

As employers begin the complex process of preparing to return their employees to work, numerous concerns and challenges arise. Employee experience is critical at this time. What's the best way to gather insight from your employees? Companies have an opportunity to take steps to understand their employee needs in order to create a safe and supportive environment. Mercer has the expertise and solutions to address the full spectrum of return-to-work employee listening.

**Now is the time to listen to your people. Choose the level of support and type of listening method based on your organizational needs.**

## Deploy employee listening mechanisms

- **Real-time insight** will help you triage health and productivity risks and concerns before they escalate
- **Two-way communication** is critical: engage, then listen for how you need to adjust

### Survey Strategy Design and Consultation

- Survey platform agnostic; survey design and approach consulting session.
- Finalizing survey item set using Mercer pre-built surveys as a starting point.
- Guidance around communication and survey methodology.

### Pulse Survey Administration

- Assess employee experiences, perceptions and sentiments to readily identify areas of concern and pinpoint discrepancies with interactive reporting.
- Includes set up and administration of a single COVID-19 pulse survey to your population using HRIS data file.
- Access to our participation management site to track overall participation and view real-time results.

### Digital Feedback

- Crowdsource insights with digital focus groups where employees can share their voice freely and react to sentiments shared by others.
- Assess the most important return to work concerns through a Gamified Preference Survey.
- Implement our self-service, continuous listening tool.

### Survey Data Analysis and Recommendations

- In-depth analysis of your organizational data by an expert consultant.
- Creation of a presentation of findings complete with detailed action recommendations.
- Presentation to senior leadership team or senior HR team.

## A closer look at the return stage

|                            | 1<br>Pre-Return<br>Several weeks prior (if possible)   | 2<br>Initial Return<br>After week one of return   | 3<br>Return Evaluation & Refine<br>2-4 weeks after return   |
|----------------------------|--|---|---|
| <b>WHAT</b><br>do you ask? | <ul style="list-style-type: none"> <li>• Are employees ready to return to work?</li> <li>• What are their concerns?</li> </ul> | <ul style="list-style-type: none"> <li>• What is the initial experience as employees return to work?</li> <li>• What are their concerns?</li> </ul> | <ul style="list-style-type: none"> <li>• How well is the organization executing its return strategy?</li> <li>• What are their concerns?</li> </ul> |
| <b>HOW</b><br>do you ask?  | <ul style="list-style-type: none"> <li>• Digital focus groups</li> <li>• Employee concerns assessment</li> </ul>               | <ul style="list-style-type: none"> <li>• Manager discussion guide</li> <li>• Digital focus group</li> <li>• Weekly brief pulse</li> </ul>           | <ul style="list-style-type: none"> <li>• Evaluative return to work pulse</li> </ul>   |
| <b>WHY</b><br>do you ask?  | Understand employee concerns and plan accordingly  | Identify risks and patterns adjust early  | Identify risks and opportunities for improvement  |

**Reopening your business is complicated and sensitive. Respond quickly to employee feedback.**

You have one chance to get it right. Turn traditional survey action processes on their head to prioritize action items and respond rapidly. Earn the loyalty and respect of employees and customers by protecting the safety of your people, optimizing morale and productivity, and fueling future growth for your company.

**Learn more**

Visit [www.mercer.com/coronavirus](http://www.mercer.com/coronavirus) or contact your Mercer consultant.

