



Reigate & Banstead
BOROUGH COUNCIL
Banstead | Horley | Redhill | Reigate

Hive: Project Overview

Helping R&B to measure employee engagement, empower employee voice and to embed the Great People plan

- Employee Feedback Platform
- People Science Partnership

www.hive.hr



Why Hive?

Hive equip organisations with the tools, technology and expert People Science support required to gather and react to employee feedback, measure and understand employee engagement levels and to manage change on an ongoing basis.

We partner with people-focused organisations to support their ongoing approach to engaging, motivating and retaining their employees, by equipping them with:

- 1) Hive's Employee Feedback Platform: an industry leading employee feedback, recognition and reporting tool
- 2) People Science support: expert guidance, coaching and training from our business psychologists
- 3) Dedicated Customer Success support: tactical & technical support, every step of the way

Some of our amazing Customer partners include:



RIVER ISLAND



Hive's proposition includes:



- > Flexible and automated Employee Feedback Platform
- > Powerful reporting: Sentiment Analysis, Heatmaps & eNPS
- > Expert, strategic and fully tailored People Science support
- > Flexible surveying: ask what you want, when you want
- > Targeted demographic surveying with Targeted Campaigns
- > Suggestions feature: raise questions, share ideas/challenges
- > Messenger feature: respond to feedback, answer questions
- > Hive-Fives (peer recognition feature). Drive culture and values
- > Dedicated Customer Success and Technical support

Helping Reigate & Banstead to:

- > Measure and understand employee engagement, experience & performance, in a meaningful way
- > Gather timely & actionable feedback on an ongoing basis (by asking the right questions, at the right times)
- > Drive awareness and capture sentiment around the Great People plan
- > Support managers to access real-time people insights and to inform high-impact action planning

People Science support

Numerous companies now offer the technology to run more frequent employee surveys but a new process alone cannot change organisational culture.

Yes, Hive's industry leading and automated surveying, reporting and analytics platform will enable you to gather timely, actionable and anonymous feedback from your workforce at scale, but our People Science support has been established so that we can partner with our customers to help drive real business change through the use of Hive.

Our People Science team specialises in employee engagement, culture and organisational change. Their support is fully tailorable and can be as hands-on or as light touch as needed. We don't do off-the-shelf support and will partner with your organisation to tailor an end-to-end support plan, covering:

- 1) Exploring organisational readiness for change
- 2) Creating confidence and momentum in driving change
- 3) Reinforcing the approach and making it stick

A bespoke question strategy

When it comes to what a 'typical' surveying strategy can look like, we often recommend a mixed approach to include these four elements (which we'll co-create with you):

- > **Baseline measures:** A clearly defined engagement model with core question sets
- > **Pre-planned pulse surveys:** Aligned with existing projects/initiatives (based on the Great People plan)
- > **Ad-hoc pulse surveys:** Reacting to unexpected events and organisational change events
- > **Targeted campaigns:** Demographic surveying with fully bespoke question sets

To include high-impact question statements such as:

"I feel my personal values are well suited to those of the organisation"

"I feel proud to work for this organisation"

"There is a sense of openness and transparency here"

"What makes a good day at work for you?"