

Survey follow-through meeting

Choose one action, an owner, and a review date

[Team name] | [Meeting date]

30 minutes

Synthetic practice example: 25 invited people in a 60-person company

Agenda and discussion rules

- 3 min** Set the scope and rules
- 5 min** Read the results and limits
- 10 min** Discuss one theme
- 8 min** Agree an action and owner
- 4 min** Confirm the employee update and review

Discuss the work, not who answered.

Anyone can pass. Do not ask people to explain their survey score.

Use [People contact / route] for an issue that needs a private conversation.

Results we can share

+35

September eNPS

20 / 25

Valid answers / invited

80%

eNPS participation

Synthetic period	Promoters	Passives	Detractors	eNPS
August	8	7	5	+15
September	11	5	4	+35

eNPS changed by +20 points. Participation was 80% in both periods.

These aggregate counts do not tell us whether the same people responded.

What these results leave open

- 1 At 20 answers, one adjacent-band change is 5 points.
- 2 One detractor-to-promoter change is 10 points at that same count.
- 3 Changes in respondents, question wording, or timing affect comparisons.
- 4 A higher score alone does not prove an action worked.

Discuss one theme

Investigate

Late changes to weekly priorities

Keep

The daily handover that helps teams coordinate

Where does this show up in the work? Give a process example without identifying a person.

What would make priorities clearer next week?

What should we preserve while changing the process?

Choose an action we can deliver

Team decision Publish three weekly priorities and name the work to pause.

Needs escalation Request a staffing review from [decision owner].

Preserve Keep the daily handover while testing the priority list.

Choose a change the owner can approve and complete.

If a request needs escalation, name the decision owner and response date.

Record the action decision

Field	Synthetic example to replace
Action	Publish three weekly priorities and work to pause
Owner	Team lead
Due date	October 12, 2026
Completion check	Priority list shared before weekly planning
Review date	October 26, 2026

Send a clear employee update

You told us that late priority changes make planning harder. We will publish the week's three priorities and name the work to pause. The team lead owns this, due October 12. We will review whether the list is usable on October 26. We will keep the daily handover. The staffing request needs a separate decision; [decision owner] will respond by [date].

Replace this synthetic message, then share it through your team's usual channel.

Include what was heard, the decision, the owner, and when employees will hear back.

Review the action on the agreed date

Delivery Did the priority list exist before planning?

Usefulness Could people use it to decide what to pause?

Next decision Continue, change, stop, or escalate?

Record the observed outcome in the action log.

Read the next survey with its counts and context. A score change alone is not evidence of cause.

Synthetic example. Replace the results, themes, and dates before use.