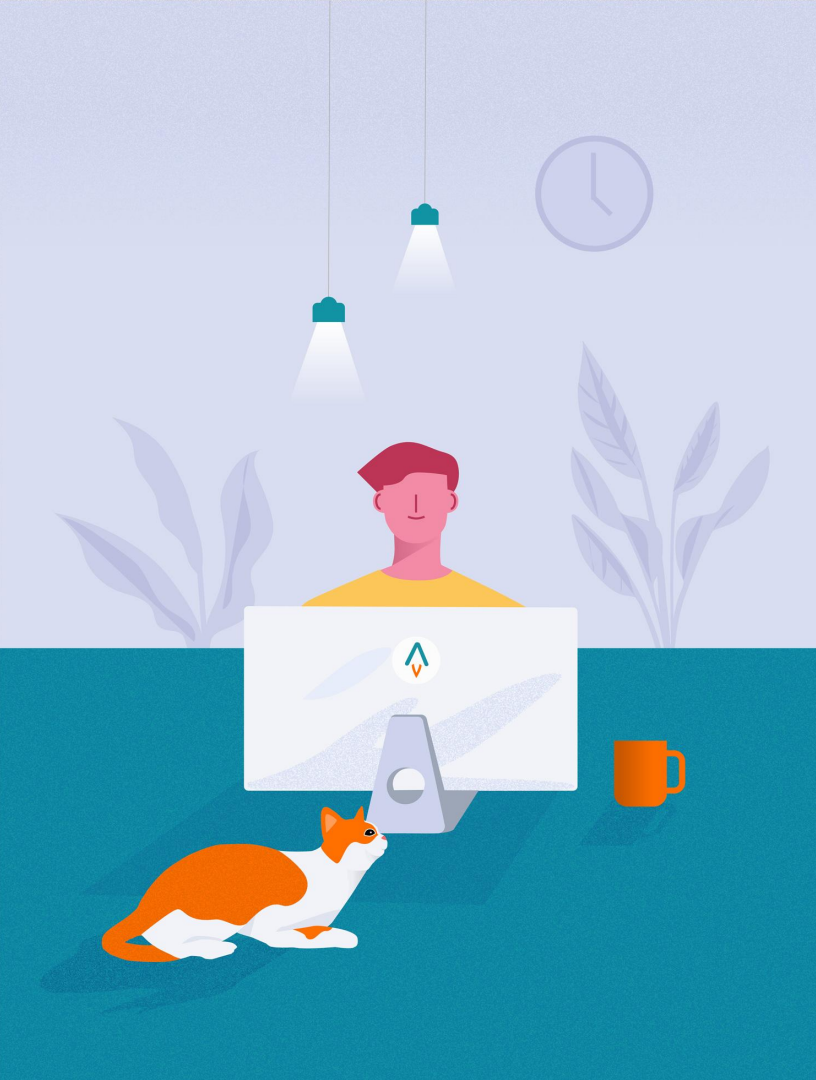




ENGAGEROCKET

People Continuity Programme

Dashboard Guide



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Dear People Champions

You want to support your employees during this difficult time and we are here to make it happen.

This guide will help you to:

1. Understand your dashboard results
2. Communicate results back to your organisation



Setting up your account



ENGAGEROCKET

Hi Alexia,

Someone has listed you as manager/company admin on EngageRocket.

You can now log in to your account at app.engagerocket.co

To get started, change your password via the link below:

[Change your password](#)

Don't see a button? [Try this link.](#)

Otherwise, scan QR
code here to access:



Yours sincerely,

The EngageRocket Team.

Sent by [EngageRocket Pte Ltd](#) • 71 Ayer Rajah Crescent, #06-24, Singapore 139951

Accessing your dashboard



Once you've set up your personal account, you will find aggregated scores of your organisation on an easy-to-understand dashboard, management tips and recommendations on engagement ideas based on your results.

