

7 Steps to Interpreting & Taking Action On QUARTERLY PULSE SURVEYS



Fewer questions means a targeted focus.

Theme-based questions makes data easier to digest and reduces time and effort to interpret results.



Quickly and easily synthesize data to learn, understand and implement more than you ever thought possible.

No more detailed action planning!

Team discussion—not manager action plans-- means a collaborative approach to ongoing adjustments where needed.

GLINT

1

Access Glint to View Your Results

[Click here](#) to take a peak at your survey results.

Aug '20 eSat
82

Company vs Jun
85 ▼1

2

Review eSat

What it is: A score for the question “How happy are you working at Equinix?”

Why it's important: It relates to engagement and is the *best predictor of retention*.

Look for:

- How does your team's score compare to the company average?
- Has your team's score increased or decreased since the last Pulse survey?



3

Review Strengths and Opportunities

Where to find it: The “Strengths and Opportunities” section on your dashboard.

This section tells you:

- Questions that had the greatest impact on eSat.
- Areas to celebrate (strengths).
- Areas to make improvement (opportunities).



[Click here](#) to learn how strengths and opportunities are determined.



4

Review Overall Scores

View your list of scores for all survey items.

Pay attention to:

- How your scores have changed over time.
- How your scores compare to overall Equinix scores.
- The level of impact of these scores on eSat.
- Comments to help identify root causes.



[Click here](#) to learn more about interpreting your scores.



5

Download Results PowerPoint from Glint

This will serve as a guide for your team discussion.

Downloading the PowerPoint is an easier way to show the data than launching Glint “live” during your call. Live launches can sometimes result in technical difficulties.



[Click here](#) if you need guidance on how to download the results PowerPoint.



6

Schedule Your Team Discussion

Set aside time with your team to discuss Pulse results and collaborate on next steps.

Allocate time for this within existing team meetings if adding additional meetings is not optimal.



7

Facilitate the Team Discussion

[Click here](#) To download a conversation guide to help you through talking points.

If results are high:

- Celebrate strengths!
- Talk about what is driving results, so you can be sure to continue the positive trend.
- Dig deeper to see if any groups differ from the rest of the broader team.

If results are low:

- Don't ignore it. Talk about it!
- Leverage and build upon strengths.
- Keep the focus on the future and what the team can do to help.



Don't force discussions. If the team doesn't think there is anything substantial to discuss this quarter, that's fine, too!

This doesn't have to be formal, documented process. That's the beauty of the quarterly surveys! Want more resources? [Click on the links](#) for many more manager resources available in the [MyHR Employee Resource Center](#) and in the [Pulse Box folder](#)

