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# Talking Points for Managers – Employee Voice Survey, November 2018

Managers: Please use the timeline, sample communications, and FAQ to answer employee questions about the survey in your department. Here are some of the most common questions we anticipate, and answers to those questions.

The best way to be able to answer specific questions about the survey is to **take it yourself**. Any questions from staff that you can’t answer or don’t feel comfortable answering can be forwarded to [pe@cityofmadison.com](mailto:pe@cityofmadison.com).

Likely this survey will also raise questions about the city’s new vision, mission, or commitment to performance excellence. Please use the [performance excellence toolkit](http://www.cityofmadison.com/employeenet/performance-excellence/communication-tools) to answer these questions or communicate about performance excellence at the City of Madison.

**Why should employees take the survey?**

We want to embody our [vision and mission](http://www.cityofmadison.com/employeenet/performance-excellence), and one of the most important ways to do so is making sure the City of Madison is the best place to work. The Employee Voice Survey will provide us with a baseline or starting point for us to put strategies in place to grow and get better. This survey is not a performance evaluation or a report card for the city, but over time will allow us to track our progress.

**Who is conducting the survey?**

The City of Madison is contracting with the [National Research Center, Inc](https://www.n-r-c.com). to use their National Employee Survey. This survey, used by hundreds of communities nationwide, will allow us to measure our own employee satisfaction over time, and also compare Madison to other communities. Use of an outside company also helps results remain anonymous and objective.

**When and how can employees take the survey?**

The survey period is open November 5-25, 2018. Employees with email will receive an email link and one or two reminders. Employees without email will be offered paper copies, or can take the survey online at [bit.ly/MadisonNES2018](http://bit.ly/MadisonNES2018). Paper copies are mailed directly by the respondent to NCR for entry.

**What will happen with the results?**

All of the results will be de-identified, compiled by NCR and given back to the Performance Excellence Leadership Team in early 2019. The Performance Excellence Leadership Team will identify the issues that we need to address citywide and those will be communicated to everyone in the spring of 2019. Action plans to address issues will then be put in place. Departments will also get results and have to implement a plan to maintain high scoring areas and enhance low scoring areas. Departments will not receive any information that will allow them to identify the individual responding to the survey.

*NOTE: Department/Division heads should be thinking about their department-specific plan based on survey results. Any plan processes that are set can be communicated to department staff at this time. If other staff survey efforts are happening or have happened in your department, management should be prepared to explain how those efforts either complement or change as a result of this city-wide survey.*