# 8 Factors of Engagement

## Team Report

### Sample Team Report

**04.17.2024**

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# Introduction

The **8 Factors of Engagement** (8FE) Team Report will empower your teams to create an employee-led culture of engagement. This report will help you to be better prepared to work with your team members and leadership. You will also learn to create action items as you chart your course toward an employee led culture of engagement and performance.

The **8 Factors of Engagement** is proven to be the most balanced and actionable engagement model available to organizations, teams, and individuals. Created by Dr. Robert T. Sicora and his Crew, 8FE is based on years of global organizational initiatives and in-depth metadata analysis and research.

The **8 Factors of Engagement** is grounded in the simple concept that each one of us has all eight of the factors within us, and we need them all to function to be completely engaged. Linked to the DISC behavioral model and the eight segments of the Success Insights® Wheel, the 8FE ensures a balanced, holistic framework. Note: The colors associated with the 8FE model directly link to the eight behavioral segments on the wheel.

The **8 Factors of Engagement** continues to be validated through rigorous research and analysis performed by Sicora, TTI Success Insights, and other independent researchers.
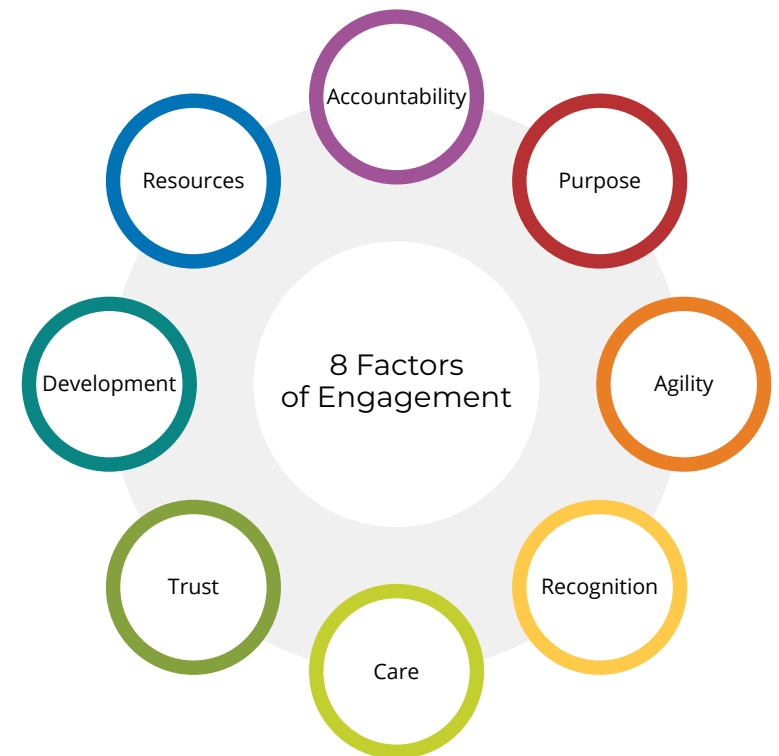
# Engagement Summary

**Participation**

## 6
Respondents
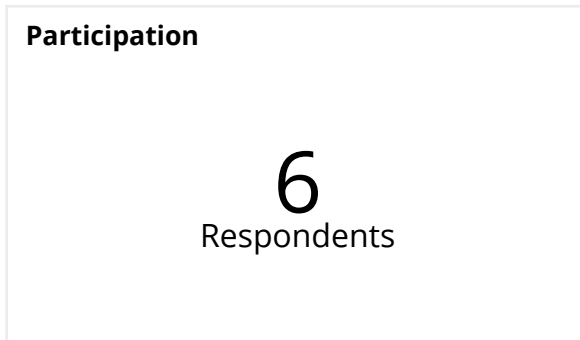
**Participation**
Number of individuals completing the survey

**Calculated Engagement**

4.31
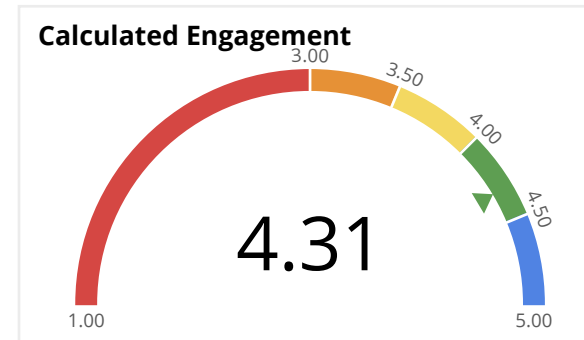
**Calculated Engagement Score**
Average score calculated from the 24 equally weighted statements from all the respondents

