Team pulse surveys are short, easy-to-complete sets of questions sent electronically on a regular basis to do a "pulse check" of employees in areas such as engagement, satisfaction, relationships, and the work environment. They are useful for getting feedback from your team members, monitoring team effectiveness, and identifying opportunities for improvement.

This ninth job aid in the series describes how a senior federal public servant used team pulse surveys to monitor the feelings of his growing team. This experience, detailed in the Taking the pulse blog and below, is intended to guide and inspire yours and your team's efforts.

One team's story: Best practices followed

Confidentiality
The pulse survey was voluntary and anonymous.

Rapid
The pulse survey took only a few minutes to complete.

Reporting
Weekly reports were concise, easy to prepare, and shared with the whole team, in both official languages, at the same time.

Dialogue
Results were discussed as a standing item during team meetings, along with a dedicated MS Teams chat.

Culture
Weekly pulse surveys offered a common language and regular prompt for ongoing discussions around team culture and the workplace.

Reminders
Regular discussions and email reminders boosted survey participation rates.

Distributed team
Weekly outreach via the pulse survey helped to close the distance among team members.

Solution oriented
Weekly pulse surveys measuring individual feelings were complemented by monthly pulse surveys targeting workplace issues and areas to improve, thus helping to frame and explain the results.

Internally managed
Trusted volunteers ran the pulse survey using available software.

Adaptable
The pulse survey process evolved based on the team's ideas.

This series of ten job aids explains how to design and administer pulse surveys to support team engagement, positivity, and productivity in the workplace. Each job aid offers background information and covers the key steps in the process of developing team pulse surveys. We welcome your feedback!

Weekly team pulse survey in Microsoft (MS) Forms

Pulse survey
Welcome to your weekly pulse survey. Your responses are always anonymous and the results are shared with the entire team on Friday.

1. Thinking broadly about your work, how do you feel about your job this week?
   (Please rate from 1 to 7, 1 being lowest, 7 being highest)

Lowest rating	1	2	3	4	5	6	7	Highest rating
	○	○	○	○	○	○	○	

2. Are there any key words you would like to tie to how you are feeling?

You can print a copy of your answer after you submit it.

Submit

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Hello, Transferable Skills Team, This is your friendly bot with your weekly question! Would you like to continue in English or in French?

Eglish

Great! Noted. Thinking broadly about your work, how do you feel about your job this week? (Please rate how you're feeling from 1 to 7, with 1 being negatively and 7 being positively).

6

Thanks! Are there any key words you would like to tie to how you're feeling?

Eager

Noted. Thank you for participating in this week's survey.

This team pulse survey was created using the TextIt bot platform and distributed via SMS text to team members using cloud communication services purchased from Twilio.

Job aid: TRN-J29

Weekly team pulse survey SMS logic model

Send message
Hello Transferable Skills Team, This is your friendly bot with your weekly question! Would you like to continue in English or French?

Language choice
Français   English   Other

Send message
I'm sorry, I didn't understand your response. Would you like to continue in English or French?

Send message
Great! Noted. Thinking broadly about your work, how do you feel about your job this week? (Please rate from 1 to 7, 1 being lowest, 7 being highest)

Rating
1 to 3   4 to 6   7   Other

Send message
I'm sorry, I didn't understand your response. Thinking broadly about your work, how do you feel about your job this week? (Please rate from 1 to 7, 1 being lowest, 7 being highest)

Send message
Sorry to hear that. | Thanks!| Great!
Are there any key words you would like to tie to how you are feeling?

Key words
Key words   Other

Send message
Noted. Thank you for participating in this week's survey.

