

Happy working here?

People Pulse November 2019 Briefing for Managers

Use this brief to continue the People Pulse conversation with your team



People Pulse, our employee survey

When our people are engaged at work, they're happier, more committed and deliver great experiences for our customers.

People Pulse is our global employee survey. As a manager its an invaluable tool for you to understand what matters to your team, to help you have some great conversations and get the best out of your people.

The survey only takes a few minutes to complete – make sure you let your team know when its coming, encourage them to complete it and diarise when the results will be available so you can arrange some time to discuss them with your team.



What does People Pulse give you? :

- ✓ Meaningful insights on employee engagement (the questions are linked to our Five-Year Vision and the survey allows people to make comments on each and every question)
- ✓ When you get your results, you get personalised guidance on how to turn the responses from your team into action
- ✓ You have a simple and interactive way to look at responses and see how you're tracking on your actions
- ✓ A simple and smart way to understand what our people are saying, turn it into action and enable people to really make a difference at Bupa.

Key dates

- Survey opens: Wednesday, 6 November 2019
- Survey closes: Wednesday, 20 November 2019
- Results available: Tuesday, 26 November 2019

When the results are in

Pulse results this time will be available from **Tuesday, 26 November 2019.**

To keep responses anonymous and protect peoples' data, there is a confidentiality requirement which determines which results managers get access to. It works like this:

- If less than 5 people in a team complete the survey, the manager won't see any specific results for their team
- If more than 5 but less than ten people in a team complete the survey, the manager will see only the responses for rated questions (no comments) for their team
- If 10 or more people in a team complete the survey, the manager will see both the responses for rated questions and comments (even if not everyone provided comments) for their team.



What you need to do

1. Check your team structure on your People system is correct
2. Reflect on your results from the May 2019 People Pulse, review your action plan and talk to your team about the changes you've made as a results of their feedback
3. From Wednesday, 6 November, complete the People Pulse survey
4. Encourage your people to take part have their say in People Pulse
5. Checkout the People Pulse Hub on Grow where there is loads of information and training for you www.bupa.com/PeoplePulse
6. Save a date in late November or early December to get together with your team, talk about their feedback build on the work you've already done
7. If you have 5 or less responses you wont get your own report, but your team results will be rolled up into your manager's report, so check in with them and use the [People Pulse Hub](#) for guidance on your team conversation
8. Record your action plan on the Glint platform.

Key messages to share with your teams

- We want you to love working here
- Sharing your views in People Pulse will help us make the changes that matter most
- People Pulse is easy to complete and accessible on any device
- All responses are anonymous so your data and feedback is protected



Questions you or your team may have

How long will People Pulse take to complete?

It should take between 5 and 10 minutes to complete.

How do I access the survey?

If you're in an office or have regular access to work emails and a computer, you'll get an email with a unique link to complete the survey. If you're in a clinical environment without regular access to work emails you'll access the survey website via a weblink. We'll send instructions nearer to survey launch. You can access the survey via any device with internet access – laptop, smart phone or tablet.

Are the answers and comments anonymous?

Yes, our survey provider, Glint, will **not** provide any data or survey responses to any Bupa employee. This is a key condition of our contract with Glint to make sure your data and feedback is protected at all times. Please be mindful when providing comments and avoid using specific details that may accidentally identify you.

Where do I go for more information or if I have questions?

Checkout our FAQs or talk to your local People team contact for more information.