**Perceived Engagement**

4.33
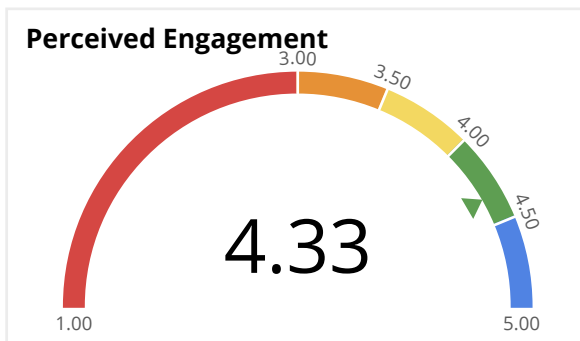
**Perceived Engagement Score**
Average response to the final statement:
"I am completely engaged"

"I am completely engaged"

4.33 | 100%
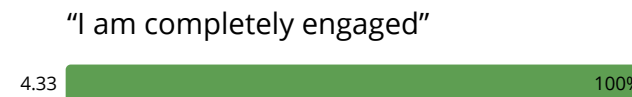
# Engagement Hierarchy

This graphic represents the balanced and ideal order to build a strong employee engagement structure.

The factors of Purpose and Accountability combine to form your Foundational Factors. Ideally, the Foundational Factors are your highest scores, allowing for a solid base of engagement. If it is not your highest combined factors or falls below a 4.0, this is where you should begin working to build your foundation of engagement.

Once you have established a strong foundation, work from the bottom up to build your employee engagement pyramid.

**3.8**
**Growth**

Agility  Development

**4.2**  **3.4**

**4.5**
**Belonging**

Care  Recognition

**4.7**  **4.4**

**4.5**
**Reliable**

Trust  Resources

**4.4**  **4.5**

**4.4**
**Foundational**

Purpose  Accountability

**4.4**  **4.5**
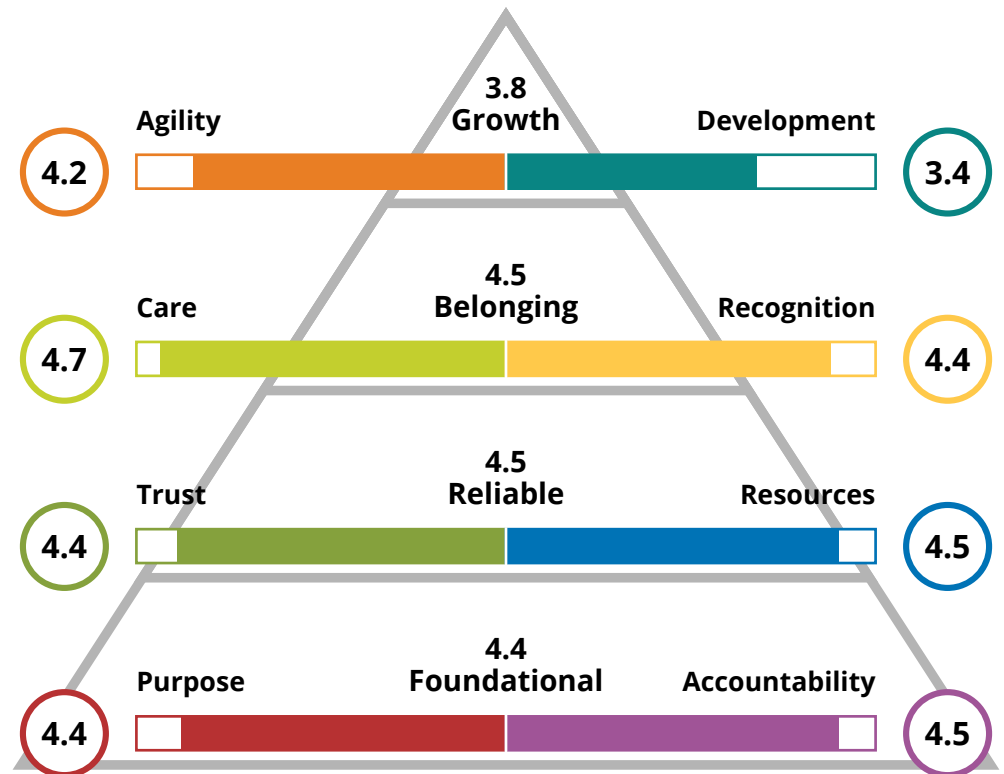
Actively Engaged 4.0 and above   ●   Cautiously Engaged 3.0 – 3.9   ●   Not Engaged 2.9 and below

