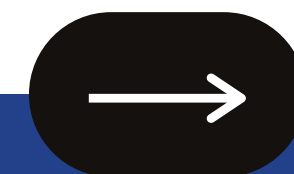




# Engagement Survey Results

Presented by the Employee Experience Team



# Meet Your Employee Experience Team



**David Hubbard**  
Chief Administrative  
Officer  
Executive Sponsor



**Adriana Sanchez**  
HR Manager  
Team Lead



**Sarah McIver**  
Learning & Development  
Specialist  
Team Co-Lead



**Alyson Taylor**  
Applications Support  
Specialist  
Team Administrator



**Dakota Folts**  
Journeyman  
Employee Champion



**Rocio Gallegos**  
Executive Assistant to the  
CEO  
Employee Champion



**Jessica Green**  
Water Services Division  
Planner  
Employee Champion



**Sergio Luna**  
Control Center Operator II  
Employee Champion



**Billy Shearer**  
Safety Manager  
Employee Champion



**Amy Watkins**  
RIM Assistant  
Employee Champion

# Engagement Survey Consultants



**Gretchen Reuwer**

**Director of Electric  
Services**



**Jason Cristofolletti**

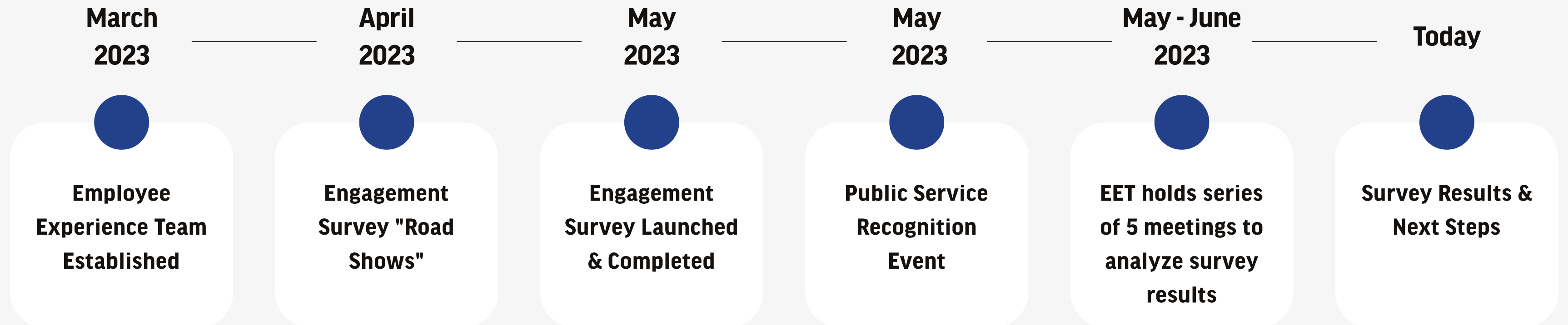
**Customer Service Support  
Representative**



**Janelle Chapman**

**Senior Buyer**

# What's New...



# Scored Results Summary

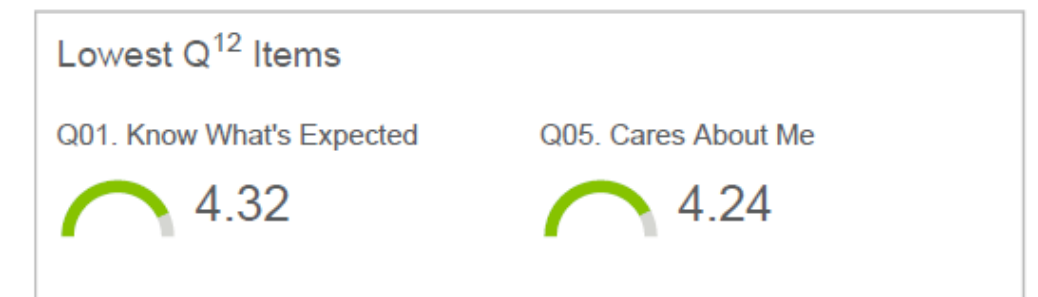
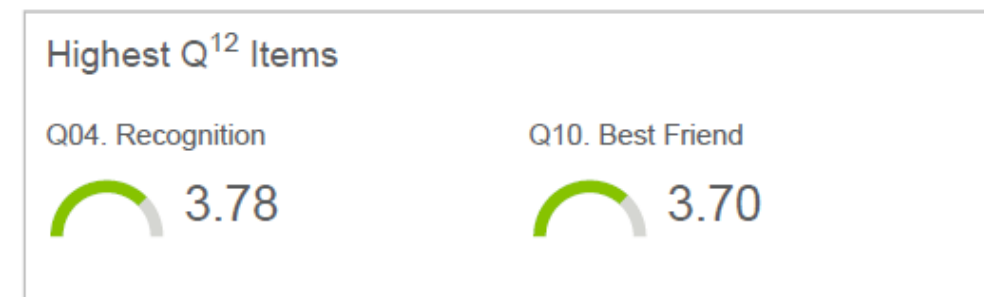
GALLUP®

EMPLOYEE ENGAGEMENT REPORT

## Employee Engagement Survey 2023

All - All

Apr 30, 2023 - May 17, 2023 | Total Respondents : 296



# Verbatim Response Questions

- Please take this opportunity to provide additional feedback for any of the Q12 questions.
- Please list the things NBU is doing well and should continue.
- If you could make ONE change at NBU, it would be:
- What is the most important action your manager could take to impact your engagement and make you feel valued?
- Please list any roadblocks or resource limitations that get in the way of your success.
- Please list any other concerns you feel NBU should address.