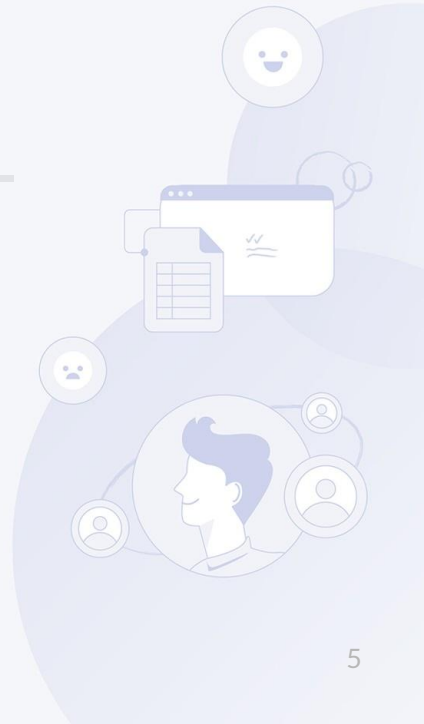
Click [here](https://app.engagerocket.co) to login.
app.engagerocket.co

Reflection point 🎓

Before you get started, we recommend taking a moment to understand where this feedback is coming from and how to interpret the data.

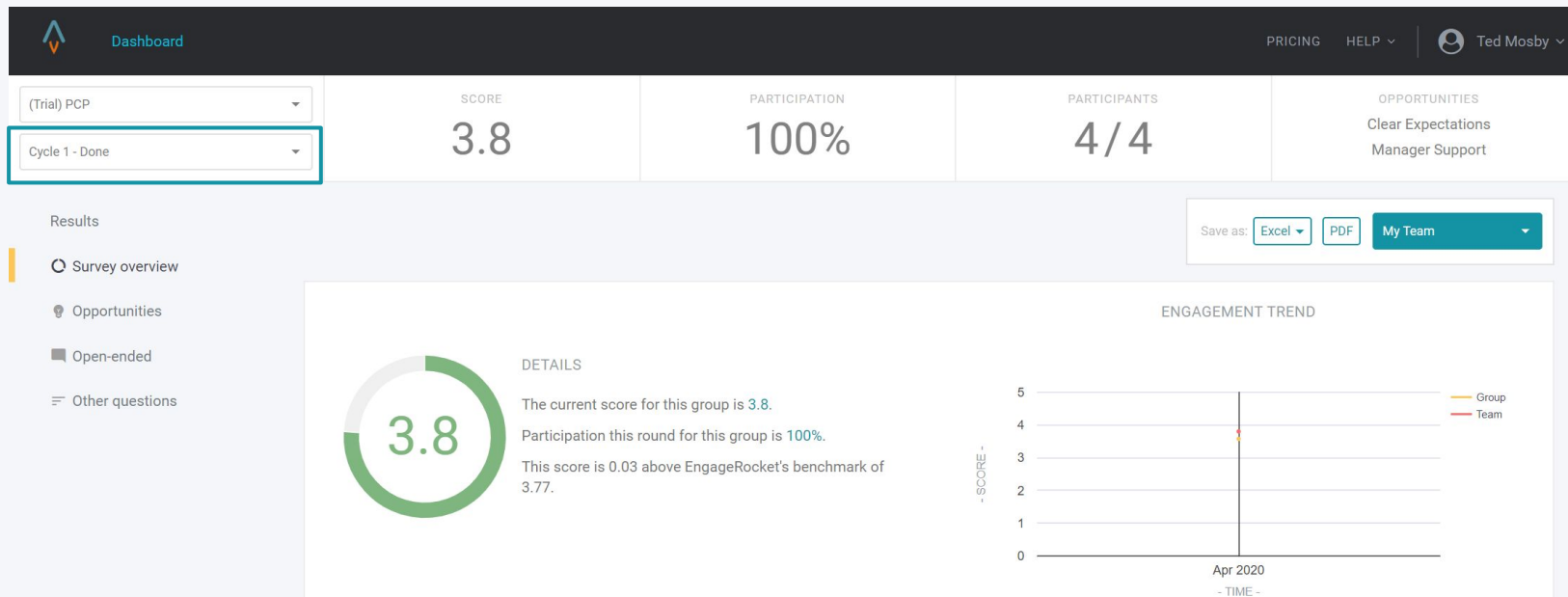
Below are few questions that we recommend answering before looking at the data:

1. Top three goals you would like your organisations to achieve
2. Strengths that your organisation is excelling in
3. Areas you need to work on immediately

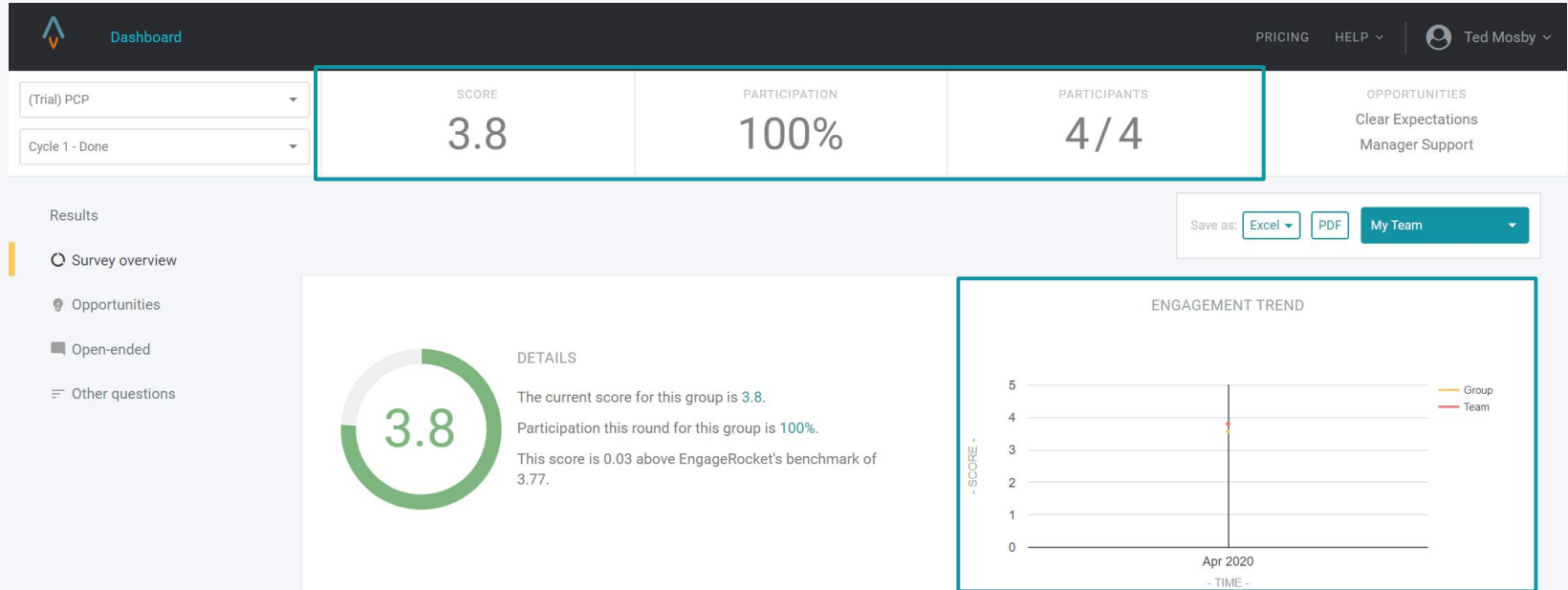


Your dashboard

Select the cycle you'd like to view results for. For PCP, your organisation will undergo two scheduled cycles that are a month apart.