**Sample Team Report**

# Top 5 Statements

*This page of the team report breaks down the highest statement scores.*

*This data gives you a snapshot of where your team scored highest across all 24 statements. This will give you insight into your team's strengths.*

*It is important to look for potential themes and patterns at the Factor level.*

*Purpose and Accountability are Foundational, along with Trust. Ideally you will find evidence of these three in your Top 5 statement, but not in your Bottom 5.*

| Statement | Mean | Distribution |
|---|---|---|
| **Care** <br> We care about the people we serve | 4.67 | 100% |
| **Care** <br> People genuinely care about each other at work | 4.67 | 100% |
| **Care** <br> My supervisor cares about me | 4.67 | 100% |
| **Accountability** <br> I have clear expectations for doing great work | 4.67 | 100% |
| **Recognition** <br> Our culture promotes, listens, and acknowledges when opinions are shared | 4.50 | 100% |

Green: a favorable response of 4s & 5s  ●  Yellow: a cautionary response of 3s  ●  Red: an unfavorable response of 1s & 2s

# Bottom 5 Statements

*This page of the team report breaks down the lowest statement scores across all 8 Factors. This will give you insight into your team's areas of opportunity.*

*Note: It is common to see lower scores in the areas of Resources, Recognition, and Development. Refer to Action Planning page for ideas to help improve.*

| Statement | Mean | Distribution |
|---|---|---|
| **Accountability**<br>Staff is held accountable for the quality of work they produce | 4.17 | 67%   17%   17% |
| **Development**<br>My organization provides me with the development necessary to be successful at work | 3.67 | 67%   17%   17% |
| **Development**<br>My organization provides opportunities to develop knowledge and skills outside of my work area | 3.50 | 67%   33% |
| **Agility**<br>My team adapts quickly to change | 4.00 | 50%   50% |
| **Development**<br>I receive discussions at least quarterly on my performance and development | 3.00 | 33%   33%   33% |

Green: a favorable response of 4s & 5s  ●  Yellow: a cautionary response of 3s  ●  Red: an unfavorable response of 1s & 2s

# Foundational Statement Breakdown

*This section of the report separates each Factor at the statement level so your team can focus on those statements that matter most to you.*

## Purpose (4.4)

### Purpose

| | |
|---|---|
| 89% 11% | 4.39 |

Every day I have the opportunity to do work that I am passionate about

| | |
|---|---|
| 83% 17% | 4.33 |

I clearly know how my work aligns to the goals of the organization

| | |
|---|---|
| 100% | 4.50 |

My job gives me purpose towards accomplishing the mission/vision of the organization

| | |
|---|---|
| 83% 17% | 4.33 |

## Accountability (4.5)

### Accountability

| | |
|---|---|
| 83% 11% 6% | 4.50 |

I have clear expectations for doing great work

| | |
|---|---|
| 100% | 4.67 |

Staff is held accountable for the quality of work they produce

| | |
|---|---|
| 67% 17% 17% | 4.17 |

My organization sets and maintains high standards for performance

| | |
|---|---|
| 83% 17% | 4.67 |

Green: a favorable response of 4s & 5s ● Yellow: a cautionary response of 3s ● Red: an unfavorable response of 1s & 2s

---

| | |
|---|---|
| **Key Question:** What work do we do that aligns best to our shared purpose and what work do we do that appears misaligned?<br><br>**Key Action:** Maintaining clear goals and how they align to the department and organization. | **Key Question:** Where are opportunities for others to be more accountable for the work they produce?<br><br>**Key Action:** Clarity of expectations and establishing what good and great looks like. |

