Employee Engagement Reporting Tool

[Partnership for Public Service](#)   and   [Boston Consulting Group](#)

Federal leaders who participated in our workshops emphasized the importance of long-term strategic planning and leadership attention to address five opportunity areas for employee engagement highlighted in the accompanying report. The Partnership for Public Service and BCG created this reporting template for agency leaders to use as a starting point. The template guides federal leaders to identify agency employee engagement activities, monitor and track the progress of implementation, and the persons responsible for the progress, as well as key information needed to be communicated with employees.

This reporting tool also can be effectively paired with the Partnership for Public Service's Communications Toolkit on the Best Places to Work resources page.

User Guide

1. Leaders establish employee engagement action plan for the agency. The action plan must identify 1) priority area, 2) outcome statement, 3) activities, 4) measures of success, and 5) responsible parties. See the Definitions section below for more information.

2. Using the provided template, extract information from the action plan to fill out the sections of the framework template (page 1).

3. Distribute the framework template to the leadership and reporting forms to responsible parties.

4. Have responsible parties update the Progress to Date section of the reporting form and report to the leadership on a regular basis.

[Optional] 4-1. Build internal dashboards or websites to visualize the Progress to Date section.

5. Leadership reviews the template periodically to set or modify agency employee engagement strategies and communicate the results with employees.

6. Based on the review and feedback of the progress, modify the action plan and fill out the template again.

Definitions

Outcome statement: The desired long-term impact, expressed in one or two sentences or bullet points. It is a strategic goal rather than an implementation goal. Examples of outcome statements are:

* Hiring and retention: Applicants for jobs at our agency have a clear vision of what their hiring journey will look like for them at every step of the process.

* AI Automation: Automation is used to improve both employee and customer experience at our agency.

* DEIA: Employees of all identities feel that they can reach out for assistance when confronted with workplace issues and have a sense of community and belonging within our agency.

Activity: Any event, tool, relationship group, staff position or process created, acquired or modified under the action plan to achieve the outcome statement. Activities may include organizing an advisory group of employees, creating or reorganizing staff positions, crafting communications like memos, or acquiring services from outside actors.

Measure of success: A data point used to predict if an activity has been implemented to achieve the outcome statement. It is best if these are quantifiable performance measures like the number of things produced, participants, or a percentage of positive feedback to a question in a pulse survey or the FEVS.

Responsible parties: A person or team assigned to track and report the progress of measures of success for each activity on a regular basis.

Reporting cadence: The frequency with which responsible parties should make reports on the progress of activities.

Employee Engagement Reporting Tool Template

Link to Action Plan	Link to a publicly accessible action plan document here for easy reference
Priority Area	What area of the action plan is being addressed?
Outcome Statement	What is the desired strategic outcome of the activities being reported on?

Activities	Measures of Success	Responsible Parties & Reporting Cadence		Progress to Date				
				Period #1	Period #2	Period #3	Period #4	Period #5
What is the agency planning to do to address the Priority Area?	What are we measuring to determine successful implementation of the activity?	Who is the lead or senior sponsor reponsible for ensuring the implementation of this project?	Actions	Things that have been done to implement the activity are described here	...	...	...	...
		Who ensures that the the data is gathered? How often should they be reporting?	Measure of Success	Any new data related to the activity's measures of success will go here	...	...	...	...
Add a new row for each activity being tracked	...	...	Actions	...	...	...	...	...
		...	Measure of Success	...	...	...	...	...

These cells are set up to auto-populate from the reporting form template. Sometimes, there may not be an action or change in a measure of success to report, in which case a cell may be left blank.

Employee Engagement Reporting Form Template

Link to Action Plan	*Link to a publicly accessible action plan document here for easy reference*
Priority Area	*What area of the action plan is being addressed?*
Outcome Statement	*What is the desired strategic outcome of the activities being reported on?*
Reporter and Reporting Office	Who filling in this form and what organization are you doing it on behalf of?

Activity	Measures of Success	Responsible Parties & Reporting Cadence		Progress to Date				
				Period #1	Period #2	Period #3	Period #4	Period #5
What is the agency planning to do to address the Priority Area?	*What are we measuring to determine successful implementation of the activity?*	*Who is the lead or senior sponsor reponsible for ensuring the implementation of this project?*	**Actions**	*Things that have been done to implement the activity are described here*	...	...	...	...
		Who ensures that the the data is gathered? How often should they be reporting?	**Measure of Success**	*Any new data related to the activity's measures of success will go here*	...	...	...	...
Highlighted cells should be filled in ahead of time or auto-populate from a tool template like in this example form.				These cells under "Progress to Date" should be the only ones a reporter would need to fill in. They could auto-populate into a central document or dashboard like in this template. Blank spaces may also exist sometimes because there is no new data avaliable within the reporting period set ahead of time				

Employee Engagement Reporting Tool

Link to Action Plan	html://123@your.gov
Priority Area	Workload
Outcome Statement	Employees at our agency are supported with the personnel and tangible resources they need to carry out their jobs effectively during a standard tour of duty. Employees have the needed skills and abilities to efficiently carry out their regular recurring duties in a timely fashion.

