


# Talkback


**Welcome**

Results For: Co-op hierarchy: The Co-op

Export Page Responses 50,173

Filters Hide Filters





## Welcome to your Talkback 2021 results

Here is your new, interactive dashboard. This is designed to help you, as a leader, to analyse your results and understand what you and your team should focus on to build engagement and improve colleagues' experiences in your part of the Co-op. You can also export PDF or Excel reports. Please read the guidance below to help you get the most out of your interactive dashboard.

### What is Talkback?

Talkback is our annual colleague engagement survey, which we use to help us make the Co-op the best possible place to work. It's designed to provide in-depth feedback on engagement, leadership, our Purpose and colleague safety and wellbeing to help drive change. The key focus remains on leader behaviours as we know these have a big impact on engagement.

### Understanding the report

Most of the questions in the Talkback 2021 survey were asked on a "Strongly agree" to "Strongly disagree" scale, with results reported as the proportion of colleagues responding positively (i.e. "Strongly agree" and "Agree").

Other question types included open text and multiple choice questions, where respondents were asked to select answers from a predetermined list.

Use the below industry standard to reflect whether positivity scores are poor, average, good or very good:

### Survey live dates

22nd September - 13th October

### Number of responses for your selection

### How to navigate this dashboard

Use the tabs on the left to explore your results, including:

Headlines

Themes & questions

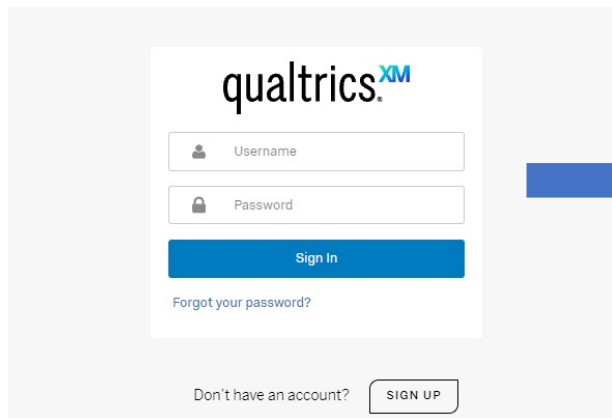
Comments

Action planning

1

Welcome to a guide explaining how to use your Talkback 2021 dashboard, and how to export areas of interest.