# Reliable Statement Breakdown

*This section of the report separates each Factor at the statement level so your team can focus on those statements that matter most to you.*

## Trust (4.4)

**Trust**

| 89% | 6% | 6% | 4.44 |

I have someone at work that I completely trust

| 100% | 4.50 |

Team members trust each other to get things done

| 83% | 17% | 4.33 |

Leadership in the organization is consistent with what they say and what they do

| 83% | 17% | 4.50 |

## Resources (4.5)

**Resources**

| 83% | 11% | 6% | 4.50 |

I have the necessary resources to get my work done

| 83% | 17% | 4.33 |

I have access to the right people to do my job

| 83% | 17% | 4.67 |

I have access to the right information to do my job

| 83% | 17% | 4.50 |

Green: a favorable response of 4s & 5s ● Yellow: a cautionary response of 3s ● Red: an unfavorable response of 1s & 2s

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**Key Question:** What are the most important attributes of a trust-based culture?

**Key Action:** Expressing vulnerability and transparency in an appropriate way that allows others to connect with you at a deeper level and gives them the permission to do the same.

**Key Question:** What resources are most critical for you to get your work done?

**Key Action:** Take an inventory and prioritize the resources that are critical to getting the work done.

# Belonging Statement Breakdown

*This section of the report separates each Factor at the statement level so your team can focus on those statements that matter most to you.*

## Care  (4.7)

### Care

| | |
|---|---|
| 100% | 4.67 |

**My supervisor cares about me**

| | |
|---|---|
| 100% | 4.67 |

**People genuinely care about each other at work**

| | |
|---|---|
| 100% | 4.67 |

**We care about the people we serve**

| | |
|---|---|
| 100% | 4.67 |

## Recognition  (4.4)

### Recognition

| | | |
|---|---|---|
| 94% | 6% | 4.39 |

**I am recognized in the right way for the work that I do**

| | |
|---|---|
| 100% | 4.50 |

**Recognition is distributed fairly when the team wins**

| | | |
|---|---|---|
| 83% | 17% | 4.17 |

**Our culture promotes, listens, and acknowledges when opinions are shared**

| | |
|---|---|
| 100% | 4.50 |

Green: a favorable response of 4s & 5s ● Yellow: a cautionary response of 3s ● Red: an unfavorable response of 1s & 2s

| | |
|---|---|
| **Key Question:** How is care best expressed at work amongst coworkers? | **Key Question:** How do you like to be recognized for the work that you do? |
| **Key Action:** Proactively asking for help and seeking ways to provide help. | **Key Action:** On a weekly basis, acknowledge members on your team for their contribution. |

# Growth Statement Breakdown

*This section of the report separates each Factor at the statement level so your team can focus on those statements that matter most to you.*

## Agility 4.2 | Development 3.4

**Agility**

| | | |
|---|---|---|
| 72% | 28% | 4.22 |

I feel encouraged to find new and better ways of doing things

| | | |
|---|---|---|
| 83% | 17% | 4.33 |

My team adapts quickly to change

| | | |
|---|---|---|
| 50% | 50% | 4.00 |

My organization creates new and challenging work assignments
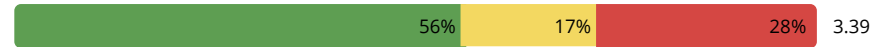
| | | |
|---|---|---|
| 83% | 17% | 4.33 |

**Development**

| | | | |
|---|---|---|---|
| 56% | 17% | 28% | 3.39 |

I receive discussions at least quarterly on my performance and development

| | | | |
|---|---|---|---|
| 33% | 33% | 33% | 3.00 |

My organization provides me with the development necessary to be successful at work

| | | | |
|---|---|---|---|
| 67% | 17% | 17% | 3.67 |

My organization provides opportunities to develop knowledge and skills outside of my work area

| | | |
|---|---|---|
| 67% | 33% | 3.50 |

Green: a favorable response of 4s & 5s ● Yellow: a cautionary response of 3s ● Red: an unfavorable response of 1s & 2s

| | |
|---|---|
| **Key Question:** How are you encouraged the most to take risks, and find better ways of doing things? | **Key Question:** What kind of development opportunities do you need most to be successful at work? |
| **Key Action:** Providing different themes for the meeting / team 'huddles' to look at things differently. | **Key Action:** Be sure to schedule daily / weekly check ins, and have monthly / quarterly talks about development and performance (proactively by the staff member) |

