

Pulse Surveys During Challenging Times

Even in the best of times communication can be difficult with messages being misinterpreted or sent in less than a timely fashion. We often think that we've communicated well when in fact, the recipient is feeling less than satisfied with the amount or type of communication. A pulse survey is a shorter, more frequent check-in on a specific issue or on a narrow set of questions.

Sample Pulse Questions

The following questions are examples of questions that can be asked now, relating to the current environment. A few tips:

- Keep the pulse survey very short, perhaps 3-5 questions
 - If your employee base is large enough, consider asking a demographic question to help you drill down (e.g., employee level, gender, tenure, location, etc.)
- Conduct the pulse survey regularly/weekly to provide trend data and see shifts
- Share the results with all employees (weekly) as soon as they are available
- Address employee concerns – even if you can't do anything to fix the issue, acknowledge their feelings and ask for input and suggestions (without making promises).

Sample questions: On a Strongly Agree to Strongly Disagree (5-point) scale:

- I feel safe in the current environment.
- I am satisfied are you with the level of communication from our organization.
- I have the tools I need to be productive while working at home.
- I feel supported during this challenging time.
- I'm worried about the future of our organization.

(Free) Hosting Resources (Note: you may already have your own survey tool):

<https://www.surveymonkey.com/>

<https://www.zoho.com/survey/>

<https://www.google.com/forms/about/>

<https://surveyplanet.com>

Pulse Survey Resources:

<https://www.friday.app/p/pulse-survey-sample-questions>

<https://www.tinypulse.com/blog/sk-employee-engagement-survey-questions>

<https://peoplepulse.com/what-do-i-want-to-know-34-example-questions-to-ask-in-a-staff-survey/>

<https://benefitsbridge.unitedconcordia.com/5-types-of-questions-to-ask-on-an-employee-pulse-survey/>

<https://www.qualtrics.com/experience-management/employee/what-is-employee-pulse-survey/>

<https://inside.6q.io/everything-you-need-to-know-about-employee-pulse-surveys/>

<https://www.cultureamp.com/blog/best-practices-for-using-employee-engagement-pulse-surveys/>

<https://peoplepulse.com/resources/useful-articles/complete-guide-staff-pulse-surveys/>

