

## After the Survey

You've completed the CourTools Measure 9: Employee Satisfaction Survey. Now What?

**CourTools Measure 9** is a great tool to measure the climate of the court, but without a plan of action that includes effective follow up and engagement with employees, it is unlikely the court will see much improvement. In fact, 1 in 3 employees are likely to become disengaged if nothing is done once the survey findings are in. Employees expect action. Meaningful engagement with employees with the goal of improving the work place can lead to positive change.

Here are some ways to follow up on what you've learned from the survey.

"At the end of each survey or conversation, communicate that the feedback will be used to improve your current review process. Thank employees for their candid responses, and let them know when to expect an update." -Quantum

### Develop an Action Plan

With an eye toward the motivators and environmental factors that determine satisfaction and dissatisfaction rates, **court managers should review survey results in order to develop an action plan.** A macro-level approach when developing a plan creates an outline for change, which, ultimately, includes employee input and buy-in for improvements. Involving staff members early in this process and empowering them to take ownership over the process is critical to long-term change of court culture.

**Don't know where to start?** The Supreme Court of Ohio's Case Management Section will review your court's survey results and provide a blueprint regarding areas of concern, provide ideas for developing the action plan, and work with court management to create an approach that meets the needs of the court.

### Host Employee-Driven Focus Groups

**Employees expect follow up as a result of their candid feedback.** Invite employees to attend a post-survey focus group to examine detailed survey results, converse about where to improve, and discuss the best way to go about it. This demonstrates the organization's commitment to improving the workplace and shows that the opinions of the employees really do matter.

**Need help?** Case Management staff are LEAN-Ohio-trained facilitators, ready to assist local courts throughout this process. From brainstorming meeting items and coaching managers on handling difficult conversations, to moderating focus groups on site, the Case Management team tailors its tool kit with sensitivity to the needs of your individual court.

### Take Action through Measurable Goals

**What gets measured matters.** Using the information gleaned during post-survey focus groups, a core team develops measurable, actionable items that will improve the workplace. Don't be afraid to approach problems with creative solutions, or to revive programs from the past. With time, persistence, and regular follow-up, change will happen.

"To be effective, the process of determining priorities must be fair and equitable, and it must originate with the team." -Gallop

Give us a call.

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