**Sample Team Report**
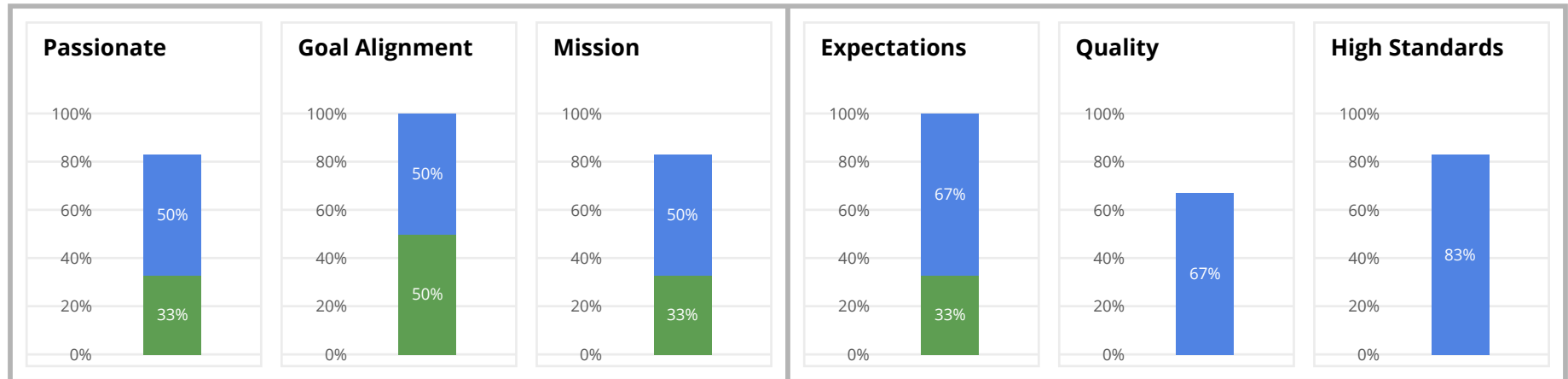
# Celebrating Greatness: Making Good to Great
## Foundational

*This section shows the team's favorable responses to each statement.  Note: A modified title is provided for each statement.*

*This data helps the team identify areas where engagement is good but could easily be improved to make it great.*

## Purpose

### Passionate
- Strongly Agree: 50%
- Agree: 33%

### Goal Alignment
- Strongly Agree: 50%
- Agree: 50%

### Mission
- Strongly Agree: 50%
- Agree: 33%

## Accountability

### Expectations
- Strongly Agree: 67%
- Agree: 33%

### Quality
- Strongly Agree: 67%

### High Standards
- Strongly Agree: 83%

**Strongly Agree**    **Agree**

## Suggested Actions

- If you have a Blue bar at 40% or more (Strongly Agree) - Why did we score so well?' What are some best practices that can be shared with others?

- If you have a Green bar 40% or more (Agree) - What could we do to make this GREAT and move to Strongly Agree?  Share ideas that you can implement to increase engagement further.

# Celebrating Greatness: Making Good to Great

## Reliable

*This section shows the team's favorable responses to each statement.  Note: A modified title is provided for each statement.*

*This data helps the team identify areas where engagement is good but could easily be improved to make it great.*

## Trust

### Individual Trust
- 50% (Strongly Agree)
- 50% (Agree)

### Team Trust
- 50% (Strongly Agree)
- 33% (Agree)

### Leadership Trust
- 83% (Strongly Agree)

## Resources

### Necessary Resources
- 50% (Strongly Agree)
- 33% (Agree)

### Right People
- 83% (Strongly Agree)

### Right Information
- 83% (Strongly Agree)

**Strongly Agree**   **Agree**

### Suggested Actions

- If you have a Blue bar at 40% or more (Strongly Agree) - Why did we score so well?' What are some best practices that can be shared with others?