Activities	Measures of Success	Responsible Parties & Reporting Cadence		Progress to Date				
				January Reports	Februrary Reports	March Reports	April Reports	...
Office of Human Resources (OHR) to determine alternative hiring authorities to improve organizational agility in hiring for incoming priorities	Number of possible alternatives identified by consultation with OPM and other agencies. An increase in new hires under identified alternative hiring authorities by the end of FY2025.	The Director of Human Resources is the senior sponsor for this activity.	Actions	Working group has been formed and first met on Jan 18. Will complete research into historical agency hiring practices prior to first meeting with OPM on Feb 7.	...	...	...	...
		Working Group Lead Jane Deer is to report monthly on progress in meetings with OPM.	Measure of Success	Two alternative hiring authorities historically used by the agency have been identified.	...	...	...	...
Administer regular organizational pulse survey to determine inequities in workload across demographics.	Number of completed surveys. Number of identified trends of inequity among demographic groups and intersectionalities.	Director of Workplace Equality is the senior sponsor for this survey.	Actions	Pulse Survey sent to staff Jan 18 to close Feb 2.	...	...	...	...
		Data Analyst Ariel Moreno-Ortiz will report on progress bi-weekly from the survey's release for two months, then monthly on findings.	Measure of Success	Number of responses to Pulse 1 as of Jan 31: 3,237	...	...	...	...
Provide updated resources to supervisors on existing work-life policies and structures to outline work-life flexibilites	Number of hits on links to updated resources. Increase in positive FEVS responses to "My supervisor supports my need to balance work and other life issues" in 2024 and 2025.	The Director of Human Resources Systems is the senior sponsor for this activity.	Actions	Three resources with out-of-date information have been identified with five more in need of revision to improve navigation or ease of use as of Jan 27.	...	...	...	...
		Team Lead Jian Kim will report monthly with a possible additional report on April 15 should an extention be required.	Measure of Success	...	...	...	...	...
Admininster skills assessment for employees with 3 or less years of federal experience to determine they have the skills to effectively and efficiently complete their duties within their standard tour of duty.	Number of Offices participating in the trial program. Number of trial assessments completed. Increase in positive FEVS responses to "New hires in my work unit (i.e. hired in the past year) have the right skills to do their jobs" in 2024 and 2025 Number of development plans created using feedback from skills assessments by the end of FY2024.	Director of Training and Development is the senior sponsor for this activity.	Actions	Office of Training and Development has started coordinating on the creation of skills assessment.	...	...	...	...
		Assistant Director Mara Klein will report on progress monthly.	Measure of Success	Offices currently participating in skills assesment creation: 4	...	...	...	...

Note: This example was filled out with the assumption the current date is Feb 1, 2024

Employee Engagement Reporting Form

Link to Action Plan	html://123@your.gov
Priority Area	Workload
Outcome Statement	Employees at our agency are supported with the personnel and tangible resources they need to carry out their jobs effectively during a standard tour of duty. Employees have the needed skills and abilities to efficiently carry out their regular recurring duties in a timely fashion.
Reporter and Reporting Organization	Mary Scott; Alternative Hiring Working Group Lead, Office of Human Resources

Activity	Measures of Success	Responsible Parties & Reporting Cadence		Progress to Date				
				January Reports	Feburary Reports	March Reports	April Reports	...
Office of Human Resources (OHR) to determine alternative hiring authorities to improve organizational agility in hiring for incoming priorities	Number of possible alternatives identified by consultation with OPM and other agencies. An increase in new hires under identified alternative hiring authorities by the end of FY2025.	The Director of Human Resources is the senior sponsor for this activity.	Actions	Working group has been formed and first met on Jan 18. Will complete research into historical agency hiring practices prior to first meeting with OPM on Feb 7.	...	...	...	...
		Working Group Lead Jane Deer is to report monthly on progress in meetings with OPM.	Measure of Success	Two alternative hiring authorities historically used by the agency have been identified.	...	...	...	...
Highlighted cells should be filled in ahead of time or auto-populate from a tool template like in this example form.				These cells under "Progress to Date" should be the only ones a reporter would need to fill in. They could auto-populate into a central document or dashboard like in this example form. Blank spaces may also exist sometimes because there is no new data avaliable within the reporting period set ahead of time.				