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## INTRODUCTION

Hello,

This report contains comments from your employees about what they love at SampleCo 2017 – and what they'd like to see improved.

We ask each employee 3 of our 47 comment questions based on their individual responses to survey statements. This strategy allows us to dig into the topics that matter most to them or those where their perspective was unique from the rest of your organization.

We grouped the comments by topic and attributed each comment to the employee's department if there were at least 10 responder from that department.

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# Engagement

- *Referral*
- *Motivation*
- *Loyalty*

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Alignment

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Effectiveness

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Connection

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My Manager

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The Basics

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I love my job because...





## Why would you recommend working at SampleCo 2016?

1.	It is a solid company to work for and encourages us to excel at our jobs. - an employee in Sales
2.	It is still a fun environment to work at. Everyone just puts on a happy face and gets to work when at work. Also, the money is good when starting. - an employee in Manufacturing
3.	The values and beliefs of the company. - an employee in Location B Distribution
4.	The people that work here. - an employee in Specialized Operations
5.	Good benefits, Good People, Fun environment. - an employee in Manufacturing
6.	Great management, great benefits, family friendly. - an employee in Insurance
7.	The overall positive atmosphere and the benefits. - an employee in Risk Management
8.	The talent present and the industry we work in. - an employee in Risk Management
9.	Doing something valuable with great people. - an employee in Senior Leadership Team
10.	Flexibility, decent pay and good benefits. Nice place to work in general. - an employee in Location A Distribution
11.	Opportunity to be a change agent. - an employee in Technical Support
12.	There are a lot of great things. Our core values rock. The benefits are great. People are intelligent and friendly. Just an overall great environment. - an employee in Finance
13.	The work atmosphere. - an employee in Manufacturing
14.	The company is supportive of its employees, and recognizes the individuality of each person. Employees are given the tools they need to grow, and are encouraged to pursue their own interests and goals. - an employee in Insurance
15.	Nice employees, challenging work. - an employee in Development

*Why would you recommend working at SampleCo 2016? (continued)*

16.	Size of opportunity, leader, product direction. - an employee in Insurance
17.	Everything. this jobs is incredible. - an employee in Research & Development
18.	Great atmosphere and benefits. - an employee in Manufacturing



### *What makes you hesitate to recommend working at SampleCo 2016?*

1.	Not enough managers are like the one I have. Also, there are few opportunities to go somewhere in the company and turn a job into a career. - an employee in Manufacturing
2.	We need a slower pace. Better work building, better work life balance. - an employee in Development
3.	Low pay, people don't seem to care. - an employee in Sales
4.	My specific department - I'd recommend working in a different one. - an employee in Insurance
5.	Bad pay and benefits. - an employee in Insurance
6.	I wish there was more effort put towards software development, and more freedom to adopt innovation. - an employee in Advertising
7.	The company needs to work harder to make its products better and started making strides towards eliminating the stigma everyone associates with the company's past. - an employee in Insurance
8.	It doesn't feel like we're on our way to making big changes. - an employee in Location B Distribution
9.	I need more flexibility and work-from-home options. - an employee in Sales
10.	We need better balance of work and life outside of work. It's hard to move up, hard to get a new schedule. Job is very stressful and a HEAVY emphasis on selling. Just not for everyone. - an employee in Sales
11.	They need to stop constantly changing policies that make this job more difficult. Stop taking benefits and pay at random, with new emphasis on different things that do not help our customer. Better relayed information. Better shifts for the department that we are in. - an employee in Manufacturing
12.	Poor benefits, and we need more training scheduled for reps. - an employee in Sales
13.	The organization and communication. - an employee in Sales
14.	Management and accountability aren't great. - an employee in Sales

*What makes you hesitate to recommend working at SampleCo 2016? (continued)*

- |     |   |
|-----|---|
| 15. | Pay and salaries.<br>- an employee in Sales |
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## What about SampleCo 2016 is motivating to you?

1.	My manager gives me the freedom to try new things, even if they don't work. The freedom to fail is liberating at allows me to truly try and examine the process. - an employee in Sales
2.	The management team is accepting of new ideas and better ways of doing things. - an employee in Insurance
3.	Benefits, work environment and helping customers is fantastic! - an employee in Sales
4.	We help small business grow. Consulting customers with things they are unaware of which helps improve their businesses. - an employee in Risk Management
5.	The incentives to do well, the company acknowledges and rewards us for our effort. Hard work goes noticed here! - an employee in Sales
6.	The way my manager listens to everyone. - an employee in Sales
7.	Being able to make a difference. - an employee in Insurance
8.	Knowing that everyday I go into work I am more than likely going to learn something new. - an employee in Research & Development
9.	I can make a difference. - an employee in Advertising
10.	The positivity in Senior Leadership. - an employee in Location B Distribution
11.	There is a constant drive to support our customers and help them realize their dream. - an employee in Sales
12.	My managers make it easy to come to them to talk about any issues that arise, and we have regular meetings to discuss expectations. Also, the individuals that I work with are helpful and easy to ask questions/assistance from. - an employee in Sales
13.	The products made here service many different fields of exciting research. - an employee in Advertising
14.	Evolving business model and change makes for interesting challenges. - an employee in Sales
15.	Benefits, food, dress code, pay structure. - an employee in Sales

*What about SampleCo 2016 is motivating to you? (continued)*

16.	It is at the front of important research and I love being a part of that. - an employee in Sales
17.	Assisting both customers and agents to achieve goals on personal and professional levels. - an employee in Sales
18.	The opportunity to help change lives through helping small businesses with their online goals. :). - an employee in Sales
19.	I love talking to the customers and figuring out solutions to their business problems. - an employee in Sales
20.	Challenging technical and operational problems. - an employee in Sales
21.	Helping small businesses, vision, team members. - an employee in Insurance
22.	Growth. - an employee in Sales



*What gets in the way of you feeling motivated at SampleCo 2016?*

1.	I strongly feel that motivation is up to me but I would rather perform work that is more important/specialized. - an employee in Risk Management
2.	Not enough encouragement from our higher leadership. - an employee in Advertising
3.	The managers run the department. - an employee in Sales
4.	I think it would be nice if ideas were valued based on their content, more than how long you have been at the company. - an employee in Sales
5.	I wish they spent more time doing the incentives that they give, tons of contests all the time which makes the days fun. - an employee in Sales
6.	I don't feel motivated to keep growing within my department and buy in to the company. I wish some method of retention pay, bonus, or profit sharing was offered. - an employee in Sales
7.	All the prizes go to highest when improvement should be recognized. - an employee in Sales
8.	I need to be treated as a individual and not a replaceable rep. - an employee in Server Support
9.	The tax on bonus is ridiculous - we should go to commission. - an employee in Sales
10.	We should get stock options if and when we eventually go public. Also, more career advancement opportunities. - an employee in Location B Distribution
11.	No training options. We need more information for jobs other than working on the phones. - an employee in Sales
12.	Not enough real career advancement options. - an employee in Sales
13.	You should improve the office setting. Have community standing work stations! - an employee in Finance
14.	I miss the high energy. We need more contests that are not just sales based. - an employee in Manufacturing
15.	Employees don't have enough input. - an employee in Finance

*What gets in the way of you feeling motivated at SampleCo 2016? (continued)*

16.	No education opportunities. - an employee in Manufacturing
17.	Unfair treatment, not holding people accountable, putting all of the metrics directly on the reps. - an employee in Manufacturing
18.	They have lost the ability to motivate a majority of reps here. It's almost a systematic process that they have undergone the past 3 years where they take and take, and ultimate lose any benefit for being here. Subsequently they end up getting less qualified people to work here, that do worse at supporting our customers. The focus on caring about our customers was thrown out of the window months ago, and the only focus here is what we can do to inflate our revenue. - an employee in Manufacturing
19.	Maintenance type work instead of projects that are interesting and meaningful. - an employee in Development
20.	Poor benefits. - an employee in Sales



*What contributes most to you wanting to stay with SampleCo 2016?*

1.	Continual expansion of ideas, technology, facilities, and financial reward. - an employee in Sales
2.	Fun environment, bonus structure the way it is and activities and games. - an employee in Sales
3.	Management is doing a great job making sure the work place stays enjoyable. Pay is great for what the job is and the perks are awesome. - an employee in Sales
4.	Upward mobility, excellent pay and benefits, great co-workers. - an employee in Manufacturing
5.	Great people and an opportunity to do interesting work. - an employee in Advertising
6.	The positive work environment and friendly co-workers. - an employee in Manufacturing
7.	Good pay/benefits, good atmosphere, good people. - an employee in Advertising
8.	Interest in my work and the relationships I have built. - an employee in Manufacturing
9.	The flexibility of the job. - an employee in Location A Distribution
10.	A flexiable work schedule, the opportunity to learn new things, and being part of a leading company. - an employee in Sales
11.	A hope things will return to the way they were when we had fun at work and it was a joy to come in and not the job it is now try to put the focus back to support and not sales. - an employee in Sales
12.	Great people to work with and great benefits and pay. - an employee in Advertising
13.	I love the people I work with. The vast majority are positive and contribute to each others success, which makes dealing with those who are cancerous easier. - an employee in Insurance
14.	The company's vision and it's impact. - an employee in Location B Distribution
15.	Potential for bonus and moving up. - an employee in Sales

*What contributes most to you wanting to stay with SampleCo 2016? (continued)*

16.	Doing meaningful work with good people I enjoy working with. - an employee in Finance
17.	Schedule flexibility. - an employee in Server Support
18.	Opportunities. - an employee in Risk Management
19.	Good people. - an employee in Sales
20.	The people. - an employee in Manufacturing
21.	Friendly atmosphere, cooperation, flexibility, challenging work, learning new things. - an employee in Insurance
22.	The people, the customers & the environment. - an employee in Manufacturing
23.	Culturesuccessteamwork. - an employee in Sales
24.	Coworkers. - an employee in Sales



*Besides higher pay, what would make you less likely to leave SampleCo 2016?*

1.	Better benefits, more autonomy at my position for personal/professional growth. - an employee in Manufacturing
2.	Reducing the time it takes to be vested in the 401K and offering stock options to employees (should the company decide to become publicly traded). - an employee in Sales
3.	Benefits, better work environment (building), better work life balance. - an employee in Development
4.	Flexibility of schedule, variety of tasks to keep the work interesting. - an employee in Sales
5.	More flexibility with responsibilities. Not less work, but the ability to work on other projects at any level of employment. - an employee in Sales
6.	Ability to make own decisions and feel my input is valued. - an employee in Advertising
7.	More 1 on 1 time with management to discuss future. - an employee in Sales
8.	Less stringent phone rules. loosen up the metrics. - an employee in Manufacturing
9.	A little more training in my department. I feel like I was thrown in and expected to learn on my own. They did offer me resources to continue to grow and I feel like I have improved a lot because of this. - an employee in Manufacturing
10.	Stock options, better benefits. - an employee in Sales
11.	More regular daytime hours. - an employee in Sales
12.	If by some magical force, people who called in were no longer rude when they have an issue. - an employee in Sales
13.	The attendance policy is not very forgiving for those of us that do not take advantage of the system. - an employee in Sales
14.	More Taco Tuesdays!!! - an employee in Sales
15.	More involvement in decisions made by my department, a feeling of appreciation. - an employee in Server Support

**SampleCo 2017**  
Engagement Comments

*Besides higher pay, what would make you less likely to leave SampleCo 2016? (continued)*

16.	A plan for how I could advance my position within the company and earn higher pay and have a more influential role in department and company decisions. - an employee in Sales
17.	More opportunities to move up without having to laterally move then up. - an employee in Risk Management
18.	Adjustable desks for everyone so we can stand. We also need a fitness center or subsidized gym memberships. - an employee in Advertising
19.	The opportunity to be in the dream design department. - an employee in Sales
20.	Increased responsibility and more creative freedom. - an employee in Sales
21.	More games and fun environment. - an employee in Sales
22.	Remodel - windows where I work. - an employee in Manufacturing
23.	More benefits. - an employee in Sales
24.	Better communication about rule changes and updates to the site/products and services we offer. - an employee in Sales
25.	A focus on work and responsibilities which best suit my own skill set. Often highly-trained employees perform tasks which could be done by others, leaving limited time to focus on larger issues which require improvement. - an employee in Sales
26.	Promotion. - an employee in Recruiting
27.	I'm not very good with sales. I wish we had a department that dealt with customer account management, where we would be allowed to spend more than 15 mins on the phone with them, help them with their products, teach them how to use their products. Would be a paid service. - an employee in Sales
28.	Take away the minimums applied to my department and promote good behaviors. Build a department around a group of people that want to be here and help the customers, not around "sales robots." Part of helping customers includes selling things to them that would help there business. The sales would be there and so would the customer service our customers are reaching out to us for. - an employee in Manufacturing