- If you have a Green bar 40% or more (Agree) - What could we do to make this GREAT and move to Strongly Agree?  Share ideas that you can implement to increase engagement further.
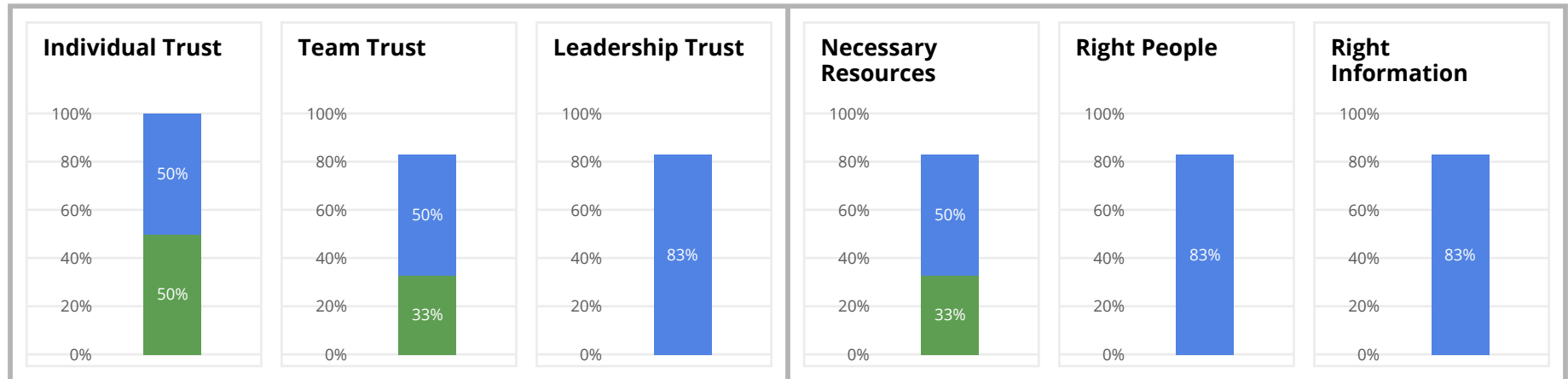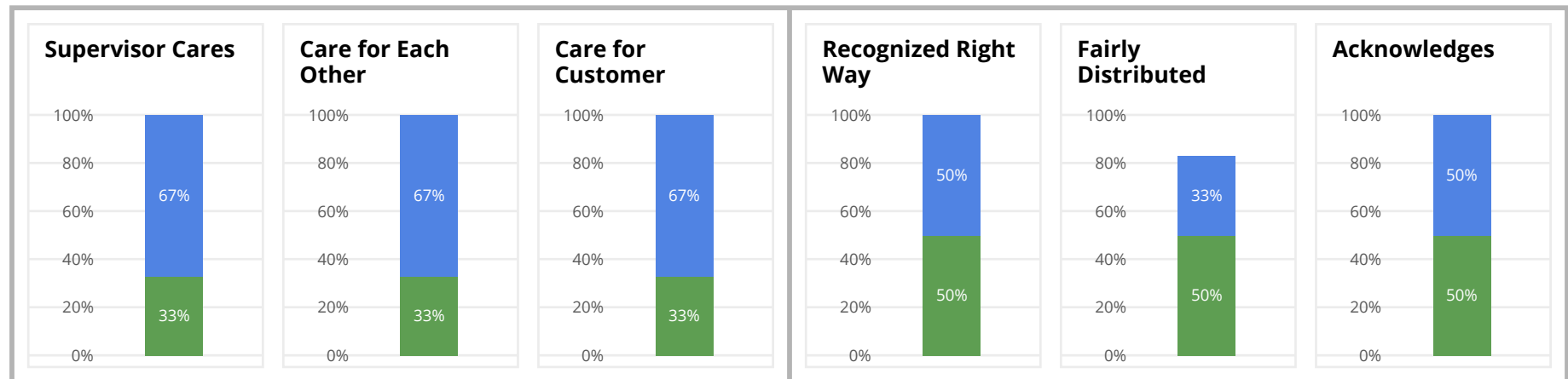
# Celebrating Greatness: Making Good to Great
## Belonging

*This section shows the team's favorable responses to each statement.  Note: A modified title is provided for each statement.*

*This data helps the team identify areas where engagement is good but could easily be improved to make it great.*

## Care

| | | |
|---|---|---|
| **Supervisor Cares** | **Care for Each Other** | **Care for Customer** |
| Strongly Agree 67% / Agree 33% | Strongly Agree 67% / Agree 33% | Strongly Agree 67% / Agree 33% |

## Recognition

| | | |
|---|---|---|
| **Recognized Right Way** | **Fairly Distributed** | **Acknowledges** |
| Strongly Agree 50% / Agree 50% | Strongly Agree 33% / Agree 50% | Strongly Agree 50% / Agree 50% |

**Strongly Agree**     **Agree**

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**Suggested Actions**

- If you have a Blue bar at 40% or more (Strongly Agree) - Why did we score so well?' What are some best practices that can be shared with others?

