

## Navigate

Giving employees a voice,  
leading organisations  
through change

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Introducing People Insight's  
change management survey



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## Introduction

### Manage change with confidence

At People Insight, we understand that change can be a complex and delicate process to navigate, requiring open and honest communication while maintaining strong relationships. As with the basis of any strong relationship, continuous listening is crucial, no matter how uncomfortable the process may be.

That is why we developed our 'Navigate' change management survey - to help organisations listen and respond to their employees more effectively, offering employees a platform to voice their thoughts and suggestions and giving organisations the focused insights they need to comprehensively understand the needs of their workforce, meaning they can respond in real time.

**"Change cannot be put on people. The best way to instill change is to do it with them. Create it with them."**

— Lisa Bodell, Future Think



## Why a change management survey?

Engaged and motivated employees are the cornerstone of any good business, which is why implementing a change management survey can be a valuable tool for organisations to manage periods of uncertainty, particularly as attitudes towards work continue to shift.



Lisa Hughes, Senior Consultant at People Insight explains: “As the concept of a ‘job for life’ becomes more of a rarity, the psychological contract between employee and employer has fundamentally shifted.

“Changing work patterns and a tight labour market have offered employees more choice and more flexibility, while also presenting opportunities for employers to restructure. This is particularly true in private companies.

“But regardless of sector, organisational change is often viewed negatively, rather than as an opportunity for improvement. As we know through our work with leading organisations both in the UK and globally, as a growing number of organisations opt to step back from employee listening programmes, there has been a steady decline in the number of employees who feel involved through periods of change.

“We’ve seen similar downward trends in those who have confidence in their organisation’s ability to manage change. And this is about more than perception. Research suggests that significant organisational changes often lead to a decline in performance, deteriorating service quality and increased sickness and absenteeism, with talented employees more likely to leave during periods of flux.

“We know that, without open communication, mistrust, toxicity and uncertainty can quickly spread and these downward trends are evidence of the importance of maintaining a balanced employee/employer relationship for effective change management. Open communication is key, but perhaps more crucial is visible leadership, with leaders who prioritise listening and empower their teams through a culture that encourages the sharing of insights.

**Lisa Hughes**  
Senior Consultant







## The value and benefits of surveying during change



**Gain valuable data-driven insights** into employee sentiments, concerns and needs.



**Strengthen relationships** by demonstrating commitment to open two-way communication.



**Make informed decisions** to proactively address real challenges and employee concerns.



**Maintain organisational health** and retain top talent.



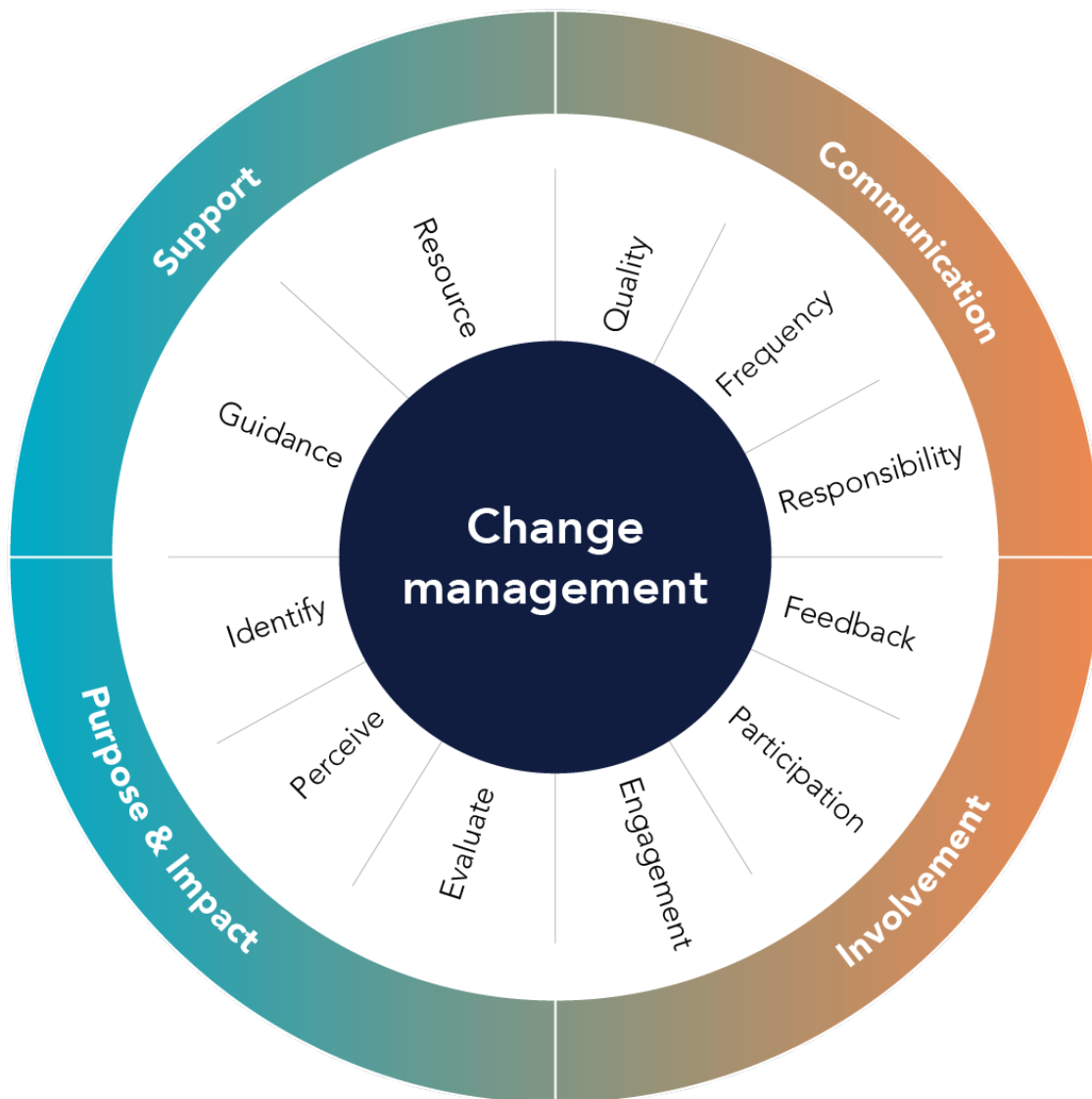
**Enhance employee engagement** and boost morale by showing employees that their opinions matter.



