DAILYPULSE - FAQ FOR LEADERS

By starting a habit where everyone can give feedback in a simple way, you get valuable insights to continuously improve at work in an agile way.

What happens when we start measuring?

The novelty factor dominates at the beginning: people want to test how it works and some might press more than usual to check out the green and red lights showing how their colleagues' feel. Statistically speaking the system isn't stable; you first need to establish a routine. Most sections are locked in the online dashboard. We recommend communicating 'something' within the 1st week, even if it's just to say *thank you* for pressing.

The daily results during the first 45 days are under "Deployment".

After 45 days you have a firmer indication of your employee mood level (i.e. on a 'typical' day 65% press green). We can then tell you if you had a really good or bad day.
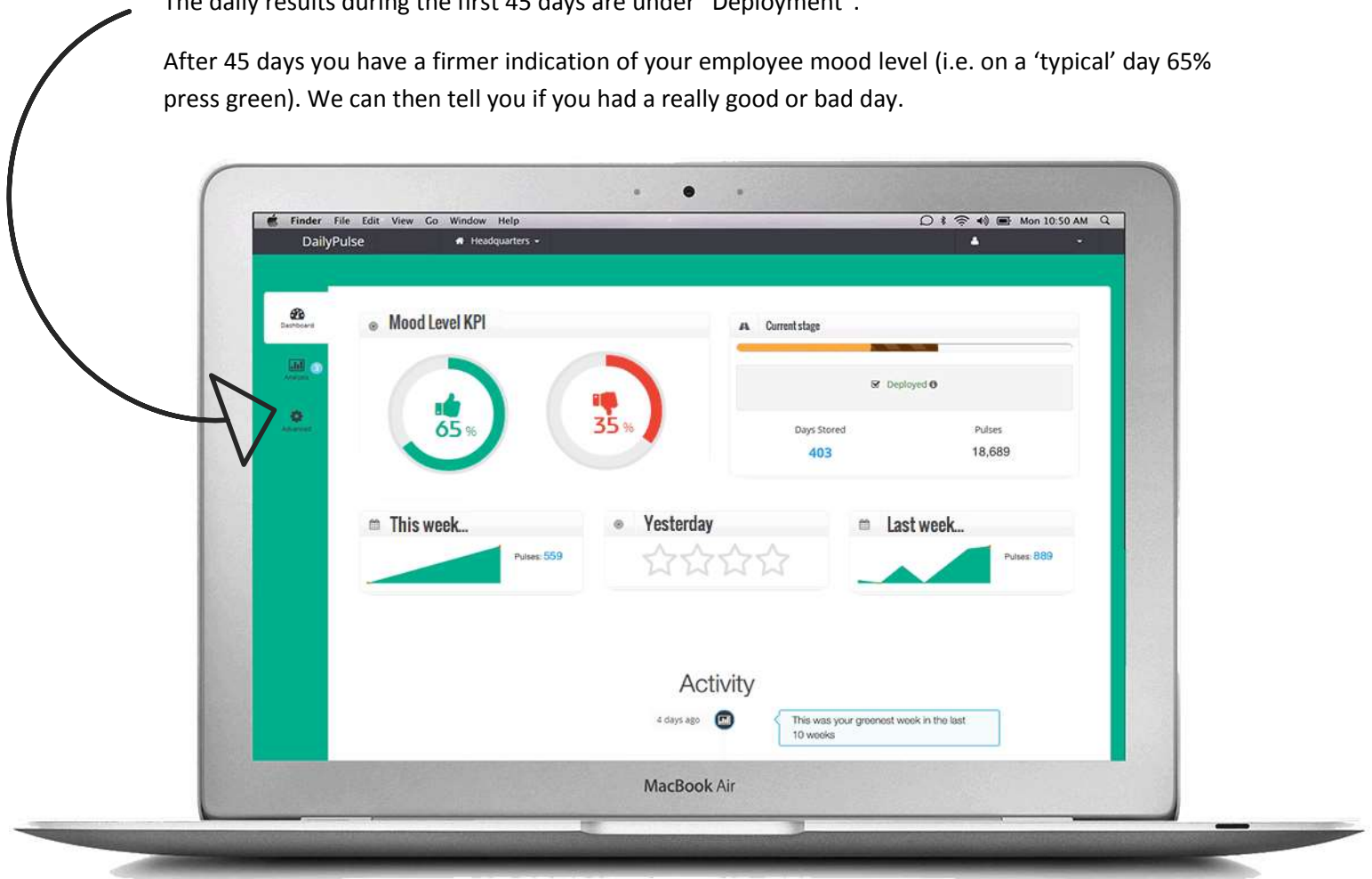
If you have installed DailyPulse in several sites (offices, etc), you can switch sites to compare the results. You can also easily download the results to share with your coworkers.