- If you have a Green bar 40% or more (Agree) - What could we do to make this GREAT and move to Strongly Agree?  Share ideas that you can implement to increase engagement further.
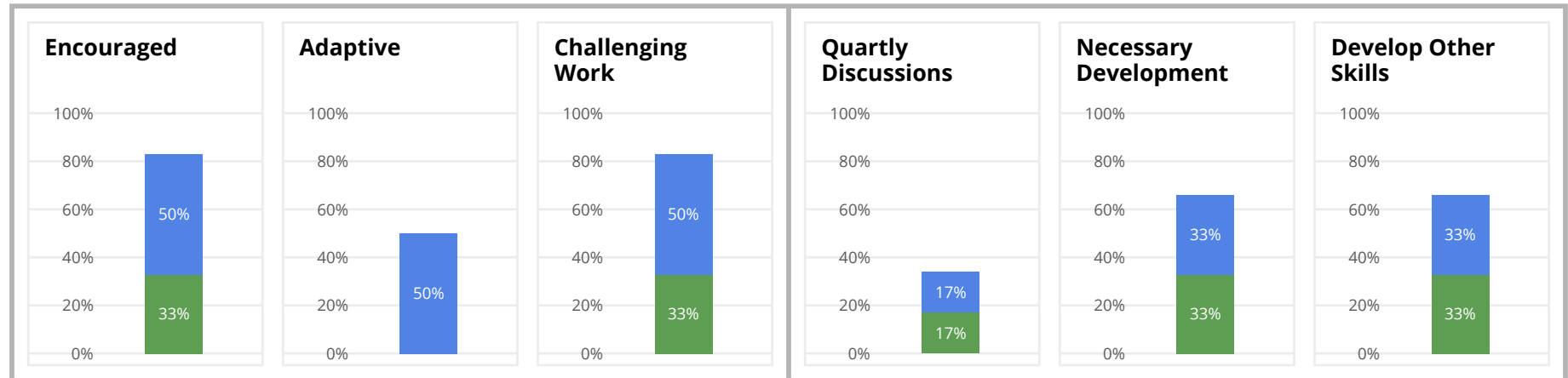
# Celebrating Greatness: Making Good to Great

## Growth

*This section shows the team's favorable responses to each statement.  Note: A modified title is provided for each statement.*

*This data helps the team identify areas where engagement is good but could easily be improved to make it great.*

## Agility

### Encouraged



### Adaptive



### Challenging Work



## Development

### Quartly Discussions



### Necessary Development



### Develop Other Skills



**Strongly Agree**   **Agree**

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**Suggested Actions**

- If you have a Blue bar at 40% or more (Strongly Agree) - Why did we score so well?' What are some best practices that can be shared with others?

- If you have a Green bar 40% or more (Agree) - What could we do to make this GREAT and move to Strongly Agree?  Share ideas that you can implement to increase engagement further.

# Reflection

## Appreciative Inquiry

What can I do to help improve a specific factor or statement?

_____

_____

_____

What can the team do to improve a specific factor or statement?

_____

_____

_____

What can Leadership and the Organization start/stop/or continue doing?

_____

_____

_____

How do you ensure a shift to an employee-led culture of engagement?

_____

_____

_____

# Action Planning

**Critical attributes to creating an employee-led culture of engagement:**

- Prioritize your action items from the bottom of the pyramid up.

- Chose a critical few.  Don't take on too much.  Go through the statements one by one and choose 1-3 to focus on addressing.

- Develop habits.  It takes 90 days to make a habit, so plan for a marathon, not a sprint.

- Action items should be chosen by employees.  A good practice is implementing action committees with a cross section of employees from different departments.

- Ensuring executive sponsorship.

- As you identify next steps, assign clear accountability.

_____

_____

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