

Optimising Employee Consultations

Getting Value For Money

Many employers undertake between two and four employee consultations each year. Such consultations are expensive yet few extract more than about 20% of the useful data from those consultations.

It is important to avoid the common mistake of 'one question one answer' style of analysis.

Often the results from different questions can be analysed simultaneously to answer complex questions and 'what if' type scenarios.

Because most consultations are designed to gather the same demographic information it is possible to undertake analysis combining the data from different consultations within the organisation, so establish trends and benchmarks for future consultations and business decisions.

Individual managers or departments will often try and claim ownership of consultation data, restricting use by other departments. This causes consultation data to be devalued, and might result in inappropriate management decisions being made and unnecessary consultations implemented.

Improving Effectiveness

Information gathered during an employee consultation is often confidential and respondents often assured of their anonymity to encourage maximum response. This can cause problems when the data is to be used for analysis by other departments.

The use of an independent analyst can preserve the confidential nature of the data whilst extracting the maximum amount of information.

Using Data More Efficiently

For example: Recent mapping of HSE identified stressors to management competencies by the HSE and CIPD have given a basis on which employers can relate employee stress and efficiency issues to potential manager competency problems.

Reviews of old consultation data in a number of organisations revealed that problems only recently identified by management had been evident for many years, but because the consultation data had not been analysed effectively the essential feedback to management had not been provided.

Identifying problems as early as possible, especially where sensitive issues such as diversity is involved, could reduce the risk of claims and litigation.

The Consultation Analysis Tool

Combine the results from different consultations, old and new.

QUESTION

HSE 21 I am subject to bullying at work

HSE 5 I am subject to personal harassment in the form of unkind words or behaviour

Sickness 2 Have you taken sick leave because of stress?

*Build complex queries combining the results from multiple questions
Change combinations quickly and easily so different scenarios can be examined.*

DEMOGRAPHIC GROUP 1 (vertical)

Regional Office

DEMOGRAPHIC GROUP 2 (horizontal)

Sexual Orientation

Use multiple demographic groups and pinpoint the location of problems so resources can be targeted for best VFM.

	Bisexual	Gay man	Gay woman / lesbian	Heterosexual / Straight	Other	Prefer not to say
North				1		
Midlands				1		
London						
South West		1				1
South East				1		2
Wales				1		

Display results as a matrix so problems such as discrimination and bullying can be quickly and easily identified.

These services are provided in association with Ask An Opinion, an associate specialist survey and consultation management company.
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