How to explore your We’re Listening and Let’s Catch Up results

Your Results portal/dashboard is a simple to use tool that has all the data you need in one place. It’s been designed to help you understand, interpret and explore your We’re Listening and Let’s Catch Up results. This guide provides an overview of the dashboard, including the different ways you can analyse your data.

Finding your way around
• Once you’ve logged into the portal, you’ll see a toolbar at the top of the landing page.
• The We’re Listening Results dashboard can be accessed via the first option next to the Home option.
• Let’s Catch Up results are on the next tab:

Welcome to your We’re Listening Portal!
Here you’ll be able to:
• View your We’re Listening results
• Create and manage your We’re Listening action plan/s online
• Access supporting documents to help you:
  – Understand your results
  – Create and manage your action planning
  – Use this portal
To start exploring, click on any of the tabs at the top of the page!

Landing page
• The landing page gives you an overview of your results including your Sustainable Engagement score, Management Index, and colleague segments, and you can filter the data by demographics.
• Important – When looking at the Retail results, remember to select the correct Wave from the filter on the left hand side at the top.
• The figure on the right hand side tells you how many colleagues responded. When viewing/cutting data, if a report generates less than 6 responses, no report will be produced to preserve anonymity.
• You also have access to Comments and Key Drivers on the landing page (although not for Let’s Catch Up – notice the difference in dashboards below – find out more in the FAQ document).
At the bottom of the landing page, you will also see the Sustainable Engagement scores for the next level down in the hierarchy and an overview of the results for each of the question categories.

Menu bar
There are four options on the Results dashboard menu bar:

- **Navigation** – This option allows you to view your data in a number of set dashboard formats.
- **Hierarchy** – If you have access to data for more than one store or team, this option will allow you to navigate to the store or team (or higher level) that you want to view (click on far left to expand).
- **Exports** – This option allows you to export the Dashboard page as either a PDF or an image file (more about this later!)
- **Reset filter** – This option allows you to reset any filters you may have applied to your results.
Navigation quick-select options
The Navigation button on the left hand side of the menu bar displays six options to quickly navigate around your results. You can also use this menu to quickly change between views. In Let’s Catch there are four options, exclusions are noted below (refer to the FAQ document for more detail about this):

- **Landing page** – The headline figures of your results.
- **Question breakdown** – An overview of the category scores. Select a category to then view the question breakdown.
- **Management Index** – Overview of the questions that make up this score (refer to the FAQ document for more detail about this).
- **Sustainable Engagement** – Overview of the questions that make up this score (refer to the FAQ document for more detail about this).
- **Comments** (not Let’s Catch Up) – A word cloud of themes from the free text comments submitted by colleagues. Click on each theme to explore anonymised comments, or do a key word search.
- **Key Drivers** (not Let’s Catch Up) – The categories that contain your key driver questions to support action planning. These may not be the lowest scoring questions but focus in these areas will have the greatest impact on maintaining or improving your overall Sustainable Engagement figure.

Discover more about each of these functions in the rest of this guide.

**How to use the ‘Hierarchy’ function**
If you have access to data for more than one store or team, this option will allow you to navigate to the store or team that you want to view:

- Click on the triangle symbol(s) to expand the hierarchy (i.e. where there is a red circle on the image below)
- Click on the name to populate the dashboard with those results (i.e. red triangle on image below)
Sustainable Engagement
The overall Sustainable Engagement (SE) score is made up of the average favourable response to the 8 SE questions – you can find out more about this in the FAQ document.
• If you hover your mouse curser over the SE wheel, the definition of SE will be displayed.
• When you click the SE wheel, the question breakdown will be presented:

![Sustainable Engagement Chart]

<table>
<thead>
<tr>
<th>Sustainable Engagement Questions</th>
<th>Favourable %</th>
<th>Current</th>
<th>2017/18</th>
<th>Overall</th>
</tr>
</thead>
<tbody>
<tr>
<td>The colleagues in my team get on well together</td>
<td>17%</td>
<td>20%</td>
<td>4%</td>
<td>9%</td>
</tr>
<tr>
<td>I am willing to go the extra mile to help Sainsbury’s succeed</td>
<td>34%</td>
<td>28%</td>
<td>8%</td>
<td>8%</td>
</tr>
<tr>
<td>I am proud to say I work for Sainsbury’s</td>
<td>43%</td>
<td>29%</td>
<td>15%</td>
<td>9%</td>
</tr>
<tr>
<td>My team is able to meet our work objectives effectively</td>
<td>43%</td>
<td>35%</td>
<td>7%</td>
<td>14%</td>
</tr>
<tr>
<td>My work gives me a sense of achievement</td>
<td>40%</td>
<td>29%</td>
<td>7%</td>
<td>9%</td>
</tr>
<tr>
<td>I have the equipment, time and information I need to do my job effectively</td>
<td>20%</td>
<td>24%</td>
<td>7%</td>
<td>12%</td>
</tr>
<tr>
<td>I believe in Sainsbury’s vision and goals</td>
<td>20%</td>
<td>20%</td>
<td>7%</td>
<td>10%</td>
</tr>
<tr>
<td>I would tell my friends and family that Sainsbury’s is a great place to work</td>
<td>19%</td>
<td>30%</td>
<td>11%</td>
<td>17%</td>
</tr>
</tbody>
</table>

