

FACILITIES, REAL ESTATE & AUXILIARY SERVICES

Gallup Q12 Assessment
August 7, 2018



Overview

- The University of Delaware's Alfred Lerner College of Business and Economics will be assisting the FREAS organization with an employee engagement program using the Gallup Q12 assessment.
- The program is designed to increase the organizations senior manager's awareness of the factors that affect employee engagement and better understand the level of employee engagement in UD Facilities.
- Our Faculty leader, Dr. Jack Baroudi, with the Alfred Lerner College of Business and Economics, has extensive executive education and facilitation experience working with all levels of personnel and business organizations.

Program Description

Enhancing Employee Engagement with the Gallup Q12 Assessment:

The Gallup Q12 Assessment allows organizational leaders to better understand the degree to which their employees are engaged with their work and areas to focus their efforts to ***improve employee engagement***.

Employee engagement is the extent to which employees feel passionate about their jobs, are committed to the workplace, and put discretionary effort into their work.

This program starts with:

- FREAS employees will complete the online Q12 survey (12 Questions long)
- Dr. Baroudi analyzes survey results and prepares debriefing
- Dr. Baroudi debriefs the survey results to VP of FREAS
- Dr. Baroudi debriefs the survey results to the FREAS senior leadership team (Directors)

Q12 Questions

1. I know what is expected of me at work
2. I have the materials and equipment I need to do my work right
3. At work, I have the opportunity to do what I do best everyday.
4. In the last seven days, I have received recognition or praise for doing good work
5. My supervisor, or someone at work, seems to care about me as a person
6. There is someone at work who encourages my development
7. At work, my opinions seem to count.
8. The mission or purpose of my company makes me feel my job is important
9. My associates or fellow employees are committed to doing quality work
10. I have a best friend at work.
11. In the last six months, someone at work has talked to me about my progress
12. This last year, I have had opportunities at work to learn and grow.

About Gallup

- Gallup's Q¹² employee engagement survey measures the elements of great management that positively impact those workplace needs. Managers and leaders in organizations of any size, across any industry, can use the Q¹² survey to measure engagement. And they can access the growing number of developmental resources and management tools to successfully create and sustain employee engagement.
- To identify the 12 elements of engagement, Gallup spent years conducting thousands of interviews at every level of various organizations, in most industries, and in several countries. Since Gallup finalized the Q¹² question wording in the late 1990s, the survey has been administered to more than 25 million employees in 189 different countries and 69 languages. The questions emerged from Gallup's pioneering research as the best predictors of employee and workgroup performance.
- The data created from completed Q¹² surveys are specific, relevant, and actionable for any team at any organizational level, and they are proven to affect key performance metrics. Why? Because the Q¹² measures employees' emotional engagement, which ties directly to their level of discretionary effort — their willingness to go the extra mile for their company.