This pulse survey was converted to Microsoft 365 using MS Forms. Outlook was used to distribute the survey link via email every week.
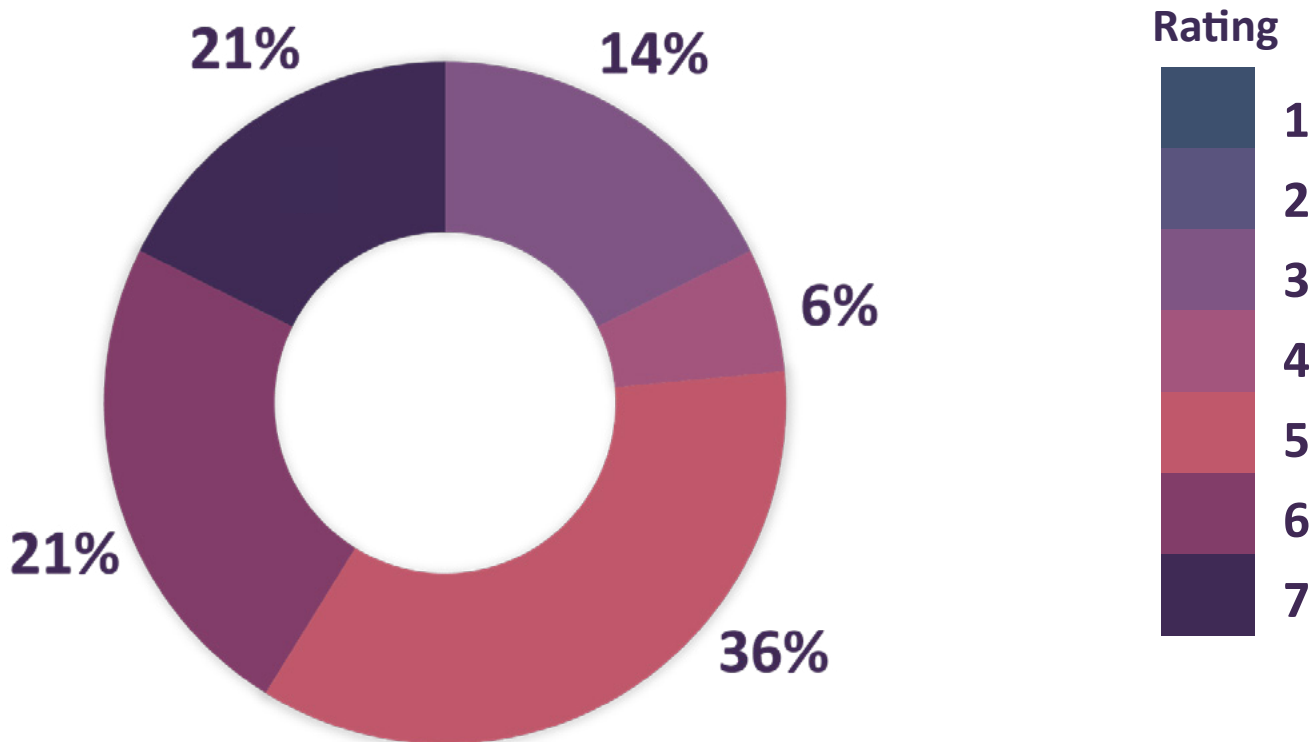
Job aid: TRN-J29

Weekly survey report

How do you feel about your job this week?
(Please rate from 1 to 7, 1 being lowest, 7 being highest).

