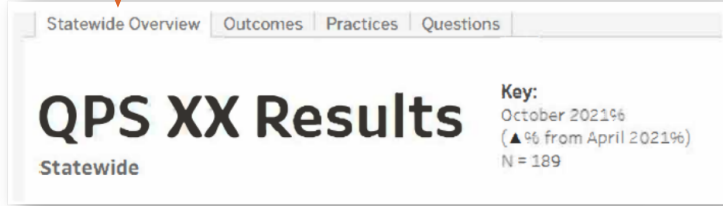




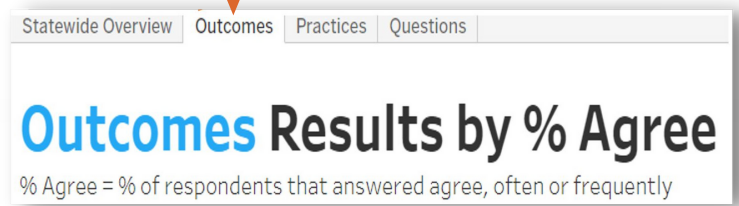
Quarterly Pulse Survey (QPS) Communication Guide

QPS is a tool that empowers team members to provide anonymous feedback. The Communication Guide is designed to assist leaders in analyzing data, communicating results, and sharing action taken as a result of feedback received.

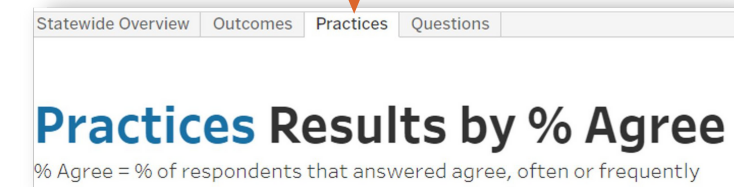
1. Use Tableau Dashboard to Analyze Data



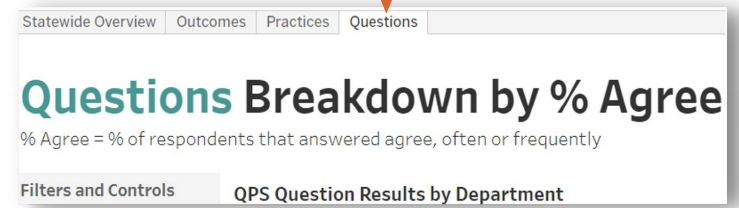
Provides overview of department results compared statewide



Filter data by department and look at trends over time



Filter data by department and look at trends over time



- What 3 questions have the highest scores?
- What 3 questions have the lowest scores?
- Which question had the biggest decrease?
- Which question had the biggest increase?
- *Review department specific questions

Data can only be filtered by one of the following attributes at a time: department, division, sub-division, region (MDC only), location, and salary range.

2. What to Share

- Initiatives that are being discussed
- Team member's role in influencing change and how they can assist with change efforts
- Success stories directly related to QPS feedback
- Action items, next steps, and goals
- Communication plan/timeline for communicating to direct reports

3. Methods of Communication

- Town hall meetings
- Professional development conversations, (i.e., ENGAGE Meetings)
- Focus groups
- Group huddles
- Division newsletters



4. Communication Timeline

QPS results received by department; use this timeline to help communicate to all team members



Senior leaders
communicate results

Managers
communicate results



Supervisors
communicate results

5. Next Steps

- Review steps 1-4, enhance/develop communication plan
- Work with leadership team to develop specific goals
- Encourage staff to participate in the next survey
- Develop specific department questions for the next cycle
- Continue to share actions taken

Two surveys are distributed twice per year

Spring and Fall Focus Areas

- Accountability
- Motivation
- External Orientation



Winter and Summer Focus Areas

- Direction
- Leadership
- Engagement
- Professional Development

Why Does QPS Matter?

Using QPS results provides leaders the opportunity to discuss trends on critical measures, compare outcomes, and identify areas of success. Recognizing candid perspectives from team members will allow them to feel valued, and promote a sense of belonging as well as transition the State of Missouri to a high functioning organization.



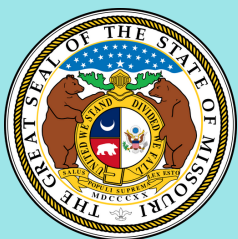
Did You Know?

The QPS is:

- Designed to capture the current climate and does not ask about specific leadership roles, but rather the overall experience at work.
- Confidential and answers are anonymous. Department directors do not have access to individual data and there are NO IP addresses connected to responses.

Reminders & Resources

- Look for trends over time, compare department to statewide
- Ask OA for assistance to correlate data if needed
- QPS is one tool, among many, for management to use to seek improvement
- <https://showmeexcellence.mo.gov>
- All QPS dashboards can be found at: <https://results-int.mo.gov/#/site/EXECUTIVE/projects/79>



For questions regarding the survey, contact the Talent Management Helpdesk at tmhelpdesk@oa.mo.gov or call 573-526-4500.

