personalized survey link or navigate to the homepage from the QR code – you will be able to choose which language you would like to take the survey in. Offering the survey in more languages allows us to better understand more of our employees because our organization is better because of you.

## **Why isn't the survey offered in other languages?**

Within our system, our team members speak several languages, and we hope to hear from everyone. Over the past two years, we've been able to add Somali and Spanish as survey languages. We hope to continue adding more languages in the future to keep improving our participation and inclusion.

## **I never check my work email or go on a computer at work – what should I do?**

Please make an extra effort to check your work email to take the survey. Personalized survey invitations will be delivered to your inbox from the sender Andrea Fike, with the subject line "2024 Employee Engagement Check-In Survey." Sharing your opinion is one way you can help create the culture you want to be a part of at Fairview. If you're concerned about finding time or accessing a computer during working hours, please talk to your

leader – managers know it is important for you to take the survey, and it should take less than five minutes to complete the survey.

You may also see QR codes on the intranet or at sites around our system that will take you to the survey. From there you will need to sign in using your employee ID number. Your employee ID number can be found by asking your leader or in Lawson using these directions:

- Access Lawson HR Self-Service through the Intranet homepage. From there choose Employee Self-Service > Employment > Job Profile to find your employee ID number.



### **How can I access the survey?**

You can access the survey two different ways.

1. Login to your Fairview email, either on a mobile device or on a computer and find the email with the subject line “2024 Fairview Employee Engagement Check-In Survey.” Your personalized survey link will be in your email.

2. Open the camera on a mobile device to scan the QR code. If you choose to take the survey this way, you will need to log in using your Fairview employee ID number.

Here’s how to find your employee ID number:

- Ask your manager
- Access Lawson HR Self-Service through the Intranet homepage. From there choose Employee Self-Service > Employment > Job Profile to find your employee ID number.



### **Is my participation confidential?**

Your answers and participation are strictly confidential. Fairview uses a third-party vendor, Willis Towers Watson, to manage the survey and tabulate results. Your leader does not have access to any list saying whether or not you took the survey. Your leader will have access to overall team participation results. (Example: your leader can see that 18 of 20 team members completed the survey. However, they will not have access to names.)

Even though Willis Towers Watson will send emails on behalf of Andrea Fike, no one from our system will have access to any information that could potentially identify employees.

### **What happens with the results?**

High-level results in broad categories like engagement, leadership, and wellbeing are shared with the entire organization. Leaders with five or more responses will receive a report of their team results with identified strengths and opportunities to improve our workplace.

Once managers receive their reports (if they have five or more responses), they will create action plans for their team addressing their opportunities and strengths based on the results. From a team level to an organizational level, the results will be used to celebrate things that are going well and address areas of improvement.

### **What if I don’t have five people on my team, can I still see their survey responses?**

Unfortunately, no. Your team needs to have at least five responses to receive a report specifically about your team. This is to protect the identities of your team members. Your team’s survey data will roll up to the next level leader.

### **When can I take the Employee Engagement survey?**

You will receive an email invitation to participate in the 2024 Fairview Employee Engagement Check-In Survey on Tuesday, July 23. The survey will be live from July 23 through Aug. 5 at 11:59 p.m. CT.