*Besides higher pay, what would make you less likely to leave SampleCo 2016? (continued)*

29.	<p>1. Respect and verbal recognition for quality and quantity of work completed.                  2. Interested and knowledgeable leaders. Our VP takes very little interest in learning even the high-level details of how his teams function. He makes decisions without consulting with the team about tasks, dependencies and timelines and then expects immediate results. We don't see his value-add as a leader.</p> <p>- an employee in Advertising</p>
30.	<p>More personalized approach to employees. I understand policy is in place for people that abuse them, however, I worked so much last year. I worked overtime nearly every week, took maybe 3 days off sick time(2 for funerals), my vacation time accrued is awesome... I could take plenty of time off if I want in advance but I don't because I want to work, and I had my back go out and ran out of sick time so now on final written for attendance. I feel like I put a lot into this company to be possibly dismissed at a whim if I have something come up where I can't make it in. I had to work sick as a dog the other day, it just isn't right. You care about me earning and that's it.</p> <p>- an employee in Risk Management</p>
31.	<p>Sick time restructure - I accumulate vacay way faster than sick time, which means if I get sick for longer than I have sick time, it takes away vacay, and if I'm not allowed to sub in vacay I can get fired.</p> <p>Also, some supervisors are a lot less pro active about helping us learn how to get sales than I'd like. Sometimes I just need to be shown. If the supervisor is willing to do that, I learn quickly and do well. If they're too busy, I struggle, and then I don't feel good working here - which leads me to the fact that it would be better if there were more leadership present during second shift.</p> <p>- an employee in Sales</p>
32.	<p>Opportunities for advancement, challenges being given to me by my bosses.</p> <p>- an employee in Sales</p>
33.	<p>More support from my manager to identify career goals and help working toward them.</p> <p>- an employee in Insurance</p>
34.	<p>Better benefits....pay for benefits is way high for family plans.</p> <p>- an employee in Sales</p>
35.	<p>More positive support for my contributions.</p> <p>- an employee in Sales</p>
36.	<p>More social activities.</p> <p>- an employee in Sales</p>
37.	<p>Possibly a promotion.</p> <p>- an employee in Sales</p>

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Engagement

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**Alignment**

- *Values and Ethics*
  - *Direction*
  - *Negativity*
  - *Inter-departmental Cooperation*
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Effectiveness

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Connection

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My Manager

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The Basics

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I love my job because...





*How has SampleCo 2016 shown strong values and ethics?*

1.	That they let everyone celebrate their own religion. - an employee in Recruiting
2.	They trust their employees. And employees care about the company, brand and the company's future. - an employee in Risk Management
3.	The dedication of sticking to our values. - an employee in Manufacturing
4.	Helping small businesses grow. - an employee in Sales
5.	The professionalism and the different changes this company undergoes for the better. - an employee in Insurance
6.	The fact that we want people to take control of an issue that might not have been an issue they even had an effect on. - an employee in Server Support
7.	Do the right thing is a motto, the MOST abide by...I have always tried to do that in all that I have done in the past. It is a good thing that what is best for the customer is promoted.. at the expense of short term sales. By doing this, we not only have the best interested at heart for our customers, but it insures that they will stay loyal for the duration of their business career with us and to us. - an employee in Sales
8.	I feel that we work in a fair environment where equality is key. - an employee in Sales
9.	They treat everyone with respect and value your opinion. - an employee in Sales
10.	Providing a great environment for their employees. - an employee in Sales
11.	They actually care about there employees. - an employee in Sales
12.	Our volunteer and charity commitments. - an employee in Finance
13.	Integrity. - an employee in Manufacturing
14.	The commitment and belief that they can be to guiding post/light for the organization. - an employee in Advertising
15.	Everyone is trying to do their best, and putting forth effort to make good things happen. - an employee in Development

*How has SampleCo 2016 shown strong values and ethics? (continued)*

16.	Open to new ideas and allows employees to express themselves. - an employee in Sales
17.	A strong focus on health and wellness throughout the company. - an employee in Sales
18.	The general attitude of the workers is fun. - an employee in Sales



*How has SampleCo 2016 fallen short on values and ethics?*

1.	Profits are put before people often. They want to acquire new business at any cost, regardless of if they have the staff to accommodate it or not. They seem to prefer turnover instead of making those who have worked here for a long time happy. - an employee in Sales
2.	I am not involved in the big picture enough to make a statement here. - an employee in Insurance
3.	Some decisions seem profit-centric over value-centric. I don't think the decisions are unethical, they're just not driven by core values. Not a bad thing either; companies have a responsible to earn. - an employee in Advertising
4.	Sleazy sales tactics. Lip service to values with a lot of internal in-fighting and wrangling for power/position. - an employee in Location B Distribution
5.	They do not have loyalty to their employees. They also seem to be about the bottom line most of the time. - an employee in Advertising
6.	The correct person for the job doesn't always get the job. There are politics involved. - an employee in Advertising
7.	Rules are rules and they stand by them. - an employee in Sales
8.	I prefer not to comment on this topic. - an employee in Sales
9.	The tend to make impulsive decisions. - an employee in Sales
10.	I'm neutral on that because I feel that most of us in the labs are so far from the people who are operating the company that we really don't have a clue under what values the company operates. - an employee in Risk Management
11.	There is preferential treatment for some which is very distracting being that it's so easily seen. - an employee in Sales
12.	Product and policy changes happen without any warning, which effect our customers and our ability to know our products. - an employee in Sales
13.	When employee informs that there are/where system errors, to allow incorrect system information to stress employee's out to the point of being labeled as having depression & anxiety. - an employee in Sales
14.	Professionalism has declined, people are rude to our customers. - an employee in Sales
15.	I feel we focus on sales over actually helping our customers. - an employee in Sales

*How has SampleCo 2016 fallen short on values and ethics? (continued)*

16.	I think they are operating with strong values and ehtics. - an employee in Sales
17.	Supervisors have favorites and will text and hangout with certain team members. There is no way to report this. - an employee in Sales
18.	I think it is operating by strong values and ethics. - an employee in Research & Development
19.	We are provided our phone calls in relation to how good we are at sales instead of as they come. - an employee in Risk Management
20.	I believe they are. I an a little concerned about it not being customer oriented like it used to be. It feels like instead of really empowering small business owners we are more trying to sell them things without fully helping them get the info they need. - an employee in Manufacturing
21.	Leaving there rep in the dark about things changing in the company. Nervous that things will change too crazy the next day. - an employee in Risk Management
22.	Finding people that may have been oversold on what they have, finding customers confused as to why they bought what they bought, and when they bought it. - an employee in Sales
23.	I have been lied to on multiple occasions during department changes in regards to pay and expectations. - an employee in Manufacturing
24.	Lack of trust. - an employee in Sales



*What do you like about the direction SampleCo 2016 is going?*

1.	Staying informed with the fast paced culture and advancement opportunities. - an employee in Technical Support
2.	Our leadership has a long term plan. Decisions are now made with those long term plans in mind, bringing everyone together in a cohesive direction. - an employee in Advertising
3.	Existing infrastructure and revenue - heavy mandate for change. - an employee in Advertising
4.	The impact we can have to the small businesses! - an employee in Insurance
5.	I like that the company is trying to help small businesses. We have a good team environment. - an employee in Server Support
6.	Our market is underserved, and the company is going after the opportunities extremely aggressively. - an employee in Advertising
7.	The environment encourages new ideas and an attitude that breeds forward and upward movement for the company. - an employee in Sales
8.	There has been an amazingly large amount of growth in the years I have worked here and it's great to see people moving up in the company. It's also exciting to hear about what our products are doing to help others. - an employee in Finance
9.	Huge opportunity to make a difference in the life sciences. We have the potential to do some pretty amazing things. - an employee in Sales
10.	Focus on customer and being an innovator in the industry. - an employee in Development
11.	Investment in new product lines and business units. - an employee in Server Support
12.	Helping small businesses on a global scale. - an employee in Senior Leadership Team
13.	The global outreach in worldly markets. - an employee in Server Support
14.	The vast potential for opportunity. - an employee in Sales
15.	Always growing. - an employee in Specialized Operations

*What do you like about the direction SampleCo 2016 is going? (continued)*

16.	The clarity about who our customer is and really going for it to be there go to resource. - an employee in Advertising
17.	Being part of the great technology our customers provide to patients and research in science. - an employee in Sales
18.	We're targeting a meaningful, self-refreshing customer base with products that really help them. - an employee in Location A Distribution
19.	The growth of the company worldwide, and the development of new products for the biotech space. - an employee in Sales
20.	Good work team. - an employee in Technical Support
21.	Expansion. - an employee in Server Support



*What are your concerns about the direction SampleCo 2016 is going?*

1.	We have too many management hires, when we need more people who actually work. - an employee in Sales
2.	We're stuck in old roles when we should have each team operate like a startup. - an employee in Development
3.	Too many changes to the pay structure. It doesn't feel like it's benefiting most people in my position. - an employee in Sales
4.	I think we're missing a new ideas middle man role. - an employee in Sales
5.	We need to back to the way things used to be. - an employee in Sales
6.	We need more healthy options, like breakfast options, a shower in our facility to bike to work. - an employee in Risk Management
7.	There are no consequences for individuals that do not conform to process and training expectations. - an employee in Location B Distribution
8.	We need to focus on the ramifications changes have on people and gravitate away from dollar signs motivating decisions. - an employee in Sales
9.	We need more direct technical leadership, concrete declarations about technology stacks and where we are going with our technology as a company. It would be nice to have publicly available timelines about when these things should be available. - an employee in Location A Distribution
10.	We need to take notice of the employees who do not interact with customers on a daily basis but still make a difference in the company. - an employee in Risk Management
11.	We need more of a uniform way to figure 'HR' answers out. I feel like we are told 1 thing but then its constantly changing and no one is able to give a straight forward answer. For example we have the attendance bonus from Jan - March going on right now. I have asked 4 dif people the same question and they can give guesses but they never know the correct answer, and we have to wait a long time to hear back via email. - an employee in Advertising
12.	Since I am about to have a child I have lately felt like the attendance policy is very strict, and maybe hard to obtain if having an ill child. The hours we receive for sick time are slim and illnesses are unplanned. I feel either depending on how long you have been here, you can receive more sick time bi-weekly, or the attendance policy should be a little more lenient then first time not having time to cover all time missed final written for 365 days. - an employee in Sales
13.	We do everything just to make more profit when we need to go back to being about the reps. It seems like all the changes in the past year have been just about the company making more money, and it seems to be getting harder and harder to be a good rep, and meet all the metrics. - an employee in Sales

**SampleCo 2017**  
Alignment Comments

*What are your concerns about the direction SampleCo 2016 is going? (continued)*

14.	They should consider making changes that will financially help with company growth (as per usual) but that are also listening to the pleas and ideas of its employees now more than ever. Let's not be one of those companies that goes public and the experience for employees and customers alike falls to the way side... - an employee in Manufacturing
15.	The current direction is awful and uncomfortable for everyone. We need to revert back. - an employee in Sales
16.	Not enough Cross Training. The more education you have outside of your role, the better you can troubleshoot and use the "big picture" to solve your problems. - an employee in Sales
17.	Not enough training and certifications. - an employee in Sales
18.	I don't know. - an employee in Sales
19.	We are just growing so fast that a lot of departments are taking on a bit more work than anticipated but growing is good, we just need the staff to keep up. - an employee in Sales
20.	We aren't appreciated enough. I feel as though we are being squeezed to produce produce produce, but for less and less and less. We appreciated the employees more in the past. It can happen again. We talk about doing what's right for the customer, but we also need to do right by the employees as well. take care of your people and they will take care of you. We stop taking care of the people and they stop caring about the success of the company. - an employee in Sales
21.	I feel as if we have gotten away from our culture being an important part of the training process. We are hiring a lot of people, and it seems like they don't have the same sense of how special a place this is to work as some of us that have been around longer. - an employee in Advertising
22.	We keep hiring newer people when we should be hiring from the inside. - an employee in Location B Distribution
23.	Customer service has stopped being our #1 priority. - an employee in Risk Management
24.	The bonus structure is unfair for second shift. - an employee in Sales
25.	We're stuck with old technologies. - an employee in Manufacturing
26.	Corporate communication. - an employee in Development