**Facilitate smoother transitions** by identifying and addressing pain points early.

## Themes

Using themes such as **Communication, Involvement, Purpose and Impact**, and **Support**, our Navigate survey provides a real-time snapshot of how employees are experiencing and adapting to organisational changes. This data helps leverage diverse perspectives which empowers you to make strategic decisions and interventions for a smooth, successful transformation.



## Question Set

### Communication

1. The reasons for change have been well communicated to me
2. I am kept informed about matters affecting me and my role during this period of change

### Purpose & Impact

3. I am confident that the changes happening are positive for (CLIENT) and our culture
4. I have confidence in the Senior Leadership Team to manage this change process
5. I am optimistic about my future at (CLIENT)
6. I feel that (CLIENT) considers the impact on me and other people when making decisions

### Involvement

7. I feel appropriately involved to help inform changes affecting me and my work
8. I feel comfortable to speak up and constructively challenge how things are done
9. My manager is able to answer questions I have about the changes taking place
10. I am aware of the channels I can use or who to contact to submit ideas and provide feedback

### Support

11. (CLIENT) does enough to prepare and support its people through change
12. I feel adequately supported and equipped to deal with changes at work
13. The change process is not limiting my ability to do my job well
14. (CLIENT) is doing enough to support my wellbeing through change
15. (If question 14 response is strongly disagree, disagree or neutral) What further wellbeing support would you value most?
16. People here have been treated fairly throughout these changes
17. My colleagues have been supportive throughout these changes

### Overall

18. The current pace of change in (CLIENT) is: Too fast//About right//Too slow
19. Overall, change here is being well managed
20. (If question 19 response is strongly disagree, disagree or neutral) What could we improve to manage change more effectively (information, training, support etc)?



## Conclusion

Embracing change is essential for organisational success but a successful transformation relies on empowering employees and fostering a culture of open communication and trust.

Our Navigate survey is an essential tool for operating confidently through organisational change. By proactively understanding your workforce's perceptions on change, you can strategically align your approach with their needs

Partner with People Insight to address challenges, strengthen relationships, and sustain a positive culture, even amidst uncertainty.



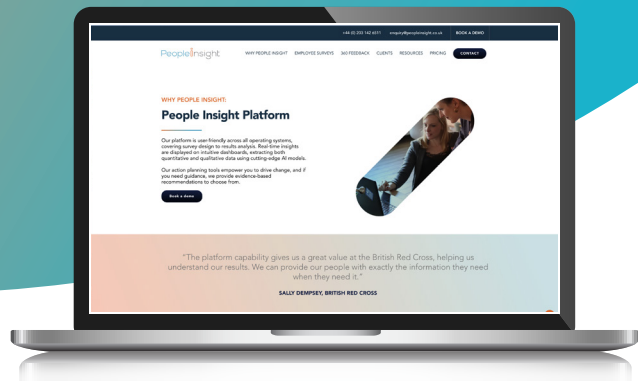
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# PeopleInsight

The most actionable  
employee experience  
platform, powered  
by people.

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[www.peopleinsight.co.uk](http://www.peopleinsight.co.uk)



People Insight marries leading edge survey technology with real expertise to bring you the most intuitive, actionable employee experience platform. Every single one of your employees has a voice, and with People Insight, you've got the pathway to listen and make every word count.

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