Engagement Survey: What is the intent behind each question?

Q7 – “At work, my opinions seem to count.”

For team members, the driver that connects this element with higher levels of performance is the greater sense of responsibility or psychological ownership over matters for which the team member has a say/opinion. No matter how strong the external incentives, they never seem to measure up to the internal drive of advancing something that is at least partially one’s own idea. Nearly half of team members who say their opinion counts at work also feel their current job brings out their most creative ideas. Among those who are neutral or negative on the Seventh Element, only 8 percent feel their creativity is well employed. In addition, according to Gallup’s research, modest improvements in the proportion of team members with high Seventh Element scores from one-in-five to one-in-three ratios has a substantial impact on customer/patient experience, productivity, retention and safety, all of which create, on average, a 6-percent gain in profitability.

Team members that do not feel like their opinions are counted / valued can impact that perception by engaging in the vital behaviors listed below:

- Reflect back on the last time you shared an idea. Is it possible that you did not choose the right approach (e.g., too forceful, wrong venue, bad timing, wrong audience, etc.)?
- Socialize your idea(s) with your peers. Use the “strength of numbers” to influence others.
- Suggest creative ways to capture team member ideas within your department (e.g., Suggestion box, agenda idea at team meetings and huddles, etc.)
- Share your perceptions with your supervisor and engage him/her in a conversation about the ideas / opinions that you have.
- Model the expectation by encouraging others to share their ideas.
For leaders, incorporating team member ideas pays back twice. First, the idea itself often is a good one. Second and equally powerful, that the idea comes from the team members themselves makes it much more likely they will be committed to its execution. Welcoming team member opinions also produces greater feelings of inclusion among workers. In assessing the 12 statements for perceived racial or gender bias, statement 8, the “opinions count” statement is most highly correlated with feelings that team members are always treated with respect, that the company treats its workforce fairly.

Additional tools and resources can be found on the Employee Engagement Website