*How does SampleCo 2016 prevent negativity?*

1.	By being transparent about any company goals/changes. - an employee in Advertising
2.	Social events, building good team relationships. - an employee in Insurance
3.	Communication. We are encouraged to air all of our concerns. - an employee in Location A Distribution
4.	One was, IMHO, is by creating a relaxed environment with a relatively liberal dress code. - an employee in Manufacturing
5.	They make the environment fun to work in always showing appreciation for employees as well. - an employee in Sales
6.	Managers are in very close relation with all employees which makes negativity easy to fix and avoid. - an employee in Sales
7.	Involving everyone, offering employee activities to make you feel like part of the team, encouraging you to learn and grow personally. - an employee in Sales
8.	I have not really had troubles with negativity. When we get frustrated on a call they have no problems with us taking a walk to clear our heads. - an employee in Sales
9.	Open communication between management and coworkers. - an employee in Development
10.	Encouraging open communication and feedback. - an employee in Recruiting
11.	Hiring the right people for the position. - an employee in Sales
12.	A culture built on good morals. - an employee in Manufacturing
13.	Well, Aside from all the daily contests and positive encouragement. I find that the NERF guns in my department really help to release frustration. - an employee in Manufacturing
14.	Professional attitude. - an employee in Sales
15.	There seems to be a good balance between working hard and efficiently while having a good time. - an employee in Insurance

*How does SampleCo 2016 prevent negativity? (continued)*

16.	It is not tolerated -- they constantly push to keep people motivated and help those who struggle with certain aspects of the job -- the positive culture tends to push out those who would be negative. - an employee in Sales
17.	Discussing problems when they arise and working to fix them. - an employee in Risk Management
18.	Open communication with managers and senior management. - an employee in Sales
19.	Points it out and gives constructive feedback. - an employee in Sales
20.	Listening to what everyone has to say. - an employee in Senior Leadership Team
21.	They address it off right away. - an employee in Sales
22.	Open communication. - an employee in Specialized Operations
23.	No idea. - an employee in Advertising



*What is the biggest source of negativity in your workplace?*

1.	Frustration at being treated differently than staff in other locations. - an employee in Advertising
2.	It takes a long time to do anything because people feel siloed. - an employee in Location B Distribution
3.	Unhappy people in life will bring negativity any where you are. - an employee in Senior Leadership Team
4.	Gossip and unequal treatment of workers based on favoritism. - an employee in Risk Management
5.	Limited availability for growth within own departments. - an employee in Sales
6.	Many people are uncomfortable with a dynamic workplace. - an employee in Manufacturing
7.	The constantly changing bonus payout requirements. It causes severe anxiety. - an employee in Server Support
8.	Like anywhere there is always going to be a few people you just don't see eye to eye with but I can't really name any major source of negativity otherwise around the office. - an employee in Risk Management
9.	Coworkers who have experienced a lot of change and view that change in a negative light. - an employee in Manufacturing
10.	Lack of motivation in other employees and the passing off of work onto other team members. - an employee in Server Support
11.	Constantly changing attendance and disciplinary policies make it hard to manage our personal lives and feel comfortable with job security. - an employee in Sales
12.	Customer's upset or not knowledgeable in interfacing with technology or computers and the frustration it causes to those taking those contacts. - an employee in Manufacturing
13.	Rumors, suspicion, people assuming they are getting screwed out of something. - an employee in Technical Support
14.	Upset customers, lack of help from leadership,. - an employee in Sales
15.	Mis-alignment on goals and objectives. - an employee in Research & Development

**SampleCo 2017**  
Alignment Comments

*What is the biggest source of negativity in your workplace? (continued)*

16.	Differing opinions/communication. - an employee in Sales
17.	New open workspace environment. - an employee in Sales
18.	Changes that are not understood upon delivery. Holidays. We need a better system for Holiday time off. - an employee in Sales
19.	Lack of communication. - an employee in Advertising
20.	Menial tasks. - an employee in Specialized Operations
21.	Sometimes its difficult to get the entire building involved in employee events like dress up days or contests. - an employee in Senior Leadership Team
22.	Underpaid and underappreciated. There is no reward system in place for making an extra effort or acknowledgement when projects are completed successfully so why bother trying hard? - an employee in Manufacturing
23.	It seems like some of the people are on power trips and its bringing people down. Maybe its to make themselves look superior, I am not sure. These people are far and few, but it really ruins the work experience when my coworkers and I feel attacked by these aggressive, thoughtless individuals. Placing blame on others rather than working towards a positive solution to issues is definitely counterproductive. These individuals have a large voice when it comes to management, it is frightening people into thinking they are being called incompetent without being able to defend themselves to management. It makes the feeling of job security a big issue. - an employee in Development
24.	People who dont know what a good job looks like, people unwilling to seek new oppertunities and are to happy to just complain about their immediate situations. - an employee in Risk Management
25.	Too many outside voices. great and unique company culture is ruined. - an employee in Sales
26.	Meeting sales goals and expectations. - an employee in Risk Management
27.	Varied, but mostly whining w/out resolution ideas. - an employee in Manufacturing
28.	Unrealistic expecatations and poor communication. - an employee in Sales

*What is the biggest source of negativity in your workplace? (continued)*

29.	Co-workers who speak negatively about customers. - an employee in Sales
30.	Bonus changing, no contest around sups. - an employee in Risk Management
31.	Several co-workers. - an employee in Risk Management



*Which departments at SampleCo 2016 cooperate well with other departments?*

1.	All of them. I've never had a problem reaching a department quickly and efficiently. - an employee in Sales
2.	Have not worked long enough to know. - an employee in Sales
3.	All of them. - an employee in Insurance
4.	From my limited experience, every dept seems to have things under control. - an employee in Sales
5.	All of them. - an employee in Sales
6.	HPF, Main. - an employee in Server Support
7.	Departments communicate well. - an employee in Manufacturing
8.	Facility. - an employee in Sales



*Which departments need to cooperate better with other departments at SampleCo 2016?*

1.	Communication between departs is difficult with a big company. I don't think there is one specific department but communication in general should improve. - an employee in Sales
2.	We could all stand to use a little improvement in that area. - an employee in Advertising
3.	Varies based on amount of work and priorities. - an employee in Development
4.	Every department. That said there is always room for improvement. - an employee in Finance
5.	Technical departments need more coordination. This isn't a problem, but there IS room for improvement. - an employee in Technical Support
6.	Each of the inbound support departments needs to work WITH the other departments instead of against. - an employee in Sales
7.	PR/Social Media, Accounting need to partner with others (e.g. HR better). - an employee in Recruiting
8.	Most of them - there isn't one "bad apple", but a general lack of communication between depts. - an employee in Sales
9.	Hard to say - there is friction sometimes, but it seems like more a product of the departments changing than anything else. - an employee in Advertising
10.	A better enforcement/understanding of processes would be very beneficial - one example of this can be found with inbound transfers. - an employee in Manufacturing
11.	I am not going to call any one department out as I feel that there could be better cross departmental communication all around. - an employee in Advertising
12.	Production vs. everyone else. - an employee in Sales
13.	All. There are few inter-departmental initiatives. Everything is silo'd. - an employee in Location B Distribution
14.	I think we all need to do a better job of communicating with each other about what we are all working on. - an employee in Risk Management
15.	Unsure. - an employee in Sales

*Which departments need to cooperate better with other departments at SampleCo 2016? (continued)*

16.	Product commercialization, web development, bioinformatics team, and research. - an employee in Sales
17.	Support departments. - an employee in Technical Support
18.	All can do better. - an employee in Sales
19.	All of them. - an employee in Sales

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Engagement

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Alignment

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**Effectiveness**

- *Execution*
  - *Communication up*
  - *Ideas*
- 

Connection

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My Manager

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The Basics

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I love my job because...





*What does SampleCo 2016 do inefficiently or poorly?*

1.	Continuous training within departments and cross training between departments. We need to get a better idea of the entire flow of operations within the company. - an employee in Manufacturing
2.	Processes need to be better defined, but that will come as the company matures. - an employee in Advertising
3.	There's a lot, but lots of initiatives are already in place for this to happen. - an employee in Advertising
4.	We could all work to develop more efficient processes. I believe we are working toward it in our department and am excited for the future of our team! - an employee in Research & Development
5.	Choosing strategic directions. We need to follow them (with all of the easy and difficult steps that involves). There's no agreement on direction within senior management. - an employee in Manufacturing
6.	Not enough tools and flexibility to troubleshoot issues. - an employee in Server Support
7.	No formalized training on the systems we currently use. - an employee in Sales
8.	They don't recognize the effort and dedication put in. - an employee in Server Support
9.	Communication from the top down and from the bottom to the top. It needs to happen both ways. - an employee in Sales
10.	Too many meetings! We should have more organized/productive meetings. - an employee in Insurance
11.	COMMUNICATION. Training. We need to have all of these things BEFORE a product launches. Also, stop rushing things to market, and make sure that everything is well thought out and thorough. - an employee in Manufacturing
12.	This work environment is always busy and always changing. Due to this, it tends to be harder to take the time to make sure procedures/equipment are functioning in the most efficient and optimal way. - an employee in Insurance
13.	There is too much reliance on not invented here; we should be more open to ideas in other communities. - an employee in Development
14.	Reporting, but we're in the process of bringing our numerous reporting platforms together in one view. - an employee in Advertising

*What does SampleCo 2016 do inefficiently or poorly? (continued)*

15.	Too many folks for whom the new culture is not going to be a fit. hire for the culture we want to encourage. - an employee in Location A Distribution
16.	We don't communicate before rolling out things that impact the lives of the agents. - an employee in Manufacturing
17.	I have never worked for a company so strict with it's time constraints. The ability to work from home as well would be a beneficial. - an employee in Sales
18.	Streamlining of policies and workflows for internal requests. - an employee in Location A Distribution
19.	People don't seem invested in each other's success. - an employee in Senior Leadership Team
20.	We don't use great ideas or solutions when they're given. Some depts are very resistant to change. Change is needed in order for any company to grow. - an employee in Sales
21.	We did cross-functional cooperation on projects. - an employee in Finance
22.	We work too far apart. Fly all engineers to co-locate for 1 week in a sister location. - an employee in Technical Support
23.	Too many people required to work in a small confined area. Not enough privacy. - an employee in Insurance
24.	Not enough resources. Communicate and cascade down support. - an employee in Research & Development
25.	Documenting web services. - an employee in Insurance
26.	Communication across management teams to ensure everyone is really on the same page. - an employee in Specialized Operations
27.	The many pieces of software that we use don't talk to each other so it takes me twice as long to do something that should take a few minutes. - an employee in Sales
28.	1. Set up goals both long term and short term and communicate to employees 2. Identify priority and align that with different groups 3. Invest in better communication across teams by being transparent. - an employee in Location B Distribution

*What does SampleCo 2016 do inefficiently or poorly? (continued)*

29.	Keep everyone informed. We need meetings to find ways to get everyone to give their best. - an employee in Sales
30.	Communication of company changes/policy changes needs to be upfront and more streamlined. - an employee in Sales
31.	Pay. - an employee in Development



*What does SampleCo 2016 do efficiently and well?*

1.	They change things a lot, but change is necessary to keep up in this world. - an employee in Sales
2.	That they take care of the people that make things work efficiently. - an employee in Sales
3.	Make the environment fun and relaxed to be in. - an employee in Sales
4.	New ideas are encouraged and they are implemented if they can help the process. There is not a dogmatic culture in the way things are done, which allows for new ideas to flow freely. - an employee in Specialized Operations
5.	Every established process has a clearly defined work instruction and they are followed. When something doesn't work there are a lot of very smart people who are really good at coming up with solutions. - an employee in Manufacturing
6.	Their efficiency and speed in adapting to new changes and technology in the work place and their willingness to do well as a competitor. - an employee in Advertising
7.	By how quickly you hear back from those who will help you complete your task. - an employee in Advertising
8.	Its a great place to learn and create awesome things. For the most-part, people are awesome and the work is great. We love what we do here. - an employee in Development
9.	The different activities they provide weekly. - an employee in Sales
10.	To help each other out whenever we need it. - an employee in Sales
11.	Every issue I have ever had has been fixed in a timely and professional manner. - an employee in Sales
12.	They invest in worker happiness. - an employee in Advertising
13.	Have become an industry leader. - an employee in Senior Leadership Team
14.	Team work within my department. - an employee in Sales

