

4 Steps to Ensure Employees Feel Valued and Heard



Want to know what employees need to feel like they matter to the organization?
Ask them!

Effective leaders know listening to employees sets the stage for success. It takes just a few steps—and the right questions—to show employees you truly value them.

STEP ONE

Personalize your care plan

Ask: What do you need to do your best work?

By asking employees about their preferences, needs, and opinions, you're communicating to them that their feedback matters. Further, by ensuring accessibility, respecting diversity, and promoting inclusion, you give every employee an equal opportunity to excel in their role.

Employees who feel their company cares for them are **9x more likely to stay at their company** for three or more years.

Everyone wants to be seen and heard for who they are and how they contribute. This is true for any relationship, but in the workplace, feeling valued translates to greater retention, better engagement and a stronger bottom line.

STEP TWO

Acknowledge the whole employee

Ask: How can I help promote your growth as a whole person?

It's important to remember that every employee has a life outside of work that factors into how they show up for work each day. Leaders who listen to what employees need to be successful are better equipped to help an employee grow their skills at work, while also nurturing their growth as a whole person.

Understanding where professional development, organizational success, and personal satisfaction overlap puts growth center stage for the employee—and the team.

STEP THREE

Identify each team member's "why"

Ask: What does success look like to you?

Knowing this about each member of the team makes it easier to determine how they can contribute to the success of the organization as a whole.

96% of employees want to be able to give at least some feedback.

Asking employees about their motivations and personal goals can shed light on where employees find the most meaning at work, and how their everyday experience reflects a shared vision of success.

STEP FOUR

Listen and prove it

Showing you are listening helps you advocate for the unique needs of each team member and informs decisions to improve the work experience and the bottom line.

Acting on feedback communicates to employees that what they say matters and that their perspectives factor into the company's overall vision. When listening and feedback are part of the day-to-day, the focus on shared priorities presents more opportunities to recognize and build a successful business...together.



Where can you gather feedback?

- Group meetings
- One-on-one meetings
- Performance reviews
- Email, phone calls and instant messaging
- Suggestion box submissions
- Surveys
- An engagement management tool, such as TINYpulse

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