

# Survey Management Deployment Guide

## Define your Survey!

Before implementing the Survey Management tool, ensure that the goals and objectives are clearly defined.

### Objectives

- Define the focus of your surveys and what types of surveys you want to implement to measure employee engagement in your organization. i.e.: Employee satisfaction surveys, 360° leadership surveys, Company culture assessments, Competency assessments, etc.
- Establish the frequency of execution, who will create, execute and manage the surveys, and in what language.
- Create and design communication plan to ensure full participation of your target audience.
- Once you've decided on your primary goal, creating the experience to help you achieve your goals will be easier.

### Benefits

- Create and distribute surveys more efficiently than traditional methods. You can create surveys quickly and easily using templates and other tools provided by the platform.
- Ensure that your surveys are accurate and effective. You can use features multiple features to create surveys that are tailored to your specific needs and goals.
- Analyze the results of your surveys in real-time. You can view the results of your surveys as they come in and use this information to make informed decisions.

## Form a committee

Appoint a few members/leaders to take charge of implementing, maintaining, and establishing Innovation Minds, regardless of the size of your firm.

Moreover, a well-chosen committee will aid you in effectively implementing our platform.

When forming a committee, keep the following suggestions in mind:

- Have a thorough understanding of our platform.
- Show interest in building our platform.
- Demonstrate leadership initiative.
- Have a strong belief in the success of your program.

## Kick Off

Agenda Items:

1. Introduce your Innovation Minds Deployment Team
2. Discuss your business objectives and success metrics for the platform
3. Review your deployment package, timeline, and next steps

**Deployment Sponsor:** This person(s) should have the proper authority in your organization to provide clarity as to why Innovation Minds is being adopted, who is expected to use Innovation Minds, and when key moments within the deployment process should occur. (i.e., training, launch date, etc.). In certain contexts, this person can also be the Deployment Lead.

**Deployment Lead:** This is the point-person for the deployment of Innovation Minds. This will be the point-of-contact for communications with the CSM (Customer Success Manager) and will coordinate and facilitate the scheduling and execution of calls/meetings for the different touchpoints in the deployment process. In certain contexts, this person can also be the Sponsor.

**Deployment Champions:** Champions are the power users, the early adopters, the influencers, the sherpas on your path to collaborative nirvana. It is smart to have a healthy mix of individuals that are enthusiastic for this new change and others that are hesitant. Good change management means giving all voices the time and space to be heard. Our experience shows that successful deployments involve a group of champions within an organization to help pave the way for successfully adopting Innovation Minds. How many do you need? A good rule of thumb is to have at least one Champion for every 5 users in your account. These Champions will also help you identify the gaps and bright spots in your current initiatives.

**Users:** Also known as end-users, are everyone else in your organization who will be utilizing the Innovation Minds Platform.

## Change Management

Initiation and Discovery – plan for change:

- Identify how ready your organization is
- Understand who will be impacted
- Develop communication and training plans
- Understand which stakeholders may struggle with the change and plan to support them

Configuration and Go-Live – prepare for change:

- Create and execute communications
- Train your stakeholders
- Prepare reference tools

# SURVEY AS A SERVICE

It's not what just employees say, it's equally about what managers follow through.