*What does SampleCo 2016 do efficiently and well? (continued)*

15.	Its fun, customers are happy, its nice to be a part of a growing business who's products and services are so relevant to business today and with products and services that I love. - an employee in Manufacturing
16.	Easy ways to get help and contact, systems are in place to run quick tests and troubleshoot with ease. - an employee in Sales
17.	The ability for alot of people to roll off a bad call and be pleasant and helpful on the next. - an employee in Sales
18.	Getting the right people to do the right things. - an employee in Location A Distribution



*What are you glad that senior managers understand?*

1.	Diversity. Senior management is a nice mix of people who are clearly bright and hardworking, and yet are committed to a great working environment for their employees. - an employee in Sales
2.	They know to listen to questions and concerns from those working under them. - an employee in Sales
3.	She knows how to show she cares and is very easy to work for..... - an employee in Research & Development
4.	They're there for those reporting them all the way down to the agents. - an employee in Manufacturing
5.	Teamwork more than anything. Everyone in management, whether it be my supervisor or the head person on the floor is always eager to help with any issue. We really are a team! - an employee in Sales
6.	How much it means to believe they can make a difference. - an employee in Insurance
7.	The value of belief and determination in what they do. - an employee in Sales
8.	They build connections with the people who work here. - an employee in Sales
9.	They know how to get the job done and care about us. - an employee in Sales
10.	Honesty and candor. They expect me to be 100% honest. Even if it means saying we did wrong, they have my back and want me to help others succeed too. - an employee in Sales
11.	They know how to be transparent and are open to discuss important issues. Very smart, seasoned. - an employee in Senior Leadership Team
12.	They know how to work to grow the company. - an employee in Sales
13.	Transparency. They are open and up-front with their employees about everything. - an employee in Specialized Operations
14.	They understand the value of fun and I know I can always go to them with anything, yet know I will be getting necessary feedback. - an employee in Advertising
15.	They're close to us because of the level of involvement many of them have with day to day operations. Its not uncommon to see them walking through the rows talking to regular reps. - an employee in Sales

*What are you glad that senior managers understand? (continued)*

16.	It's good that they make an effort to meet and talk to all employees, not just the ones in higher up positions. - an employee in Manufacturing
17.	Processes of the company and what are ideas to improve our product to insure that we continue to be the leader in the industry. - an employee in Location A Distribution
18.	They talk to us as peers and don't seem to let the title go to their heads. - an employee in Sales
19.	Anything we want to talk about. I'm impressed with the approachability of my managers and upper management. - an employee in Location B Distribution
20.	My direct manager she is fantastic and knows a lot. - an employee in Manufacturing
21.	Vision for the future. - an employee in Server Support
22.	They really get how to be positive, set high expectations, and keep a sense of humor. - an employee in Recruiting
23.	Family. - an employee in Sales



*What should senior managers know that they might not know?*

1.	People who are in management positions, with no experience, do not understand how to manage. They manage by intimidation rather than motivation. - an employee in Advertising
2.	Possibly the dynamics of how cultures are different in different locations. As well as how weather can affect specific locations as well. - an employee in Sales
3.	I think that communication in general needs to be a priority. When people are not aware of happenings they feel left out. Even if this is not the intention of the management it can be perceived this way. - an employee in Sales
4.	The silos for channels and products and the disconnect. Also the lack of resources. - an employee in Advertising
5.	Treating everyone the same hurts morale. - an employee in Sales
6.	Unaware of anything specific. - an employee in Sales
7.	Complete contradiction! The say get your handle time down but down reach out to Level 2 support without waiting for our response. Learn more! But ONLY at work. SELL more, but only after the calls are filtered through inbound. - an employee in Manufacturing
8.	There seems to be some tension between shifting roles and responsibilities, especially since we still think like a small company. - an employee in Sales
9.	A lot of them have never even taken one call, so they don't understand how we interact with our customers, or how our customers interact with us. - an employee in Manufacturing
10.	It is my belief that senior managers make decisions without having a full understanding of how or why things work or input from those in the trenches that would best be able to provide an explanation for things or ideas for what is wrong and how to make things better. - an employee in Technical Support
11.	Local centers have a lot of favorites and it is very apparent. - an employee in Advertising
12.	There are procedures that are not being performed correctly. I have told my manager, I know senior management would not be happy however my manager does not want them to know. - an employee in Advertising
13.	I know Senior Management is very busy but I don't think they take the time to reach out to new employees. - an employee in Sales
14.	They did not get sufficient feedback from the floor before implementing metric changes. - an employee in Manufacturing

*What should senior managers know that they might not know? (continued)*

15.	In the past we have asked senior management for a point person for production. To translate training and process improvements downstream. To my knowledge this did not receive a response. I do not know if I would go as far as stating that they did not understand our concern here. However, this is one thing that did not receive a response. - an employee in Location A Distribution
16.	How their decisions effect other departments, especially production. Lack of communication from senior management often doesn't get to the production departments, so when changes are made, we are unaware of it and it can cause a lot of issues. - an employee in Risk Management
17.	There is no incentive to perform well here. This is the type of job that recruits people who just want to give the bare minimum because that is all senior management is willing to extend to the employees. For employees to be engaged in their work upper management needs to give a reason/incentive for employees to be engaged. The company would be better and more successful if employees were engaged and understood the whole process of the products being manufactured from synthesis to end user applications. There are a lot of departments that encourage their employees to not learn the process and why they are doing what they are doing. They just want them to know to move this plate here and run this robot program, and push these buttons on this instrument, but that is why there is a lot of costly mistakes made in manufacturing. - an employee in Sales
18.	Lower level employees are leaving because there is a ceiling that is reached within two years of being at the company. There is little incentive to stay at a company where one feels disposable and unappreciated. If benefits or pay were better maybe there would be less of an urgency to leave but that is not the case. Upper management does not understand this because they have all been here from the beginning or from almost the beginning. For them they've been able to move through the ranks but those ranks are all now filled. - an employee in Manufacturing
19.	This place is too top heavy. the top mgmt is too insular and self-involved. everyone can see it. - an employee in Location B Distribution
20.	Everything that everybody does on the phones. put them on the phones for a couple days so they understand what we deal with. - an employee in Manufacturing
21.	They may think that people are abusing the sick policy, which there are definitely some people doing so but after having the flu so bad i couldn't get out of bed, my job is now hanging in the balance. so if i get sick in the next few months before i accrue more sick time i am gone. all because our "busy time" is the first quarter and we couldn't use our personal time that would have saved me from getting a final warning. - an employee in Sales
22.	The talent gap and the false impression that process is going to make mediocre professionals become good. - an employee in Location A Distribution
23.	Negativity based on decisions being made without proper vetting or dialogue with the front line employees. - an employee in Server Support
24.	Metrics they expect the customers to meet. senior managers number crunch and may not understand the day to day grind. - an employee in Sales
25.	There use to be a lot more incentives and contests that brought a fun environment. - an employee in Sales

*What should senior managers know that they might not know? (continued)*

26.	Negativity of some of their longtime management. - an employee in Risk Management
27.	Morale is very low and stress is high. - an employee in Senior Leadership Team
28.	Never see them. - an employee in Sales



## How are new ideas encouraged at SampleCo 2016?

1.	Through initiatives like f(n) fast, as well as regular departmental meetings. - an employee in Advertising
2.	We all here are able to voice how we feel and ideas that we want to see. - an employee in Sales
3.	I am allowed to work on projects that I design. Managers are receptive to new ideas and provide time to work on these new projects. - an employee in Insurance
4.	They always ask for ideas on how to make processes better. Everyone's input is valued. - an employee in Sales
5.	By being open to most, though no easy way to track progress and determine if an idea has petered out somewhere through the chain. - an employee in Specialized Operations
6.	We're always pushing the envelope of what is expected with our advertising. - an employee in Advertising
7.	They encourage you to speak your opinion and give suggestions. - an employee in Sales
8.	Team meetings, asking for it in group discussions. - an employee in Advertising
9.	They encourage me to think outside of the box. - an employee in Sales
10.	Its something they focus on as one of their core Ideals. "we change our minds a lot" - an employee in Sales
11.	By giving paths to make the suggestions. - an employee in Risk Management
12.	Senior leadership encourages employees to speak up and find ways to improve the company. There has been huge effort behind embracing and empowering women in technology. - an employee in Finance
13.	Basically there is an open forum for new ideas. good, bad, silly, crazy, it doesn't matter, creativity and ideas are encouraged all over the company. - an employee in Sales
14.	By encouraging employees to present them, then actually acting on these ideas. - an employee in Sales
15.	They are always asking our opinion and encourages us to be creative. - an employee in Sales



*What gets in the way of new ideas at SampleCo 2016?*

1.	We don't feel like we're truly here for a good cause and not just making money. - an employee in Sales
2.	There's nowhere to put them where they werent over populated with junk. - an employee in Advertising
3.	They should actually support testing products and offers and designs. - an employee in Location B Distribution
4.	I feel like we are out of touch especially with design. Look at what our competitors are doing and adapt what's working and what's not. - an employee in Location B Distribution
5.	We don't invite people to share their solutions. - an employee in Risk Management
6.	They shut down all new ideas and say we're doing it this way because we've always done things this way. - an employee in Location B Distribution
7.	Senior management isn't accessible. You can bring up ideas to your manager and they are open but often so swamped with daily duties and employee interactions that it's hard for them sometimes to drive ideas forward. - an employee in Technical Support
8.	We don't listen to the people that actually do the work and not just the ones that make it sound good on paper. - an employee in Sales
9.	We don't have scheduled time every once in a while to sit down and brainstorm how their departments could be better and what they would need to do it. - an employee in Sales
10.	It feels like layoffs/firings happen when people speak out. - an employee in Sales
11.	We don't motivate and encourage others to share ideas. - an employee in Research & Development
12.	Fear of retaliation blocks freedom of discussion. - an employee in Risk Management
13.	Not enough time to meet and explain and talk. - an employee in Sales
14.	I don't have any ideas. - an employee in Specialized Operations
15.	Our culture. - an employee in Development

*What gets in the way of new ideas at SampleCo 2016? (continued)*

16.	Find more complete measures for efficiency, i.e., handle-time is sometimes higher but can avoid call backs and improve customer loyalty. Surveys like this are a start. - an employee in Sales
17.	We need a better platform to input inbound feedback to change existing products and services. - an employee in Sales
18.	It seems like they go out of their way to listen to employees, but then they don't use the ideas. - an employee in Sales
19.	There's no transparency of how to promote own ideas internally - through formal and informal systems. - an employee in Sales
20.	They don't actually take in to consideration our existing options and ideas to make this a better place to work. - an employee in Manufacturing
21.	They don't empower managers and employees to make decisions about process changes that would increase efficiency and save time. Senior management will only get involved when they personally don't like it and their only involvement is to shut down ideas they don't like for whatever reason. The direct reports are either not empowered or don't want to make decisions for fear that senior management won't like it. They tend to just stall until it fades into the past, then they don't have to deal with it. There are also some that feel threatened by new ideas, stating that this is the way we've always done things and it's worked just fine. This is a growing and changing company, but many of the longer term employees don't want to hear new or time saving ideas. As a result, presenting a new idea or proposing a process change will get swept under the rug, never to be seen or heard about again. No decision will ever be made. This is discouraging to those presenting new ideas and the result is that employees stop looking for ways to do a better job or they stop presenting potential time saving ideas. They settle for the status quo because they know that their ideas will never be considered no matter how good. - an employee in Location B Distribution
22.	Not enough discussion forums and opportunities to contribute. compensation fro contribution. innovation and entrepreneur ship activities. - an employee in Sales
23.	Management gets angry at questions and new ideas, and improving communication. - an employee in Research & Development

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Engagement

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Alignment

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Effectiveness

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**Connection**

- *Communication down*
  - *Appreciation*
  - *Meaningfulness*
  - *Potential*
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My Manager

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The Basics

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I love my job because...