On the top bar, you can find the key statistics for your team organisation.
You can also see the trend of your team's engagement score across the two cycles and compare it to other companies using EngageRocket.



Key Insights

1. An area in which you excel.
2. An area in which you score low.
3. Any anomaly in the survey results that you should be aware of.
4. The organisation's [eNPS \(Employee Net Promoter Score\)](#)

KEY INSIGHTS

(1)



Has your team been extra productive lately? Maybe it's because you've totally rocked it with their Productivity/WFH Effectiveness driver.

HERE ARE SOME IDEAS

(2)



We're picking up that Clear Expectations may be a challenge for your team. Would you consider some ideas on how you can address this?

WHAT SHOULD I DO?

[VIEW ALL OPPORTUNITIES FOR IMPROVEMENTS](#)

(3)



Great news, 1 employees gave you a 5 for the question 'My team remains committed to quality deliverables while working from home.' - keep up the good work.

[GO TO COMPARE](#)

(4)



Your eNPS score this round is 25. eNPS is short for Employee Net Promoter Score and is a quick and easy way to get an overview of how loyal and engaged a company's employees are.

Scroll down on your dashboard to see results for each driver. The score is an average of every question your employees have answered about the driver. Click on the driver name to see the questions in the driver.

DRIVER SCORES

Click on each driver to see the breakdown of scores.

DRIVERS	SCORE	CHANGE
Manager Support	4	-
Clear Expectations	3.13	-
Relationships at Work	4	-
Business Continuity Measures	4	-
Productivity/WFH Effectiveness	4.13	-
Mental Health/Resilience	3.88	-
Communication & Responsiveness	3.5	-

OPEN-ENDED QUESTIONS

Q. What are the biggest concerns you have during this covid-19 situation?

Safety

06-04-2020 17:30

[Read more](#)

eNPS

25

Change -



DETRACTORS - 25%

Change -

PASSIVES - 25%

Change -

PROMOTERS - 50%

Change -

Open-ended tab

Look into what your employees are saying by reading through their responses.

RESULTS

Survey overview

Opportunities

Open-ended

Other questions

QUESTIONS LIST

If we could change one thing about your experience as a candidate, what would it be?

Save as:

Excel

PDF

My Team

Sentiments to selected question

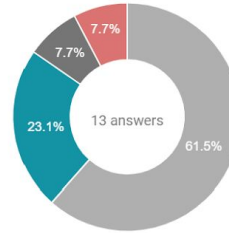
LEGEND:

Positive

Negative

Neutral

Unavailable



Work perks



ACKNOWLEDGED



CLARIFY (1)



NIL



ACKNOWLEDGE



CLARIFY

Closing the feedback loop is important, let your employees know their feedback has been heard. You can **acknowledge** the responses from your employees by clicking on acknowledge.

RESULTS

Survey overview

Opportunities

Open-ended

Other questions

QUESTIONS LIST

If we could change one thing about your experience as a candidate, what would it be?

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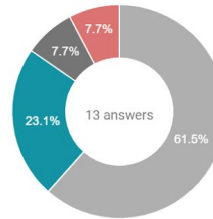
LEGEND:

😊 Positive

😞 Negative

😐 Neutral

💬 Unavailable



Work perks



ACKNOWLEDGED



CLARIFY (1)

Thank you for the feedback

I'm working on it



CLARIFY

You can also **clarify** responses through an anonymous chat with any employee.

5 If we could change one thing about your experience as a candidate, what would it be?

Clarification on the following answer:

"Work perks"



Hello. Could you please explain more?

2 months ago

Your message

Send

Other questions tab

This is where you can see response count for your multiple-choice questions.

