



REPORT FOR ACTION

Employee Engagement Survey Report 2019 Results

Date: October 9, 2019

To: The Board of Governors of Exhibition Place

From: Don Boyle, Chief Executive Officer

Wards: All Wards

SUMMARY

The Employee Engagement Survey Report 2019 Results ("Survey") from WorkTango attached as Appendix A is provided to the Board of Governors for information. The City of Toronto contracted with an external vendor, WorkTango, and Exhibition Place partnered with the City of Toronto to facilitate the Survey which was conducted between April and May 2019. The same Survey was distributed to City staff, as well to Exhibition Place non-union and union staff. Completion rate of the Survey was at 93% compared to 74% in 2016. Based on the results and feedback from the 2019 Survey, staff would be developing ongoing action plans, and with WorkTango assistance and expertise to deliver further insights through focus group meetings to increase employee engagement at Exhibition Place in 2020 through 2022.

RECOMMENDATIONS

The Chief Executive Officer recommends that:

1. The Board receive this report for information.

FINANCIAL IMPACT

There is no financial impact resulting from the adoption of the recommendation of this report. The cost for this project is included within staff training and development budget for 2019 and would be included in the 2020 through to 2022 operating budget.

DECISION HISTORY

The Exhibition Place 2017 - 2019 Strategic Plan has an Organization and Staffing Goal to Deliver a Customer Service Strategy that embodies employee empowerment and customer engagement, and as a Strategy actively promote and develop employee engagement at all levels to meet our customer service expectations.

At its meeting of May 18, 2017 the Board adopted a report from the CEO which outlines the results of the Count Yourself In Workforce Survey (CYI survey) conducted at Exhibition Place to capture the diversity of our workforce which survey replicates a similar one administered by the City of Toronto for its employees.

<http://app.toronto.ca/tmmis/viewAgendaItemHistory.do?item=2017.EP3.16>

COMMENTS

Background

Prior to partnering with the City of Toronto Engagement Survey, Exhibition Place had created its own survey to measure employee engagement in 2016. The survey was not well received with a response rate of 74%. The main reason for the low participation was that staff did not trust that the information collected was confidential and anonymous. In 2019 Exhibition Place decided to partner with the City to deliver both a consistent survey across the City, and provide employees with the confidence that the process is secure and confidential.

WorkTango is an Employee Insights Company designed to help organizations improve the employee experience by leveraging people analytics around employee engagement and employee surveys. WorkTango helps companies with the design of workshops, as well as, provide expert advice in the planning and communication of programs, and the sustainability of successful initiatives.

WorkTango partnered with the City of Toronto to facilitate and collect insights for the Employee Engagement Survey conducted in April and May 2019. Both the non-union and union staff of Exhibition Place participated in the survey, with a completion rate of 93%. The survey participation while encouraged by department heads to complete, and be heard was voluntary for all staff. To protect confidentiality, responses were anonymous and submitted directly to WorkTango to administer. The summary results were forwarded to management for review to assist in identifying areas for improvement across the organization. Based on the results of the survey, Exhibition Place would be seeking assistance from WorkTango through the facilitation of focus group sessions in 2020 to 2022 to further explore, develop, and improve engagement and communications within the workplace culture. Employee feedback from the engagement survey at all levels is essential to manage issues and challenges, and provide the employee with an opportunity to share what is working well, and identify other opportunities for improvement.

The focus group sessions will include:

1. Engagement and what it means to you
2. Groups discussion around the most critical issues
3. Understanding roadblocks and frustrations you as employees may face while doing your work
4. Perspectives around leadership and suggestions for improving leadership
5. Open-forum around other suggestions to improve employee morale, and the overall employee experience for everyone

The feedback received from both WorkTango and staff will influence decisions around initiatives taken as a result of the Engagement Survey, and drive positive change for employees and improve on efforts to build an engaged, high performing, and productive organization. Quarterly updates will be provided to the City Manager on progress made on meeting the required target to improve staff engagement.

CONTACT

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SIGNATURE

Don Boyle
Chief Executive Officer

ATTACHMENTS

Appendix A - WorkTango Employee Engagement Survey Report 2019 Results
(Summary)