*What do you most value being informed about at SampleCo 2016?*

1.	I don't feel uninformed about decisions, I want to have influence on them before they get made and if it's impacting me. - an employee in Specialized Operations
2.	It's good to know about changes in other departments. - an employee in Risk Management
3.	I like to learn about new products in quarterly meetings. - an employee in Sales
4.	Hearing from upper management is always important. - an employee in Specialized Operations
5.	New features and products. - an employee in Specialized Operations
6.	Big company changes. - an employee in Manufacturing
7.	When something new is in the works, however if you wish to find out something you have to ask the people who have the answers. - an employee in Manufacturing
8.	Success stories with email updates, department meetings. - an employee in Sales
9.	Changes in the organizational structure. - an employee in Specialized Operations
10.	The new bonus structure was important. - an employee in Sales
11.	Good ways to get more efficient. - an employee in Sales
12.	Training opportunities. - an employee in Development



*What would you like to be more informed about at SampleCo 2016?*

1.	All the aspects that were taken into account while making a particular decision. - an employee in Risk Management
2.	When decisions are made it the agents should know and explain the why. As in, explain the big picture in a way they understand. There will be more buy in and reduce negativity when it impacts them directly in a way they see is negative. - an employee in Sales
3.	Important decisions should be shared before they're set in stone. - an employee in Sales
4.	Let the people that are the doing the work know a little sooner. - an employee in Technical Support
5.	Cross department collaboration about products could be better. - an employee in Location B Distribution
6.	I would just like to be included, even if it's a simple email. - an employee in Manufacturing
7.	I don't like surprises, so everything should be shared. - an employee in Sales
8.	Big changes should be shared before they happen. Request input or care about whether or not there is input. - an employee in Sales
9.	Open communication of long and short term strategy for mobile. Currently very unclear what the upper management wants to accomplish by building two silo mobile teams one in Seattle and one in Sunnyvale. - an employee in Research & Development
10.	More clarity on important decisions - Rumors fly around and freak people out sometimes. - an employee in Sales
11.	I think I know everything I need to know about. - an employee in Recruiting
12.	I'm not sure, I don't know what I don't know. - an employee in Sales
13.	New features and products before the day of launch or when the decision goes into place. - an employee in Manufacturing
14.	Earlier notifications about major changes would be appreciated to give us time to adjust to certain changes. Also a weekly or monthly notification of pricing changes so we aren't caught off guard when talking to customers. - an employee in Sales
15.	Price changes, and policy changes that are pertinent to our particular job should be brought up to us before interacting with customers more frequently. - an employee in Sales

*What would you like to be more informed about at SampleCo 2016? (continued)*

16.	Things change so fast that someone should be in charge of understanding the pace of changes and how all things tie together in the business providing communicate's. - an employee in Sales
17.	What things are happening/changing and why more than a two day notice. Seriously this is one of the WORST things about working here. More of a heads up makes for happier employees. We like to feel included since the decisions that are made effect us more than any other person in the company. - an employee in Sales
18.	The stuff that they talk about in the yearly briefing could be shared more often. - an employee in Sales
19.	It seems like most major decisions that are made we only have a few days to prepare for. Weather it be a product roll out, changes in pricing, holidays work hours, changes in how we earn bonus. That could be an area of improvement. - an employee in Sales
20.	Information shared earlier prior to a change actually going into affect. - an employee in Sales
21.	Plans for acquiring companies before they occur should be released. - an employee in Insurance
22.	We shouldn't change so much, everything needs to be consistent. - an employee in Sales
23.	Best practices that are working for other departments. - an employee in Sales
24.	I want to be involved in important decisions. - an employee in Sales
25.	Communicating the big picture more frequently. - an employee in Finance
26.	Any changes to bonus or pay structure. - an employee in Sales
27.	There's no such thing as over-communication, I want to know it all. - an employee in Sales
28.	Anything that impacts my job. - an employee in Sales
29.	More transparency overall. - an employee in Sales

*What would you like to be more informed about at SampleCo 2016? (continued)*

30.	Let us know what general direction our company and group will be headed in the near future as well as some of the possibilities senior management is exploring. - an employee in Sales
31.	I feel like big decisions are made and not relayed to us as employees sometimes as well as they should. It would be better to have more detailed meetings providing the changes that take place that affect our day to day work so we aren't finding out about certain things as they are happening. - an employee in Server Support
32.	As long as important decisions are emailed to me in a prompt manner that is all i need personally to be notified, now if other people cant read a simple email, i feel that is their own problem for not being diligent on keeping up with the constant changes our company is making. - an employee in Sales
33.	Impact will focus on our group, however our managers also do a good job of communicating additional information when necessary. - an employee in Sales
34.	Internal employee survey results and how to better change existing products and services. - an employee in Sales



*What makes you feel appreciated at SampleCo 2016?*

1.	Verbal communication between team members as well as communication with leadership. - an employee in Manufacturing
2.	People, including senior management, listen to my ideas. - an employee in Sales
3.	All of my concerns are promptly addressed, and I'm encouraged to voice my opinion. - an employee in Sales
4.	My opinions matter and are incorporated. - an employee in Sales
5.	The support I get. Management realized that when the guy on the phone that is in contact with the customers on a daily basis MUST be kept happy... thru incentives and though education. - an employee in Sales
6.	Respect. Telling me I've done a good job. Saying thank you. Having someone listen to your ideas and help implement them. - an employee in Specialized Operations
7.	Respect and common courtesy from team including management. - an employee in Manufacturing
8.	Pay, time off, leadership appreciation. - an employee in Finance
9.	I'am told daily and it feels great! - an employee in Sales
10.	Positive feedback and encouragement. - an employee in Sales
11.	I'm trusted to do my job the way I want to. No micromanaging. - an employee in Sales
12.	Everyone from CEO down will make time with me. - an employee in Senior Leadership Team
13.	Recognition for good work (including financial recognition). - an employee in Risk Management
14.	Compensation, acknowledgement, contests, team meetings. - an employee in Sales
15.	Compensation, surprises, bonuses and events. - an employee in Sales

*What makes you feel appreciated at SampleCo 2016? (continued)*

16.	No pressure. - an employee in Sales
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*What makes you feel unappreciated at SampleCo 2016?*

1.	I don't feel like there is room for growth and the opportunity to make more money. - an employee in Finance
2.	Not all levels of employees are involved in decision making processes. Be honest and communicate why we are making the changes we are making. - an employee in Sales
3.	Poor communication from senior management through all levels. When employees don't feel well informed, it makes us feel less important. - an employee in Server Support
4.	Few advancement opportunities & greater financial incentive. - an employee in Finance
5.	No one says good job after tasks completed. - an employee in Server Support
6.	The only feedback I tend to get is negative feedback, so I would like more positive feedback and a better compensation package. - an employee in Advertising
7.	I'm not mentioned in projects I was a part of. The recognition of people is skewed when big things happen for the company. - an employee in Advertising
8.	Low pay, no one cares about their work. - an employee in Insurance
9.	We should work in a more agile working format. This would allow for more small victory's each month instead of always attempting to reach large overall company goals. - an employee in Advertising
10.	No real advancement plan to open more opportunities for senior members of production. - an employee in Specialized Operations
11.	When told we are getting an increase in pay, we don't actually get that increase when told. It's been over a month and even my sup has no idea as to why no one has gotten this yet. - an employee in Manufacturing
12.	We aren't celebrating wins and truly understanding hardships that are faced, especially with major changes. - an employee in Manufacturing
13.	Lots of a sales pressure and more of actually doing what is right for the customer. - an employee in Sales
14.	Not enough sales training - helping me get better at my job. - an employee in Risk Management
15.	I have been educated to be a leader. It would be nice to be appreciated, recognized, and utilized as one. - an employee in Sales

*What makes you feel unappreciated at SampleCo 2016? (continued)*

16.	My hard work needs to be noticed once in a while. - an employee in Sales
17.	I'm not being rewarded for the recent increase in workload that I have taken on. - an employee in Finance
18.	Being stuck on phone instead of chat. - an employee in Manufacturing
19.	Its silly having to try so hard to project your work to get recognition. managers should know what their employees are doing. Maybe a wow-me or a gift card would be nice? - an employee in Risk Management
20.	Not enough honesty from the company. Bonuses, hours and incentives have been getting jacked around so much over the last 12 months, we never know what is coming. When I first started here, we worked really hard to keep our jobs, but the compensation and rewards were awesome. Now, it seems like the company is trying to cut our compensation by attacking our bonus checks and making it harder and harder for us to make bonus. Additionally, incentives and reward campaigns are giving the appearance if being "rigged" when entire departments get disqualified but aren't alerted about it. Not Cool. - an employee in Sales
21.	Feeling that senior management isn't paying attention to what was going on in my department, if they did the people doing the work would get the credit and the ineffective management would be shown the door. - an employee in Sales
22.	No monetary recognition. - an employee in Sales



*What do you find most meaningful about working at SampleCo 2016?*

1.	They care about their employees which makes it easier to care for customers. - an employee in Advertising
2.	The ability to have a positive and significant impact on our customers. - an employee in Sales
3.	I feel like the projects I'm involved in can really impact human quality of life for the better, and this is the most important thing to me. - an employee in Sales
4.	Our customers do really important, wonderful things with our products. - an employee in Sales
5.	Being able to help customer grow their business. Learn about them, their pain points and try and get them what they need. - an employee in Sales
6.	Changing the lives of millions of customrs for the better. Helping folks get started on their digital journey. - an employee in Senior Leadership Team
7.	The products we manufacture are the best in the world. - an employee in Senior Leadership Team
8.	I enjoy working with motivated, intelligent people. - an employee in Finance
9.	Impacting lives, myself and many others. - an employee in Sales
10.	Helping humanity solve problems. - an employee in Advertising
11.	Our abilities to find new paths and ideas for not only our customers, but ourselves. - an employee in Manufacturing
12.	I get a tremendous amount of satisfaction in knowing that our product is utilized to improve global health and scientific innovation. - an employee in Sales
13.	Knowing that we are making a big difference and we are the best at what we do. - an employee in Location A Distribution
14.	Be able to get the customers what they are wanting and in a timely manner. - an employee in Sales
15.	About how we give back to the community whenever possible. - an employee in Senior Leadership Team

*What do you find most meaningful about working at SampleCo 2016? (continued)*

16.	Fun environment, laid back, yet we still rock it out. - an employee in Sales
17.	Helping small businesses accomplish their goals. - an employee in Sales
18.	Helping small businesses succeed. - an employee in Development
19.	Positive work environment. - an employee in Sales
20.	The ability to feel like my work does make a difference to alot of people. - an employee in Sales
21.	Influencing/being part of the cool things that the industry is doing. - an employee in Development
22.	The people are inspiring and genuinely want to do the right thing. - an employee in Location A Distribution
23.	Friendly environment. - an employee in Manufacturing



*What would bring meaning to your work?*

1.	Knowing or hearing about what our customers were able to accomplish because of us. - an employee in Insurance
2.	Having more insight as to how the managers are making decisions. - an employee in Risk Management
3.	If there was a more defining career path for position. - an employee in Senior Leadership Team
4.	If I had personalized projects and wasn't continually doing the same tasks. - an employee in Senior Leadership Team
5.	A more up to date office building. - an employee in Sales
6.	Nothing. Just looking for new employment and moving on. - an employee in Specialized Operations
7.	If I were to see the direct impact of my work. - an employee in Advertising
8.	More responsibilities. - an employee in Recruiting
9.	If I left to do something else. - an employee in Location B Distribution
10.	To actually work on something that is tangible and useful rather than spending all my time fixing issues and doing maintenance. - an employee in Development
11.	That there was more consideration for the day to day of the customer facing employees before changes were forced out, or that we were given more of an update before they make a change. - an employee in Manufacturing
12.	If my work day was measured on more then what I earn in revenue. I could have an incredibly productive day helping customers, really building customer relationships, but if I don't hit a sales goal then my day is a failure in the company's eyes punishable by firing if to many days are like that... which I hit my numbers but still sad and stressful. I enjoy helping just as much as I enjoy making money. - an employee in Risk Management
13.	This isn't really a concern for me. I have my own fairly autonomous niche in the company and I do a good job. I almost never have to worry in the evenings whether or not I made mistakes or forgot to do something at work. In the future there will be opportunities to "climb the ladder" if I so desire, I am not worried about that at all. - an employee in Sales
14.	If we could execute faster and with more ease. Im here to drive change and have impact, which is hard to do, harder than it should be so sometimes you think you are nuts for trying or shy away from trying because you can foresee so many obstacles with anything new or big or meaningful. - an employee in Specialized Operations