# Common Themes by Question

1

## Additional Comments on Q 12:

Disconnect between leadership & front line staff.

Communication challenges from Executive level down.

"Wish communication was better and a lot more training opportunities."

2

## What NBU is Doing Well:

Work-life balance.

Hybrid/flexible work schedule options.

"NBU takes care of their employees."

3

## If you could make ONE change at NBU:

Better communication from top down.

Streamlining of processes and procedures.

"Training to help employees learn to communicate effectively."

4

## Action Managers could Take to Improve Engagement:

"Communication and involvement."

Recognition, acknowledgement, and feedback.

"Allow more time for training & professional development."

5

## Roadblocks and Resource Limitations:

"A real committment to training."

"Would like to request training but no support with management."

"Communication between management and employees a huge roadblock."

6

## Additional Concerns:

"Please keep working on communication."

Leadership accountability.

"Leadership is key."



# The Good News

**Please list the things NBU is doing well and should continue:**

**"NBU is a great place to work!"**



**"Working from home has lessened my stress."**

**"I enjoy coming to work every day."**



**"The culture and camaraderie among front-line employees."**

**"Great benefits, holidays, and flexibility with work schedules."**



**"NBU is good at providing reliable service to customers."**

**"The number one thing about NBU is that they make us all feel like we belong to a family."**

# Opportunities for Action

1

**Communication**

2

**Leadership**

3

**Training**

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# Communication

## Recommended Action Items

- **Establish & Communicate Internal Best Practices for Communication.**

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- **Establish & Communicate External Best Practices for Communication.**

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- **Establish procedure for dispersing company-wide communications effectively to ALL employees.**

**Q1:**

**I know what is expected of me at work.**

**Q3:**

**At work, I have the opportunity to do what I do best every day.**

**Q5:**

**My manager, or someone at work, seems to care about me as a person.**

**Q7:**

**At work, my opinions seem to count.**

# Leadership

## Recommended Action Items

- **Establish regular 1:1 check-ins & provide relevant training.**
- 
- **Provide leadership training with a focus on giving & receiving feedback.**

**Q1:**

**I know what is expected of me at work.**

**Q3:**

**At work, I have the opportunity to do what I do best every day.**

**Q5:**

**My manager, or someone at work, seems to care about me as a person.**

**Q7:**

**At work, my opinions seem to count.**

# Training

## Recommended Action Items

- **Offer more times and virtual options for trainings.**

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- **Establish and execute communication plan for training offerings.**

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- **Develop training on Communicating with Emotional Intelligence.**

**Q1:**

**I know what is expected of me at work.**

**Q3:**

**At work, I have the opportunity to do what I do best every day.**

**Q5:**

**My manager, or someone at work, seems to care about me as a person.**

**Q7:**

**At work, my opinions seem to count.**

# Quick Wins

Action Items Done or In Progress

- ✓ **Parental Leave**
- ✓ **Smartdollar Financial Wellness Program**
- ✓ **Nutritional Counseling**
- ✓ **De-escalation Training**
- ✓ **Roll out existing Executive Standard Operating Procedures for all meetings**
- ✓ **Bi-lingual stipend**
- ✓ **Increase response time for field ops**
- ✓ **Review boots and jeans policies**

# EET: Looking Ahead

1

## Deeper Dive into Data

- Tenure
- Time in Position
- Gender
- Ethnicity
- Pay Grade
- Job Class

2

## Revamp Recognition & Awards Process

- Committee will review nominations
- Committee will recommend awardees
- Goal is to avoid popularity contest

3

## Anonymous Feedback

- Establish system for anonymous feedback
- Review anonymous feedback
- Make recommendations based on anonymous feedback

# NBU: Looking Ahead

## Communication

### Next Steps

- Report and communicate progress on action items quarterly
- Review EET's analysis of additional data
- Implementing Flash Friday
- Commitment to creation of communication protocols
- Modified strategic goals for People & Culture

## Leadership

### Next Steps

- Minimum of 12 hours of leadership training offered
- State of the team conversations to establish department and companywide engagement goals
- Recommended 1:1 check ins

## Training

### Next Steps

- Focus L&D training plan on improving Q1, Q3, Q5, Q7
- Communicate L&D training program opportunities
  - Training program includes training for all levels of the company

# Questions

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