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- **Feedback.** Use your DailyPulse results as a basis to discuss how you're doing at work. When there's a lot of red = you need to talk to your people! Share your results regularly, in our experience that's what keeps people pressing.
- **Spot trends.** After 45 days of measuring you have a baseline, meaning you can see if your mood trend at work is going up or down, or remains stable. If things are getting worse, you can take action in time before morale starts affect your team negatively. If you've had a particular stressful quarter/month/week you can quantify how this is affecting your people and think of small (or big!) ways to keep morale high.
- **Daily insights.** You can see the impact of an event or actions that you take; i.e. are your numbers up or down after an All-Hands staff meeting, after communicating the results of a contest you organized or when communicating important news like staff or bonuses changes. Quantify your gut feeling!
- **Take action.** Some companies realize they have a weekday where people feel more "red" than usual. Knowing that Thursdays is your "tough" day for example, what would cheer people up? Or is there some changes you can make to avoid overload that day?
- **Updates.** Remind people of things you've done as a result of their feedback "these positive things happened because you voted this and that and we listened". Or send a 1-minute email to let them know last week's results, using our templates. If you're using a corporate social network, internal blog, etc. this is a great way to share and discuss the results.
- **If you tie the DailyPulse results** to other company results and KPI's, you can potentially see what impact the mood has, and get people to reflect.
- **Physical notes.** You could also print the results for a given month/day and leave where people have their coffees, or make a small poster or even use a post-it. If there's something particular you'd like to celebrate or highlight, i.e. a 100% green results after a strategy presentation or a 'bad' results, you can add a comment like "Hey there, let's talk about this!".
- **Why not set a goal for you team?** "We're at 74% green, how about us reaching 77% before Easter - What do we need to make this happen?" Involve people at all levels in getting ideas! Set a goal that is realistic, it's better to reach small goals to celebrate achievements. Or ask your team what they think the goal should be. Have a spontaneous champagne toast to celebrate a jump up in the results, when you reach your set goal, or the first time your monthly average is over 80%, etc.
- **Contests** are a great way to get people's attention. Put a big sheet next to the DailyPulse and ask coworkers to submit photos for a new DailyPulse cover. Let everyone vote for the best! The winner gets a small voucher, a spontaneous toast, a fruit basket or a glamorous poster of ABBA… whatever works in your culture.

What should I do as a first step?

Help coworkers understand *why* you're starting to use DailyPulse, so that they will want to press to make their voice heard. Everyone will have ongoing insights to how coworkers feel, and the progress of the office mood. You can only improve what you can measure.

How can I access our full results?

Login to the dashboard at celpax.com using your email and your password.

How can I interpret our results?

We show your results as a percentage of Green vs. Red ('you had 85% green pulses today'), and the number of pulses (40 pulses today). The Mood KPI is a moving average, providing more stable statistic as it focuses on the trend of your results: are you going up or down?

Any participation over 10% we consider enough to statistically validate your feedback, as groups of people pool their abilities to show collective intelligence.

ⓘ DailyPulse Stages

The DailyPulse stages are based on how many days you've been measuring your office mood. Every day thay that you gather more and more data, you move closer to the next stage.

Depending on what stage you're at, you can check different sections and unlock new features on the DailyPulse dashboard.

Stages

	Starts on day	Ends on day
Warm-up	1	14

The novelty factor dominates your first stage: people want to test how it works and some might press more than usual to check out the green and red lights. Statistically speaking, the novelty effect means the system isn't stable, you first need to establish a routine. Most sections are locked.

	Starts on day	Ends on day
Foundation	15	45
Deployed	46	410
Advanced	411	776
Fully Implemented	777	-

What can I do with the result?

The mood results aim to help managers have more meaningful dialogues at work. What we see works best is when leaders simply get up and spontaneously ask people "what do you think makes your colleagues press red?" The logical step after this is of course to take action to address the problem. The objective is to have greener days.

So DailyPulse triggers conversations that bring out what needs to be fixed in your work culture. Sometimes you'll be able to do something about it, sometimes not, but the mere fact that you have that conversation will be helpful.

What if someone presses twice?

In our experience this doesn't tend to happen in a consistent way. Either way, the software will filter suspicious behavior. It's a question we hear from people that are interested in our solution, but not from users. We urge leaders to focus on the ongoing tendency: are you moving in the right direction or not? With hundreds or thousands of votes in one month, it makes sense to focus on the 'big picture'.

What is a "good" amount of pulses every day?

The results can be used to create a climate where people talk about what is happening in the organization. In this sense we constantly learn together with our users that get a healthy number of pulses, starting at 20% of people leaving the office on a typical workday.

Our simple approach makes it easy and anonymous to participate. In the almost 2 years we've been doing this, we think the fact that there's no sign in, or password, to let the company know how you feel at work is what helps organizations reaching levels of between 20-60% of employees in the office pressing the device on a normal day, after 6 months of deployment. This data gives you a good baseline.

Let's say you're a company with 100 employees. If you get 500 pulses a month, you can spot a lot of trends. That's a lot of HR data, a lot of signals to analyze. If you get less than 10%, well then we wouldn't consider your Daily Pulse project successful.

Our mood curve is going down, what can we do?

A great workplace is everyone's job - ask your team! Open up an honest conversation and ask them how you can turn things around:

- What should we start doing?
- What should we stop doing?
- What should we continue doing?

If you're in a company with multiple sites, see if there's something you can learn from a unit with higher DailyPulse results. Ask what they are doing to keep morale high. Ask your employees what motivates them, and how they want to be motivated, and ask them to guide you by answering 'How was your day?'.

I have a question which isn't answered here

We'd love to help you! Drop us a line: support@celpax.com.

Get ongoing tips and inspiration to improve your workplace!

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