*What would bring meaning to your work? (continued)*

15.	Understanding more about the science of what is being made, and how it's used. - an employee in Specialized Operations
16.	Higher pay but other than that this has been a very positive experience. - an employee in Manufacturing
17.	Having team and company goals and results shared with the staff. - an employee in Advertising
18.	Being treated like I have a brain and not some half wit whose only good for menial work. - an employee in Sales
19.	Greater inclusion and recognition. - an employee in Specialized Operations
20.	I love my job. It would be more meaningful to me if I was doing what I truly want to be doing, which is a different position. But overall I am very happy where I am at. - an employee in Risk Management
21.	Bonus/ More 401K company contributions/ More time off for years of service. - an employee in Sales
22.	I don't know. - an employee in Sales
23.	Better basepay. Also working on the compensation plan so that when we take one year renewals and show that customer how longer plans work for them, we get compensated for that. - an employee in Advertising
24.	Success stories of our clients and perhaps being able to volunteer at small business centers. - an employee in Advertising
25.	More learning; having more responsibility. - an employee in Location A Distribution
26.	More respect from upper management. - an employee in Sales



*How does SampleCo 2016 empower you to use your full potential?*

1.	Allows me to make my own decisions and be my own person. They don't make me conform to a certain way of doing things or micromanage people in general. - an employee in Manufacturing
2.	We are supplied with external resources to boost our knowledge. - an employee in Sales
3.	Open to change and transition to always make things better. - an employee in Recruiting
4.	My position allows me the freedom to have a flexible schedule. This means that I am able to better balance my work life and personal life, but also gives me the freedom to self-manage the work I for improving our product support. - an employee in Manufacturing
5.	I have a varied background. I'm asked to use all of my skills every day for many different situations. - an employee in Risk Management
6.	The awesome incentives that they offer motivate me to work as hard as I can and always be here! - an employee in Sales
7.	Huge and unpopular tasks are performed by those willing to risk failing at them. I like that. - an employee in Manufacturing
8.	By giving me flexibility - I am most productive when I'm able to work at my own pace and in my own way. By giving me opportunities - to learn, to try new things, to take on new projects. - an employee in Sales
9.	Allow me to be myself and not use a script. - an employee in Sales
10.	My experience and knowledge are utilized. - an employee in Sales
11.	Gives me room to scale - lots of ownership and support in case I slip. - an employee in Technical Support
12.	They listen to my ideas. They encourage me to ask questions. - an employee in Sales
13.	Encouraged to research and design products that requires a full repertoire of engineering skills. - an employee in Sales
14.	My manager and team allow me the flexibility and give support to push the envelope and try new things. - an employee in Insurance
15.	Strive to be better on a daily basis. - an employee in Risk Management

*How does SampleCo 2016 empower you to use your full potential? (continued)*

16.	In my work. - an employee in Senior Leadership Team
17.	By recognizing my awesome customer service skills and helping me down the career path. - an employee in Advertising
18.	By letting me share new ideas. - an employee in Manufacturing



*What gets in the way of you using your full potential at SampleCo 2016?*

1.	No training/onboarding processes for potential promotions, or even specialty roles. - an employee in Sales
2.	They second-guess technical decisions - either lead or get out of the way. - an employee in Location A Distribution
3.	No opportunities to learn about the work that is being done here. - an employee in Research & Development
4.	Not enough responsibility and participation in formulating strategy. Not enough interaction with senior management. - an employee in Sales
5.	I can't believe that no other department wouldn't want the skill that I provide and allow for that flexibility. - an employee in Technical Support
6.	Not enough diversity, we should bring a diverse team with members from all departments together for initial planning phases of Dept, Pipeline, and Strat initiatives. Then communicate the feedback on progress and issues all in one place. - an employee in Sales
7.	My team is at the end of a large project so I'm doing a lot of waiting. I'm going to ask my manager if I can work on some tangentially related tasks. - an employee in Specialized Operations
8.	We need more room to advance. - an employee in Sales
9.	I feel stuck. Allow me to grow. Give me opportunity. Use my educational training I EARNED it! - an employee in Sales
10.	No areas for quiet work. The new desks are good most of the time, but occasionally it would be helpful to have a quiet work environment to focus on a specific task without distraction. - an employee in Insurance
11.	No technical training available (most training is sales and product knowledge, which is necessary but not everything). When there is a lot of time between calls, it doesn't make a lot of sense to be overly worried about handle time. - an employee in Sales
12.	We're so stuck on over analyzing every decision that we're held back from actually making decisions to improve our campaigns and workload. - an employee in Advertising
13.	I'm not in a position that better suits my college education background. - an employee in Sales
14.	Not enough staff! Appropriate staffing levels would allow for freedom for ideas, improvement of departmental function, and professional growth. - an employee in Sales

*What gets in the way of you using your full potential at SampleCo 2016? (continued)*

15.	It's not easy to work with other departments to get things done. Simple tasks can take forever when they really should be self served. - an employee in Specialized Operations
16.	I need a mentor to help me see other areas of career growth. - an employee in Location B Distribution
17.	I'm not getting to use my previous management experience. - an employee in Manufacturing
18.	I'm too busy to be more creative & help with staff morale. - an employee in Sales
19.	I'm not being treated like I have a brain and not some half wit whose only good for menial work. - an employee in Manufacturing
20.	I'm always playing defensive against new tasks. - an employee in Sales
21.	I'm doing menial tasks when I work well in project driven goals and problem solving. - an employee in Sales
22.	Small teams can't move quickly. - an employee in Advertising
23.	Unclear job expectations. - an employee in Sales
24.	I should be in an IT position, give me more perms, I want to make this place better. - an employee in Sales
25.	Lower level employees are not given any responsibilities and their talents are wasted. They also get boxed into a work place hierarchy where they will inevitable plateau after reaching promotion. - an employee in Advertising
26.	There are limited opportunities for career advancement and growth within the company which could showcase the full potential of not only myself, but all employees. - an employee in Sales
27.	I would be better suited in a position that improves processes. I have a degree/skills that would be put to better use in a position where I am designing and working on projects more often. - an employee in Sales
28.	There should be more cross position training so that one can use their strengths in more than one area more easily. - an employee in Specialized Operations

*What gets in the way of you using your full potential at SampleCo 2016? (continued)*

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| 29. | Opportunities for leadership seem to require a major pay cut or major life balance change for a single parent.<br>- an employee in Risk Management |
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Engagement

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Alignment

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Effectiveness

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Connection

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**My Manager**

- *Development*
- *Helpfulness*
- *Concerns*

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The Basics

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I love my job because...





*How does your manager help you learn and grow?*

1.	Gives me enough free rein to make my own decisions and solve problems how I think they should be solved, but also will give his opinion/insight to help. - an employee in Manufacturing
2.	He gives me periodic feedback tips and tricks that help along the way. - an employee in Sales
3.	Offers opportunities to learn new things and grow my skill set. - an employee in Manufacturing
4.	Takes personal interest in my goals, and makes sure to help me understand how I can better reach those goals. - an employee in Advertising
5.	Very supportive to let me expand my career and provides advice and time when I need it. - an employee in Technical Support
6.	Always available and is willing to sit down and go over anything that I might not understand or that I am struggling with. - an employee in Sales
7.	Answered questions. Creates plans to get me where I want to be. - an employee in Sales
8.	Regular 1:1 meetings with discussions around how things are going, ways to improve things. - an employee in Technical Support
9.	She is willing to answer any question & provide information about both processes and customers. - an employee in Sales
10.	Works with me one on to truly make sure that new content and information is delivered properly. - an employee in Sales
11.	He makes himself available for questions and for on the spot assistance looking for opportunities on accounts. - an employee in Sales
12.	Sends me tips and information, plays my calls back to me while providing feedback, lets me listen in to others. - an employee in Risk Management
13.	She is very knowledgeable and shares her insights without judgement. - an employee in Sales
14.	Listen to my needs and find opportunities for me to grow. - an employee in Specialized Operations
15.	Asks me to take on new challenges, offers to help if I'm feeling overwhelmed. Encourages me to try new things and learn about others areas of the company. - an employee in Sales

*How does your manager help you learn and grow? (continued)*

16.	She gives me the time and resources I need to work on tests, and is able to answer any questions I have during the process. - an employee in Manufacturing
17.	Constant feedback, support, and praise. - an employee in Sales
18.	Reviews calls and discusses what I can do to make them better. - an employee in Sales
19.	Has confidence in my abilities. - an employee in Sales
20.	Give opportunities to work on projects and to be involved in decisions made regarding our lab directly. - an employee in Sales
21.	Helping to support decisions and push to make sure we get the information we need. - an employee in Sales
22.	Gives me steps to try and improve call flow. - an employee in Manufacturing



*How could your manager better help you learn and grow?*

1.	Listen to me, show me some respect, then from that context, collaborate with me. - an employee in Location B Distribution
2.	Continue to provide for professional education opportunities. - an employee in Sales
3.	Send me to training, give me more responsibilities. - an employee in Advertising
4.	Actually follow up with my questions and requests. - an employee in Sales
5.	Other than to go over my annual review, I haven't had a one on one with my manager in months. Just meeting to put a plan in place would be nice. - an employee in Risk Management
6.	Doing more shadows and pointing out areas for me to improve. I don't know what I don't know. - an employee in Sales
7.	My supervisor does everything. I don't think I've met our manager. They don't even come out on the floor, for any reason. It's a bit silly. - an employee in Sales
8.	More in-house training. - an employee in Insurance
9.	They have no interest. - an employee in Development
10.	Talk more about function of machines we calibrate in relation to oligo production. - an employee in Recruiting
11.	More training opportunities and more time for innovative research/development. - an employee in Sales
12.	Continue to offer opportunities to learn as they arise. - an employee in Recruiting
13.	Take more interest in my own workplace satisfaction. - an employee in Sales
14.	My manager is doing an amazing job at helping me. - an employee in Sales
15.	Promote cross functional project leadership. - an employee in Finance

*How could your manager better help you learn and grow? (continued)*

16.	Help me learn more about the tech issues. - an employee in Sales
17.	Pass responsibility down to the direct reports. Too much micro management. - an employee in Risk Management
18.	Offer training, education budget. - an employee in Sales
19.	Give us time to, be positive with us, as it stands now, we are constantly getting told how terrible our team is for performance. - an employee in Manufacturing
20.	Provide constructive feedback and help me listen to other calls and pick up on things that other agents are having success with. - an employee in Advertising
21.	Training. - an employee in Development
22.	Identify areas for growth based on actual observations and provide adequate feedback. - an employee in Sales
23.	More opportunities to do new techniques or procedures. - an employee in Sales



*How does your manager make it easier to do your job well?*

1.	My manager is great, does a great job of listening to any comments or concerns I have, is willing to help me out and go the extra mile when needed. - an employee in Manufacturing
2.	My manager is always willing to listen and try to come up with solutions to any problems I have in a way that is helpful to me. - an employee in Development
3.	He Does everything that he personally can to help. - an employee in Sales
4.	I have clear expectations of what my job is and the others are always there to assist me. - an employee in Development
5.	Constant updates on what is going on / coming up, trusts staff to do work with minimal "supervision" / no micromanagement. - an employee in Risk Management
6.	Provides very little pressure, and helps me learn about the workplace culture instead of just the work that needs to be done. - an employee in Sales
7.	They are extremely supportive of my personal endeavors and constantly meet with me to discuss how things are going/what can be going better. - an employee in Insurance
8.	Provides excellent resources for learning and addresses needs when asked. - an employee in Sales
9.	My manager allows me to make decisions myself and doesn't micro manage me and will go out of his way to get the answers I need. - an employee in Server Support
10.	Providing me with the necessary resources. - an employee in Sales
11.	He provides great feedback, and meets with me to make sure I'm still on track. - an employee in Manufacturing
12.	My manager does a great job of NOT micro-managing and allows me to work a flexible schedule to accommodate both my professional and personal life. - an employee in Sales
13.	They are positive and caring. - an employee in Technical Support
14.	I work for one of the best managers I have ever worked for. - an employee in Sales
15.	Makes sure that I have access to all of the resources I need. - an employee in Sales

*How does your manager make it easier to do your job well? (continued)*

16.	Even though he is regularly booked he provides valuable insight into my tasks & issues that arise. - an employee in Development
17.	He is so supportive and positive always encouraging us to do our best and working on ways to be better. - an employee in Sales
18.	He is very cooperative when it comes to being allowed/able to work from home, as well as very understanding when it comes to physical health issues. - an employee in Sales
19.	Doesn't micromanage - I am allowed to do my job and pull in mgmnt when needed. - an employee in Sales
20.	Great at keeping me upbeat and motivated, always helps solve issues when they arise. - an employee in Server Support
21.	General expectations are communicated well with very little micro-managing. - an employee in Sales
22.	They know what they are talking about. - an employee in Sales