# Talkback

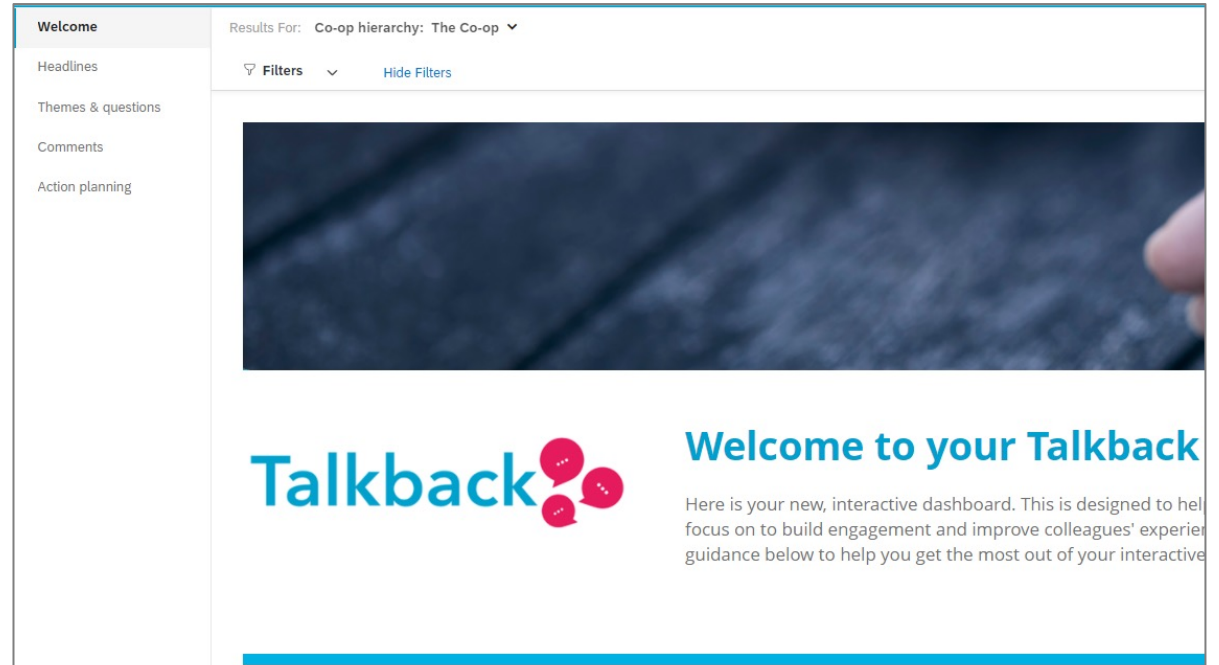


qualtrics<sup>XM</sup>

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**Welcome**

Results For: Co-op hierarchy: The Co-op ▾

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- Headlines
- Themes & questions
- Comments
- Action planning

**Talkback**

## Welcome to your Talkback

Here is your new, interactive dashboard. This is designed to help you focus on building engagement and improving colleagues' experience. Follow the guidance below to help you get the most out of your interactive dashboard.

After logging in, you'll be presented with the dashboard's welcome page.

On the menu on the left, you can swap between the overall headlines and breakdowns for scores in specific areas.

As you move between areas, you may notice large blank sections – don't be alarmed; the charts sometimes take a minute or two to load up and come into view.

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## Exporting the report

- There are a few ways you can export your results so that you can distribute them outside of the dashboard - we recommend using PDF, but you can also export as an image (JPG) or excel (CSV).
- To export the page contents into a PDF, click on the export icon at the top right corner of the page and select the following recommended settings, though you are welcome to use your preferred settings if you wish:

**Paper size – A4**

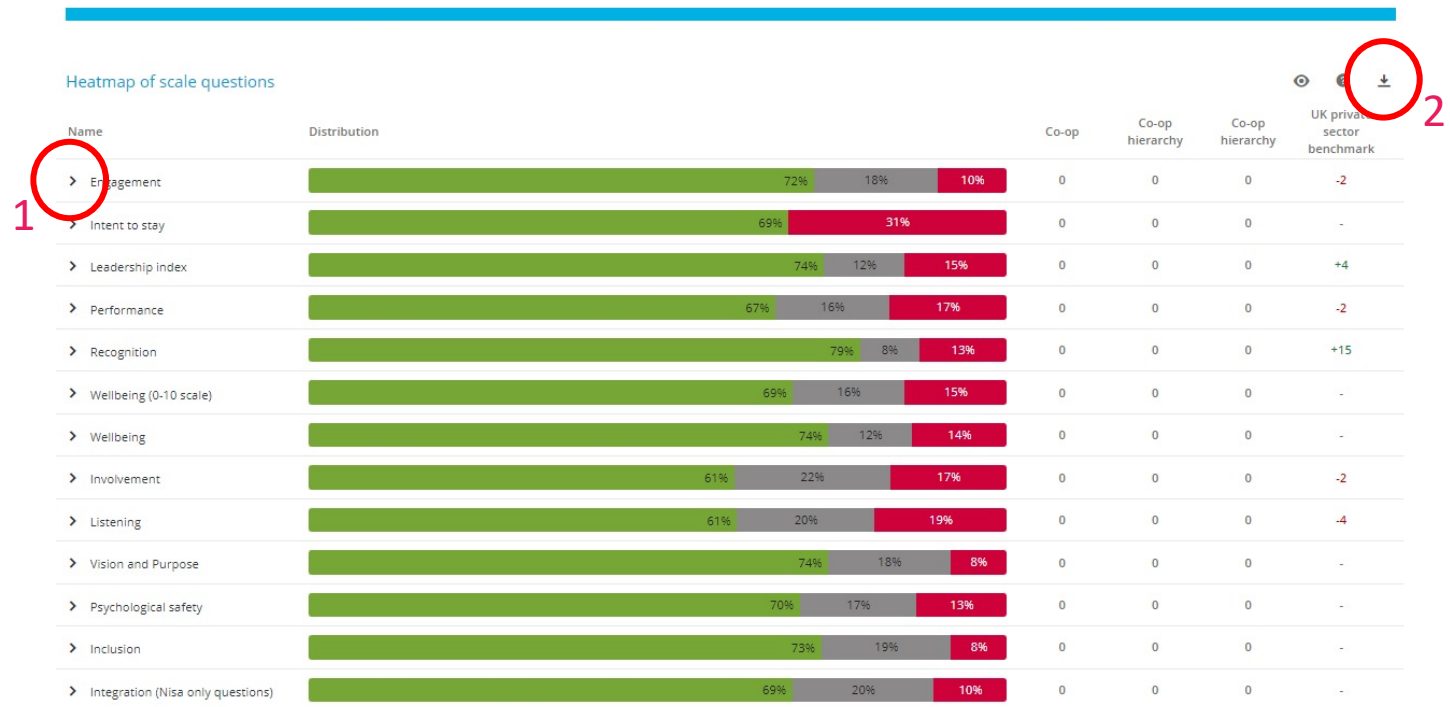
**Tick ‘no page breaks’**

**Margin – 0.25**

**Zoom – 75%**

**Tick 'hide filters', 'hide header' and 'hide page list'.**

- You can export multiple pages at once using the ‘Select pages’ filter.
- You can also choose 'select all' to export the whole report.



- Each of these arrows can be used to expand the sections and allow views of the questions asked within. You can open as many sections as you wish.
- This icon will allow a download of the selected results

# Talkback

| Heatmap of scale questions          |              |
|-------------------------------------|--------------|
| Name                                | Distribution |
| › Engagement                        | 72% 18%      |
| › Intent to stay                    | 69% 31%      |
| › Leadership index                  | 74% 12%      |
| › Performance                       | 67% 16%      |
| › Recognition                       | 79% 8%       |
| › Wellbeing (0-10 scale)            | 69% 16%      |
| › Wellbeing                         | 74% 12%      |
| › Involvement                       | 61% 22%      |
| › Listening                         | 61% 20%      |
| › Vision and Purpose                | 74% 18%      |
| › Psychological safety              | 70% 17%      |
| › Inclusion                         | 73% 19%      |
| › Integration (Nisa only questions) | 69% 20%      |

| Heatmap of scale questions  |              |
|---|--------------|
| Name  | Distribution |
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| ▼ Wellbeing   | 74% 12%      |
| My manager shows that they care about my wellbeing  | 78%          |
| I have a balance between my work and home life that works for me  | 71% 13%      |
| I am clear on my options for raising any concerns about bullying, harassment or discrimination                        | 84%          |
| I feel safe in my current working environment   | 72% 14%      |
| My manager role-models a healthy balance between their work and home life   | 66% 21%      |
| Using the resources that the Co-op provides, I feel well-informed and empowered to be able to manage my own wellbeing | 73% 16%      |
| In the last 12 months, I have experienced an incident which made me feel unsafe at work (% No)                        | 76%          |
| › Involvement   | 61% 22%      |
| › Listening   | 61% 20%      |
| › Vision and Purpose  | 74% 18%      |
| › Psychological safety  | 70% 17%      |
| › Inclusion   | 73% 19%      |
| › Integration (Nisa only questions)   | 69% 20%      |

On the left, you can see an export of the sections without any expansion.  
On the right, an export with the wellbeing section expanded.

- I can't see anything?

We know the charts are quite data-intensive and that store and branch wifi is sometimes a little slow, you might need to give it a few minutes to load up.

- I don't have a report?

This probably means you had less than 5 people respond to the survey, so your report is at the next level up.

- I've moved and am now the manager of a different team

Contact us at [talkback@coop.co.uk](mailto:talkback@coop.co.uk) and we can re-align you to the correct team.

- Why can't I see the comments?

For confidentiality reasons, we've limited this view to teams who have 20 or more comments only. If you want to see themes for your wider area, you can talk to your manager. We're reviewing this approach for next year's survey.

If you've got any other queries, please contact us at [talkback@coop.co.uk](mailto:talkback@coop.co.uk) or on the Talkback channel on Yammer.