21%   **14%**

6%

21%

36%

Rating
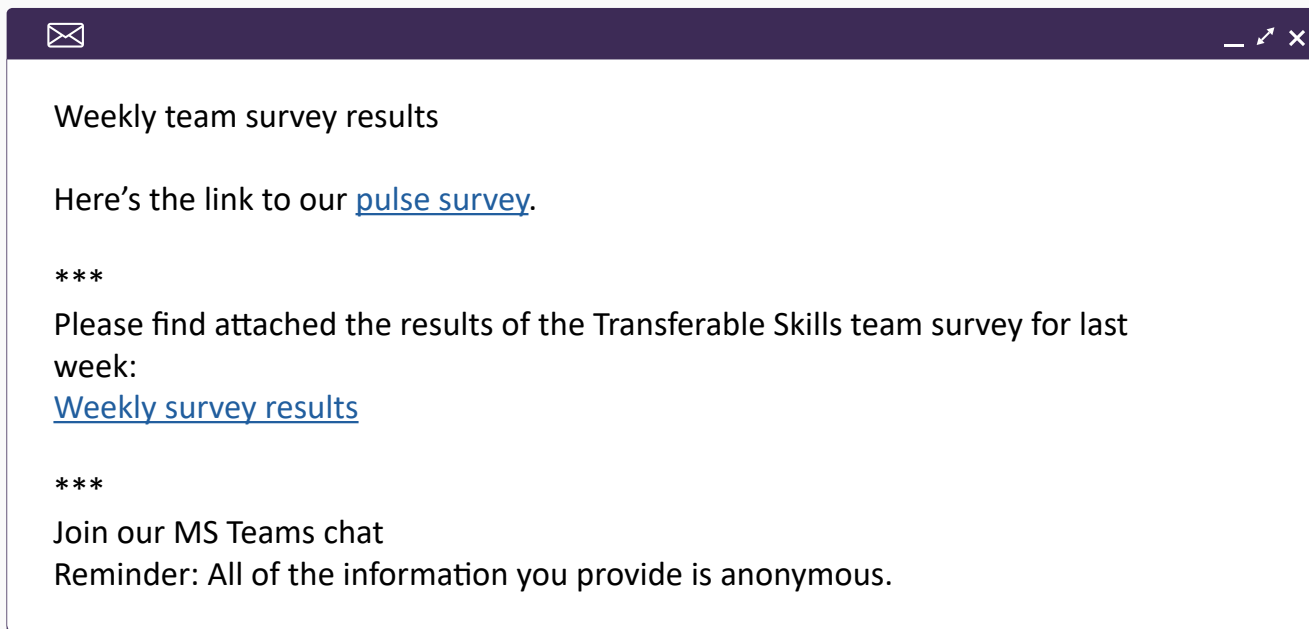
1
2
3
4
5
6
7

58% of participating employees responded to the survey this week

Keywords associated with these feelings

- Collaboration
- Eager
- Tired
- Progressing

- Happy and supported
- Determined, focused
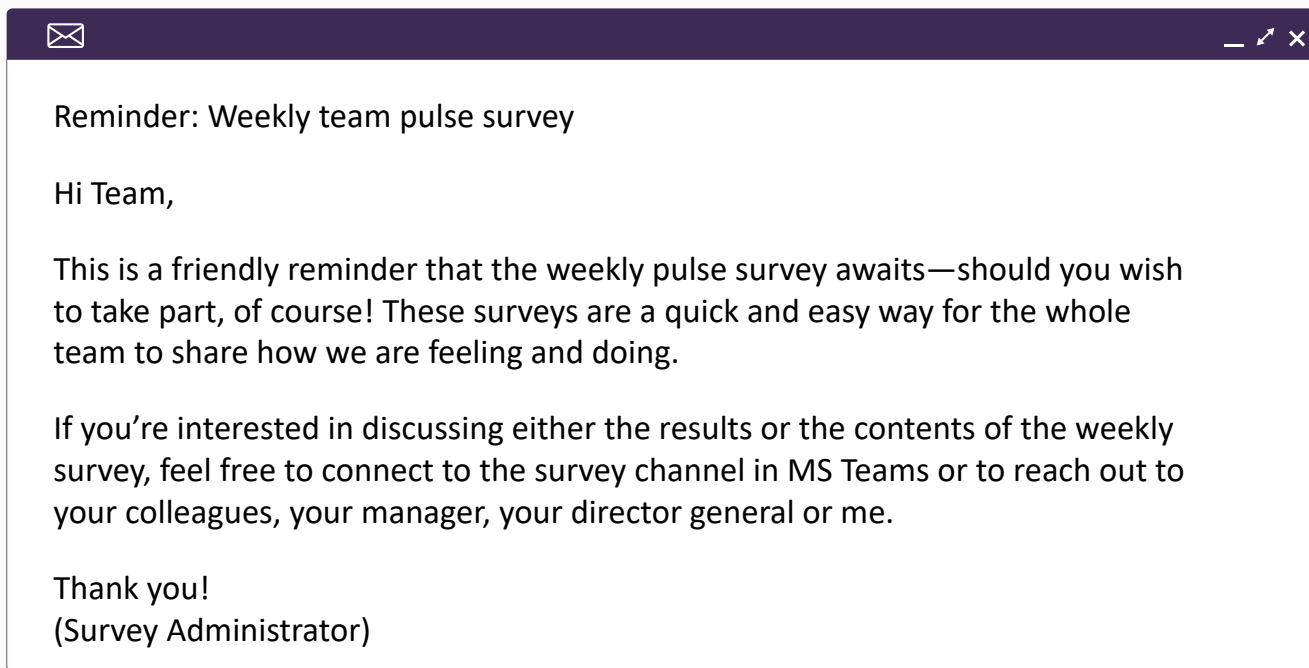- Confused and disorganized
- Supported and scattered

Job aid: TRN-J29

Weekly team pulse survey distribution email

Weekly team survey results

Here's the link to our pulse survey.