*How could your manager make it easier to do your job well?*

1.	Quit making it all about him....and quit being so negative. No one shows up here on any given day, saying "you know, I really don't want to make any money today..." it all comes down to the luck of the call most of the time... - an employee in Sales
2.	Provide more guidance on what is a priority in my work load. More communication is always a plus. Providing resources for formal/informal training to expand my skill set is also appreciated. - an employee in Insurance
3.	I am still working with him to develop working relationship. - an employee in Advertising
4.	Uplifting comments and being told with sincerity. - an employee in Sales
5.	More support options if things are not going well. Better ways to let off steam at the workplace. - an employee in Sales
6.	Be more available for discussions and feedback. - an employee in Manufacturing
7.	Be relieved. I work better without them, and they put a damper on my work and success. - an employee in Sales
8.	Have more 1 on 1's and training. - an employee in Sales
9.	We handle our jobs fine. - an employee in Manufacturing
10.	Nothing comes to mind. - an employee in Senior Leadership Team
11.	Tells me what to do. - an employee in Sales
12.	Follow through with career pathing to help us keep on track, when we are becoming more focused on our day to day, as opposed to the big horizon. - an employee in Manufacturing
13.	Actually do what I've asked for. Take my team for a day and let me be the lead, and run it better than I can. Offer specific coaching like we do for agents, you did this, here's what you did well and here are alternatives. Also to sit in on meetings and 1:1s and offer constructive feedback. The only person who ever did that wasn't a manager, it was a lead during onboarding. - an employee in Sales
14.	More visibility into prioritization of work. When tasks stall on larger projects, it would be helpful to pick up smaller tasks to do while waiting. This isn't something necessarily for my manager to do, but more for business/product owners to manage. - an employee in Sales

*How could your manager make it easier to do your job well? (continued)*

15.	Direction in our department is inconsistent, and unsupported. We need goals that advance the department, or at least give the department a direction so that it can lead in innovation. And those goals need to be defended by someone that can has the authority. - an employee in Insurance
16.	Listen better and answer direct questions in a timely fashion. - an employee in Sales
17.	More broad management and less micromangement. - an employee in Location B Distribution
18.	Disperse the workload among all employees. - an employee in Advertising
19.	Keep us informed about decisions. - an employee in Risk Management
20.	He does exactly what I feel needs to be done to be successful. - an employee in Sales
21.	Give me the resources and personnel needed to handle our ever increasing workload in a more timely fashion. More honesty about why these things cannot happen when requested. - an employee in Sales
22.	Be aware of and use resources more efficiently,. - an employee in Sales



*How does your manager show they care about your concerns?*

1.	He is available at all times and actively shows that he cares every day. - an employee in Sales
2.	Listens, schedules 1 on 1 meetings, takes action. - an employee in Advertising
3.	My manager listens to my concerns and provides feedback. My manager will find solutions to problems when I am unable to do so myself. - an employee in Advertising
4.	Listens, always willing to offer solutions. - an employee in Sales
5.	If it seems I'm having a hard time, he checks in and sees what he can do to help. - an employee in Manufacturing
6.	Very approachable, open. - an employee in Sales
7.	He is always there to help me when I have any problems I bring to him. - an employee in Manufacturing
8.	Always available for moc, and puts in the effort to help us succeed when we need help. - an employee in Sales
9.	Making themselves available when there are concerns and asking for feedback. - an employee in Advertising
10.	Open door, always listens to questions or concerns. - an employee in Recruiting
11.	Weekly meetings with questions about how I'm doing and how I feel about my workload. - an employee in Sales
12.	Asks questions. Has an interest in her employees life. - an employee in Sales
13.	Monthly Conversations. - an employee in Sales
14.	She continues to encourage me in my work and is always willing to make time to listen and hear my thoughts. - an employee in Advertising
15.	My manager has a terrific way of balancing personal relationships with us while maintaining her managerial role and commanding respect and hard work. There's at least one point in every day where we check in on a personal level. - an employee in Manufacturing

*How does your manager show they care about your concerns? (continued)*

16.	It seems like our managers take up the concerns but we never get much in response as to what the expectations going forward really are. - an employee in Advertising
17.	Supervisor and leads are always available as needed. I have a one on one twice a month and mostly feel as my concerns are being noted. - an employee in Advertising
18.	He responds in a timely fashion, positive attitude , flexible with schedule, takes time to explain procedures. - an employee in Development



*What would make it easier to share concerns with your manager?*

1.	Be more proactive, take a stand for our department and back us up. - an employee in Sales
2.	Please actually fight for the things we deserve but don't get. - an employee in Senior Leadership Team
3.	Stop showing favoritism to certain employees in the group. - an employee in Location B Distribution
4.	Be more available for discussions and feedback. - an employee in Sales
5.	I don't know. My supervisor is blatantly obvious with how little she cares about us & I've said 3 words to my manager. - an employee in Sales
6.	Manager's & HR should provide & abide by the information that they are providing employee's. - an employee in Sales
7.	She should express my concerns to the higher ups that make the decisions that affect us. - an employee in Sales
8.	If they assist with answering questions not making you feel like your dumb for asking them. - an employee in Sales
9.	I wish he'd implement some kind of inclimate weather plan if schools are closing in the area. - an employee in Sales
10.	The should encourage employees to present new ideas and changes and be a part of that process. Stress the importance of efficiency in our processes and champion those ideas that would save the company time and money, no matter how big or small. It all adds up in the end. - an employee in Manufacturing
11.	They could be proactive about fixing procedures that are done incorrectly. - an employee in Sales
12.	More clarity of expectations and willingness to make tough decisions. - an employee in Advertising
13.	More frequent performance meetings, even if just to say "good job." - an employee in Sales
14.	Stop forgetting time sheet changes after several mentions via email, other than that the support I receive is excellent. - an employee in Sales
15.	If they listened and communicate more effectively. - an employee in Sales

*What would make it easier to share concerns with your manager? (continued)*

16.	Have management be Part of the team and interact not just look at emails and numbers all day. - an employee in Sales
17.	If they showed up for meetings they set up. Giving feedback based on observations. Having some general idea as to what I am actually doing. - an employee in Sales
18.	When I have a concern, they could respond more quickly or let me know when I will receive resolution. - an employee in Sales
19.	My manager rocks, nothing new! - an employee in Sales
20.	Just complete reviews and Retention Conversations from time to time. Ask me what I need to do the things I'm being asked to do. - an employee in Sales
21.	The immediate leadership is great. To upper management Make less changes or think through the changes you make before you make them. It is never a good idea to say "Eh, we can work that out later." when reorganizing the company. Again - immediate leadership is great. - an employee in Manufacturing
22.	Pointless question... they are who they are... if nothing has been done about them by now, Nothing will be done. - an employee in Advertising
23.	Change their attitude and the way they approach us regarding what they are expecting out of us. I love positivity and unfortunately, that doesn't happen. - an employee in Manufacturing
24.	Stop responding to our concerns with "it is only going to get worse before it gets better" - an employee in Server Support
25.	Less team members to one manager, sometimes i can tell when then are overwhelmed. - an employee in Sales
26.	Stop the favoritism, addressing/resolving on-going issues. - an employee in Server Support
27.	Be here more. - an employee in Manufacturing

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Engagement

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Alignment

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Effectiveness

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Connection

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My Manager

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## The Basics

- *Formal Training*
- *Benefits*
- *Work/life flexibility*
- *Expectations*

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I love my job because...





*What formal training have you found most valuable?*

1.	Everything that my current manager has worked with me on, from leadership to tech. - an employee in Manufacturing
2.	The overall experience of working in a lab. - an employee in Sales
3.	All of the internal training that we have for our products to help support the customers with any questions or concerns about said product is very helpful. - an employee in Sales
4.	Formal group training on topical subjects is valuable for ensuring that team member can easily work together or build on previous work that someone else created. - an employee in Sales
5.	Wholesale access to multiple online training repositories. - an employee in Location A Distribution
6.	Professional training from third parties. - an employee in Sales
7.	There is Weekly training available and its always helpful. - an employee in Advertising
8.	Pluralsight. - an employee in Sales
9.	Computer experience and office experience. - an employee in Technical Support
10.	One on one training with a mentor. - an employee in Manufacturing
11.	One on one training with my sup. - an employee in Risk Management
12.	Computer. - an employee in Technical Support
13.	Mba. - an employee in Finance



*What formal training would you value most?*

1.	Training on the systems that we are currently using. I don't think that we are using them to their full potential because we don't fully understand how they function. - an employee in Sales
2.	The ability to go to industry conferences. - an employee in Technical Support
3.	Sending the team to a conference together; something to build moral as a department. - an employee in Location B Distribution
4.	I would enjoy training on new products before their wide-spread release to our customers. - an employee in Sales
5.	One for everything that everyone needed to take, like classes with your training class crew. - an employee in Advertising
6.	I feel that there should be more well rounded employee training such as leadership or management training. Training which would help employees prepare for the next step in their career. - an employee in Sales
7.	Any and all. I feel like I would improve with more training. I got a little on boarding when I moved to this department, but most of what I have learned I have learned by doing. I really feel like I could be more confident if I had additional training, especially on servers. - an employee in Manufacturing
8.	Any kind of formal training. It was more of a sink or swim type situation right off the bat - no formal training was provided. - an employee in Advertising
9.	More opportunities to attend job/career-specific training. - an employee in Sales
10.	More focused training and more structure on career path. - an employee in Risk Management
11.	More about servers and how to access I don't mind learning on my own but don't know where to start. - an employee in Manufacturing
12.	I would value formal training on the machines that we use in the lab. Also, I would like some formal training on how to be a better leader. - an employee in Manufacturing
13.	Business seminars, conferences. - an employee in Server Support
14.	Project planning/ scrum master. - an employee in Insurance

*What formal training would you value most? (continued)*

15.	Management-related activities. - an employee in Sales
16.	Career planning and better HR support. - an employee in Advertising
17.	Design patterns, specifically involving restful APIs, MVC, unit and integration testing. - an employee in Development
18.	Making myself better for future jobs. I feel like they give us training only for my job we are in and not trying to make us improve for future management roles or jobs. - an employee in Sales
19.	I think training over the company policy and procedures would be most beneficial. The attendance policy, and all other company policies are widely unknown within the company. - an employee in Sales
20.	Detailed training pertaining to the products and services we are supporting. - an employee in Sales
21.	More tech training, new products, and time to do so. - an employee in Manufacturing
22.	Management training. - an employee in Sales
23.	The cross training. - an employee in Sales
24.	Any. - an employee in Sales



*What aspects of your benefits package do you find most valuable?*

1.	Insurance - better coverage than I can afford on my own. Wish you guys had a car/rental/home insurance deal as well. - an employee in Sales
2.	The level of coverage is outstanding. - an employee in Manufacturing
3.	I do not receive benefits. - an employee in Sales
4.	The overall coverage is great and really makes a big difference when it comes to doctor visits and prescriptions. - an employee in Manufacturing
5.	The reasonably priced healthcare. - an employee in Sales
6.	Love the health benefits. Help me stay alive. - an employee in Insurance
7.	I love the HSA account option. - an employee in Senior Leadership Team
8.	401k. - an employee in Location A Distribution
9.	The fact that we pay nothing to have full health benefits. - an employee in Sales
10.	Low cost of insurance, time off hour allotment. - an employee in Manufacturing



*What change in your benefits package would be most valuable to you?*

1.	Better pay and rotating shift for equal opportunities to have a life. - an employee in Sales
2.	Lower deductibles, less money out of pocket. - an employee in Finance
3.	Better health options/coverage, more competitive 401K, and regular equity programs. - an employee in Specialized Operations
4.	Less of a deductible. - an employee in Sales
5.	The high deductible health insurance plans are awful. - an employee in Manufacturing



