

Taking the Pulse of Your Organization for Returning to a Healthy Workplace

Getting feedback from employees to shape your company's return-to-the-workplace strategy

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In times of major change, it's critical to keep a close watch on how your employees are adapting and feeling as you enter new territory.

Offering a company-wide survey as part of your post Covid-19 re-entry process gives everyone an equal, anonymous voice to express their concerns, questions, fears and excitement. It can also provide insight into how well employees understand the reasons for the changes and offer feedback that can guide you in refining your return-to-the-workplace communications plan.

It can be structured to subtly introduce updated policies and support the case for added safety and security measures that will be implemented in your new Healthy Workplace .

Beyond simply collecting data, a return-to-the-workplace survey can invite valuable discussion on important topics as well as communicate important messaging. The survey and the process used to manage it can be a strategic part of your re-entry process, helping to educate, inform and engage employees in a dialog about their work environment.

A survey with a mix of open-ended questions along with some multiple choice questions (such as the sample on the next page) allows employees an opportunity to express their thoughts in writing while collecting some numerical data.

Following is one approach of using a survey to take the pulse of an organization before implementing new Healthy Workplace policies and procedures.

Done correctly, a return-to-the-workplace survey can greatly increase your chances for a successful re-entry and give your employees the voice they expect in their evolving workplace.

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SAMPLE SURVEY FOR RETURNING TO A HEALTHY WORKPLACE

M E M O

Dear Colleagues:

Your health and safety are our #1 priority, and a return to the workplace, when the time is right, will come with new expectations and with broad guidelines set by local and state governments as well as the Centers for Disease Control and the World Health Organization.

As part of our continued commitment to you, during this unprecedented time, ABC Company is developing a return-to-a-healthy-workplace strategy. As part of this process, we want your feedback. Please take a few minutes to respond to this survey by end-of-day [Insert Date]

Responses to this survey are anonymous and cannot be traced back to the respondent.

Return to the Workplace Feedback

What is your feeling about returning to the workplace when local stay-at-home orders lift?

- I'd like to return as soon as practical
I am comfortable working remotely until the time is right to return to the office
I'd like to be phased in over time with staggered attendance
N/A

ABC Company is considering implementing the following protocols in the workplace when the time is right.

- Minimizing or staggering the number of associates that work in the office at once (A/B teaming)
Adding additional screens or barriers around individual workspaces
Reducing the number of people allowed in meetings spaces at once
Adding additional screens/dividers around open meeting spaces and areas
Providing Personal Protective Equipment (PPE), including face masks and gloves
Providing cleaning and sterilization protocols, including daily including supplying of hand sanitizer and disinfectant materials
Implementing screening procedures for employees and visitors, such as temperature checks
Limiting the number of visitors

Is there anything else, we should consider? Please explain:

Four horizontal lines for text input.

What else is on your mind?

Tell us what other challenges you may be thinking about when the time is right to return to the workplace, such as:

- + Planning for my commute to/from work (e.g. public transportation)
- + Balancing my care-taking responsibilities (e.g. childcare, eldercare, or other)

Please explain:

Let us know how we are doing in keeping you informed about our operations at this time, including health and safety measures.

- Excellent Very good Good Fair Poor

Is there anything else we can do to help keep you informed?

About You

In which ABC Company location do you work?

In which ABC Company team/department do you work?

Additional Survey Resources

Here is an additional resource to help you craft an effective workplace survey.

[8 Quick Tips for Successful Workplace Surveys](#)

Through research, Knoll explores the connection between workspace design and human behavior, health and performance, and the quality of the user experience. We share and apply what we learn to inform product development and help our customers shape their work environments.

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