Colleague Segments
• All colleagues are placed in one for four colleague segments based on how favourably they responded to the 8 Sustainable Engagement questions (find out more in the FAQ document).
• If you hover your mouse curser over each of the segments, the definition will be displayed.
• The segments can be seen on the landing page and also on the Sustainable Engagement page.

View on landing page:

![View on landing page Chart]

View on Sustainable Engagement page:

![View on Sustainable Engagement page Chart]
Management Index

- The Management Index (MI) is calculated by looking at how colleagues responded to 8 specific survey questions.
- You can review the question scores by clicking on the MI wheel.
- FAO Sainsbury’s Store Managers: Once on the MI question breakdown page, if your store has an Operations Manager the responses to these questions will also be available by clicking on the Operations Manager wheel.

Categories and questions breakdown

- Each category is displayed in a box which, if clicked on, takes you to the detailed results for each question that makes up the category.
- As Let’s Catch Up is shorter survey, not all categories are covered. Find out more in the FAQ summary.
• When you click on a category (‘Trust’ was selected in the example below) a more detailed view of the questions that make up the category appears:

The questions are ranked by most favourable, and so could be displayed in a different order depending which results you are looking at.
• The figures on the right hand side are the favourable scores for each questions – so Agree and Tend to Agree.
• Columns two and three in the ‘Favourable %’ area will only be populated if there is data available.

Key drivers
Click on each category to display the Key Driver question(s). These may not be the lowest scoring questions but focus in these areas through action planning will have the greatest impact on maintaining or improving your overall Sustainable Engagement figure.

Colleague Comments
The comments dashboard displays a word cloud that summarises the themes for each of the written comments. You can then click on a theme within the cloud to view the anonymised comments. You can also search by keyword using the ‘Word Search’ box:
Exporting data
The dashboard is designed to be an online tool for you to review your results and create action plans. From time to time you may want to export some data, maybe to share in an email or in a meeting:

- Use the ‘Exports’ button on the menu bar to export the results page you are looking at as an image or PDF by clicking ‘Exports’ and the relevant option from the drop down option.

- From the ‘This View’ drop down, select ‘Specific sheets from this workbook’—setting each of the fields so they’re displayed as per the screen shot below, will give a printer-friendly export of the main sheets of the dashboard. Then click ‘Create PDF’ then ‘Download’.
• You can also export all of the questions and favourable scores into Excel by selecting ‘Export Responses’.
• To export comments, navigate to the Comments section. For a view of all comments, rather than comments by individual question type, hover over the ‘Subject’ section at the side of the page, then select ‘Multiple Values (list)’ and check all of the boxes:

Then click ‘Show all categories’, wait for your comments to appear beneath the wordle (this might take a moment), then click Exports > Export Comments > Download all rows as a text file.
• Alternatively, you can export by PDF or image – just click the Print Preview icon:

• This will take you to a new page that displays all your comments. Select Exports > Export as Image or Export as PDF:

• For PDFs, you’ll be given some extra options to choose from. Just use the default options, then click ‘Create PDF’ and then ‘Download’.

NEW FOR 2019
While the dashboard is designed to be an online tool, we know it can sometimes be helpful to see all of your results listed together. You can now export this detail – this is only available for results published after 1 January 2019.

This involves the Exports tab mentioned previously – adjust the settings to look like this, and click ‘Create PDF’:
This will generate a PDF that will look something like this:

You also now have access to a handy PowerPoint template to help share and cascade your results, and this is available on the ‘Support’ landing page > Results Sharing Template:

**Further support**

- If you haven’t found the answer you’re looking for within this document, please contact the Colleague Voice team at [were.listening@sainsburys.co.uk](mailto:were.listening@sainsburys.co.uk)
- For any technical queries, please contact the support team at [were.listening@questback.co.uk](mailto:were.listening@questback.co.uk) or call 0845 287 1744 during office hours