*How does SampleCo 2016 help you balance work and life?*

1.	I appreciate how you can work with your schedule to make time for family. - an employee in Manufacturing
2.	I like that they let me make my own hours. As far as my next position here, they're working to get me into hours that work better with my life. - an employee in Insurance
3.	Simply the ability to accommodate for my family's schedule. - an employee in Advertising
4.	Great deal of flexibility to take care of personal issues. - an employee in Sales
5.	Food, ability to work from home, flex vacation. - an employee in Location B Distribution
6.	The ability to work at unusual hours. - an employee in Insurance
7.	Due to the nature of having multiple offices, working from home/cafe/beach is generally accepted. - an employee in Location A Distribution
8.	Flexible scheduling and that everyone understands that sometimes you have to attend to life events. - an employee in Development
9.	I most appreciate having a decent amount of time off given at the beginning of the year and the ease with which it can be used, such as short notice. - an employee in Research & Development
10.	If you have kids you have the flexibility to take care of them easier. - an employee in Sales
11.	The flexibility they allow for your personal life when ever posiable. - an employee in Sales
12.	I have always had the flexibility to use PTO and sick days when I need them, leave early or come in early to accommodate my schedule outside of work, and not have to report to work in inclement. - an employee in Sales
13.	Working from home; flexible hours; unlimited vacation. - an employee in Location A Distribution
14.	Flexible schedule. - an employee in Finance



*What improvements to work/life flexibility would you value most?*

1.	Not having a strict time schedule. Also flexibility of lunch times and lengths. - an employee in Sales
2.	I feel I had an inaccurate expectation of getting a new shift set when I was hired. - an employee in Sales
3.	Would love to have our sick time upfront in the beginning of the year, instead of 1.8 every 2 hrs. Takes 3 months to gain a day, so if we do not have the time we can loose our job if it happens again within a 12 month period. - an employee in Sales
4.	More head count so we don't have to work 10-20 hours of overtime per person per week to keep our head above water. - an employee in Senior Leadership Team
5.	Better shift schedules - being forced to work both second shift and a weekend day is not a good way to help foster a positive work-life balance. - an employee in Manufacturing
6.	Either better hours or a higher rate of time off accumulation. Second shift, Tuesday through Saturday in particular, ends up needing to use more time off than other shifts because we do not have the typical days off that our friends and family do. Because of this, we end up needing to always try to find time off to be able to spend any time with them. - an employee in Sales
7.	Ability to take unpaid time more easily. - an employee in Sales
8.	The only negative I see w/ my schedule is working so late on a Saturday. Not even for the fact of "going out" or "partying" but for the fact that if I want to travel for a weekend I am limited. - an employee in Sales
9.	Mon-Friday schedules available, Schedules based on performance, Able to take partial days off. - an employee in Manufacturing
10.	When I was hired, I had no idea 3:30 to midnight was going to be my shift. I was under the impression, via the hiring process, that I would get a shift of the preferences I chose. I've dealt with the shift, but some up front notice about it would have been nice! - an employee in Sales
11.	More day shifts available so I can spend time with my children. - an employee in Manufacturing
12.	I have worked in this company going on my fourth year now. One thing I find very difficult as a father of three children is the lack of sick time that is available for us to use for our children. I am rarely sick but when I am, I have NO SICK TIME because I've used it all on my children. Please allow us to either move personal/vacation hours over to sick time or give us more sick time hours per BP so that we can meet the needs of our family and not be written up or potentially fired over something that shouldn't even be an issue. - an employee in Sales
13.	More time to spend with my family on weekends. - an employee in Sales

*What improvements to work/life flexibility would you value most? (continued)*

14.	More flexibility to use vacation time or shifting some of our vacation time to personal time we can use ad hoc. - an employee in Sales
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*What makes this job better than you expected when you started?*

1.	All of my managers have been really approachable. The atmosphere is quite relaxed, which makes me feel comfortable. - an employee in Location A Distribution
2.	Learning a lot from coworkers. Fast paced, but I work with a fun group of people. - an employee in Advertising
3.	I have gained more technical knowledge then I ever thought I would. - an employee in Sales
4.	Great exposure to new engineering management practices, CICD, and automated testing. - an employee in Specialized Operations
5.	I never saw myself moving beyond an overnight shift worker and with hard work I've been able to advance over the years. - an employee in Advertising
6.	It hasn't it has not even met my expectations in any way. - an employee in Research & Development
7.	Great culture, awesome and humble people, good overall mood and the direction company is taking. - an employee in Insurance
8.	It has not. I expected to come and learn in industry that I had some familiarity with. Instead, I have had to research most things that I have learned on my own. Each department that I have gone to has had little to no training. Luckily on my own time, I was able to do some of these things. - an employee in Risk Management
9.	Easier to get a bonus check than I thought it would be. - an employee in Risk Management
10.	The people. - an employee in Sales
11.	Pay and benefits are amazing, first job out of college so i didn't have very high expectations but this has exceeded it. - an employee in Sales



*How has this job not met your expectations?*

1.	I had hoped to be in a better financial situation than my previous workplace. - an employee in Sales
2.	I expected the company to be more honest with it's customers and employees and after 1.5 years I do not feel that they are honest at all. - an employee in Sales
3.	I thought I would be doing more scientific writing. I also thought there would be opportunities to advance in the company. - an employee in Manufacturing
4.	I expected less tedium. - an employee in Sales
5.	Growth of position. - an employee in Specialized Operations
6.	Mediocre or sub-par employees have no motivation to improve, so working hard seems futile and unrewarding. - an employee in Sales
7.	I was promised several different time-frames, pay increases and overall department functions that have since been either drastically modified or have completely fallen out of orbit. - an employee in Manufacturing
8.	Steady work flow, but workload has increased substantially. - an employee in Sales
9.	Having the ability to move to other depts. Supposedly they hire within, but I know multiple people including myself who have had no chance at a different position. - an employee in Sales
10.	More open-mindedness about doing things differently. - an employee in Insurance
11.	The technology that I was hoping to work on, we have a lot legacy to clear out to be there. - an employee in Insurance
12.	Based on earlier conversations, I expected to be further along in areas of duties and responsibility. However, I have had opportunities to learn and grow in ways that I had not anticipated. - an employee in Server Support
13.	The communication in my department is not good. When I started I thought it would be better but it not. - an employee in Manufacturing
14.	I was hoping to learn more than I have thus far. - an employee in Sales
15.	Open/Shared communication and collaboration. - an employee in Development

*How has this job not met your expectations? (continued)*

16.	Nothing specific. - an employee in Manufacturing
17.	All expectations were met, i just think i wasn't aware completely of what i was getting myself into. - an employee in Sales
18.	I envisioned having more time to accomplish the analytical tasks that we need to complete to evolve and less time spent on transactional tasks. - an employee in Sales
19.	I was told I would be on a day shift. Part of the reason I came here was for normal hours. After I got put on second shift they told me in a few months after your trial period, you would get moved. All of that was false information. I'm past my first year and still haven't been moved, even to a slightly different shift. High turnover could be avoided by promising employees the right time, and honoring seniority and metrics above an arbitrary movement. - an employee in Sales
20.	N/a we're moving fast, this has been one of the best experiences in my career. - an employee in Insurance
21.	Advancement. - an employee in Sales

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Engagement

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Alignment

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Effectiveness

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Connection

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My Manager

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The Basics

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**I love my job because...**





### *I love my job because:*

1.	I am given the freedom to do my job in my own way as long as the work gets done. - an employee in Manufacturing
2.	I'm given the freedom to do whatever it takes to resolve the customer's issue. - an employee in Advertising
3.	It not only makes me feel good about myself but also helps me grow.. the first time in my life I believe a company that says there is room to grow. - an employee in Sales
4.	We enjoy what we do and yet get a lot done and see results. Also, we help small businesses grow and thrive - so I know that we are making a difference in our customer's lives. - an employee in Advertising
5.	I am able to balance work and non-work issues very well. - an employee in Sales
6.	Its different everyday and the environment is a fun place to be. Work does not feel like work. - an employee in Sales
7.	Great work environment, people, and customers! - an employee in Sales
8.	I am making a powerful impact in my community. - an employee in Location B Distribution
9.	Freedom to be ourselves. There is not a corporate structure saying what we have to do to be successful. Everyone has their own little niches. I also feel like we get treated like friends and family. Not employees. - an employee in Sales
10.	My sups, manager, and coworkers are great. - an employee in Sales
11.	I have the flexibility to try new things. - an employee in Development
12.	I get to be myself, and work daily toward where I want to be without limitation. - an employee in Manufacturing
13.	I get to travel the world! - an employee in Development
14.	Independent and flexible. - an employee in Specialized Operations
15.	I just do. I love it here. I love my boss. I love my staff. I would not consider leaving my department. - an employee in Sales

*I love my job because: (continued)*

16.	At my age, to even think about changing jobs or careers is , for most, unthinkable. I have been able to do it because of the support of the team around me, as well as my managers. - an employee in Sales
17.	There are a lot of opportunities to move up and a lot of different departments to work in... - an employee in Manufacturing
18.	I feel a great sense of accomplishment when working project's and completing other day to day tasks. - an employee in Risk Management
19.	My employer cares about me and they show it in the form of awesome pay, benefits, training, and leadership. - an employee in Sales
20.	Its a fun place to work where there's always contests and prizes, very relaxed yet at the same time super busy at times, pay is awesome, I don't have to dress up ever, and the bonus structure has no cap which is amazing!! - an employee in Sales
21.	I have the chance to come in and every day positively impact many people's lives and help them live out their hopes and aspirations from both a customer and employee standpoint. - an employee in Manufacturing
22.	I have the freedom of having ideas and ways to create my own path. I always feel appreciated by my boss, and he genuinely listens to my creative suggestions no matter how ridiculous they sometimes sound. I feel informed about certain decisions the company has made, and I always feel part of the bigger picture. I have never dreaded coming to work - even when making presentations for above-my-level management. - an employee in Sales
23.	I get to help people fix their problems and get their businesses off the ground. - an employee in Sales
24.	They take care of us and provide us with an excellent working environment. - an employee in Sales
25.	They treat their employees with respect and show that we are appreciated :). - an employee in Sales
26.	I get to have a great time and get paid for it. - an employee in Sales
27.	It's fast paced, always changing and flexibility. - an employee in Research & Development
28.	I love my job because of the flexibility. It is important to me to have flexibility with my family life, and I feel 100% supported with this. - an employee in Sales
29.	I get to work with many great people. I don't have to stay in one place all of the time. - an employee in Manufacturing

*I love my job because: (continued)*

30.	I have the opportunity to learn and share what I know with others, to make us all better. - an employee in Sales
31.	I enjoy it, the challenges, the people. - an employee in Advertising
32.	I make great money,Im good at what I do,it's a fun,encouraging environment with lots of room to excel and improve. - an employee in Sales
33.	The environment is so friendly and comforting. Everyone is so nice and I feel very comfortable working here. - an employee in Sales
34.	I get to work with cool technology. - an employee in Server Support
35.	Everyone pushes me to succeed. - an employee in Sales
36.	It utilizes my degree and I work with amazing co-workers. - an employee in Sales
37.	I feell comfortable. - an employee in Research & Development
38.	I get to help people succeed in attaining there goals as a small/medium sized business owner. - an employee in Sales
39.	I'm working with great people on great products that will make a difference in many people's lives. - an employee in Location A Distribution
40.	I can come to work and be me. I love what I am doing and my manager is very willing to accommodate what makes me happy. The atmosphere here is unlike any other place I work where we can come and be professional but also have a good time. My coworkers have become a second family. - an employee in Manufacturing
41.	The position is specialized and allows me to do what comes most naturally. I am encouraged to be myself, share opinions/suggestions freely, and to take advantage of external training opportunities in order to build my professional skill sets and knowledge base. - an employee in Recruiting
42.	No negative influence, if I get one bad customer i know i have a good one coming my way, or my team encourages me to move on. - an employee in Sales
43.	My individual impact on someone else. - an employee in Manufacturing

*I love my job because: (continued)*

44.	Allows me to solve problems and help people. - an employee in Sales
45.	It makes me feel welcome and important. - an employee in Sales
46.	Great culture and i have a great team. - an employee in Sales
47.	Get to make a difference every day. - an employee in Finance

# ABOUT WORKPLACEDYNAMICS

“Making the world a better place to work together”

Our passion and purpose is to make the world a better place to work together. Founded in 2006, WorkplaceDynamics is the fastest growing major employee survey company in the country. This year alone, more than two million employees in over 6,000 organizations will participate in the Top Workplaces™ campaign—a program we conduct in partnership with more than 40 prestigious media partners across the United States.



WorkplaceDynamics is a founding B Corporation member, a coalition of organizations that are leading a global movement to redefine success in business by offering a positive vision of a better way to do business.

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