Results

Survey overview

Opportunities

Open-ended

Other questions

Yes/No

Multiple-Choice

Save as:

Excel

PDF

My Team

QUESTIONS

RESPONSES

COUNT

What information do you feel you need that you don't have? (Please select up to 3)

Multiple selection allowed

4 responded

Job security -

0% 0

Seeking additional support from my manager

25% 1

Clarifying processes and procedures for my team

75% 3

Requesting for updated or new technology/equipment

25% 1

Keeping track of changing priorities for my team

50% 2

Managing my current workload

25% 1

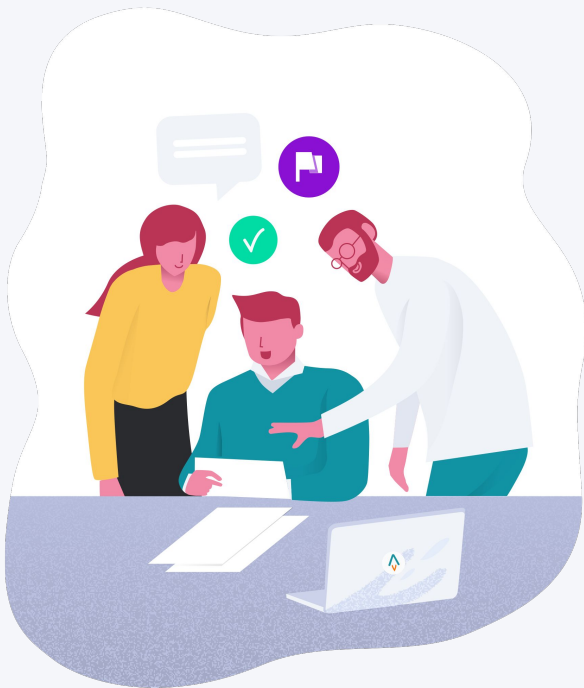
Connecting with others for emotional support

50% 2

Managing stress

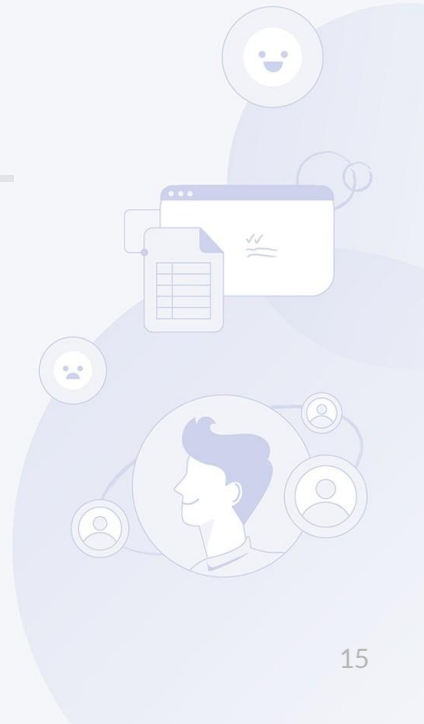
50% 2

Terminology



- **Score:** The mean response to EngageRocket's engagement related questions.
- **eNPS (*Employee Net Promoter Score*):** Employees' answers are divided into three segments. Promoters (9-10 scores), Passives (7-8) and Detractors (0-6 score). The eNPS is calculated by subtracting the percentage of detractors from the percentage of promoters. Scores can range from -100 to 100.
- **Driver:** A factor of what drives the score. Each driver may be made up of 1 or more engagement or well-being questions.

Communicating the results



Sample email to communicate results back to your organisation

Hi <company>,

Thank you for being part of our People Continuity Package. The survey closed on <date> and <x%> of our employees participated in the survey. Our overall score on a 5-point scale is <score>.

Strength

- Our company's strength is X

Opportunity

- Our company can work on X

With these insights, let's discuss on how we can address the opportunities and work on the action plans to make our team more productive and collaborative in the current circumstances. <Company> and its management is committed to promote a better, more productive culture through understanding your needs. .

Kind regards,
< CHRO/Head of People>

More questions?



Chat with us inside the
EngageRocket dashboard

Email us at
hello@engagerocket.co