***

Please find attached the results of the Transferable Skills team survey for last week:
Weekly survey results

***

Join our MS Teams chat
Reminder: All of the information you provide is anonymous.

This reminder email was for the MS Forms version of this team pulse survey.

Reminder message in email calendar

Reminder: Weekly team pulse survey

Hi Team,

This is a friendly reminder that the weekly pulse survey awaits—should you wish to take part, of course! These surveys are a quick and easy way for the whole team to share how we are feeling and doing.

If you're interested in discussing either the results or the contents of the weekly survey, feel free to connect to the survey channel in MS Teams or to reach out to your colleagues, your manager, your director general or me.

Thank you!
(Survey Administrator)

Monthly pulse survey

Welcome to the monthly Transferable Skills team pulse survey! This survey shouldn't take more than 5 minutes to complete.

The objective of the survey is to engage and seek input from members of the team on issues that are important to all of us. The data collected from this survey is anonymous, private, and shared with the whole team at the same time. The survey results will be discussed regularly at our team meetings.

When completing the survey, please do not disclose any personal or classified information.

We hope that this survey generates discussion about how we can collectively thrive and succeed as a team.

	Strongly agree	Somewhat agree	Neither agree nor disagree	Somewhat disagree	Strongly disagree
1. I have input into decisions that affect my work.	◯	◯	◯	◯	◯
2. I have sufficient interactions/ connections with my team members, in person and virtually.	◯	◯	◯	◯	◯
3. I tend to bounce back quickly after challenging times.	◯	◯	◯	◯	◯
4. I feel that my contributions are recognized and appreciated.	◯	◯	◯	◯	◯
5. I think that I have the tools I need to do my job.	◯	◯	◯	◯	◯
6. I feel that there is balance in my workday between administrative necessity and exercising creativity.	◯	◯	◯	◯	◯
7. I feel that I am stretching and expanding my skill sets, perspectives and interests.	◯	◯	◯	◯	◯
8. In my work unit, every individual is accepted as an equal member of the team.	◯	◯	◯	◯	◯

9. Which of the following would you consider stressors in your work environment? Check all that apply.

◯ Heavy workload ◯ Not enough resources ◯ Overtime

◯ Changing priorities ◯ Information overload ◯ Accommodation issues

◯ Personal issues ◯ Work-life balance ◯ Other

10. Other questions that I think would be important to include in future monthly surveys:

This monthly team pulse survey was created using software from SurveyMonkey.

Some challenges

Running a team pulse survey can be challenging at times. This was certainly true for the team in this case study. Learn from their experience, and just keep doing your best!
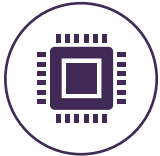
Platform Change
Switching from sending the pulse survey via text message (SMS) to emailing a link to the survey in MS Forms led to the invitations sometimes getting lost in the shuffle of full inboxes. This unintended outcome affected completion rates.

Administrative burden
The pulse survey was administered internally using survey software. There were times when the administrator was too busy or absent so the survey was not consistently sent out on time.

Sporadic team discussions
Full agendas sometimes meant no time to discuss survey results and, related to this, the dedicated chat in MS Teams alternated between being active and inactive, depending on the workload of team members.

Ongoing awareness
Enthusiasm for and awareness of the purpose and importance of the pulse surveys could sometimes vary; also, new employees were not always informed of them during the onboarding process.

Disconnect between feedback and follow-up
Weekly pulse surveys measured team members' feelings about aspects of their jobs, while monthly surveys dealt with specific workplace issues that could impact these feelings. Inconsistent timing or delays between sharing survey results, holding follow-up discussions and pursuing improvements could create disconnects.

Technical issues
Occasional technical issues or selecting incorrect software settings affected the delivery or completion of the pulse surveys.

We welcome your feedback!

Up next
Job Aid 10 – Worksheet for Creating a Pulse Survey (TRN4-J30)

Job aid: TRN-J29

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