Measuring Engagement

Gallup measures engagement through 12 Elements of Engagement. These elements are referred to as the Q12 and were the first 12 questions asked on our Engagement Survey. The Q12 provides a framework for how we can create engagement. Each of these 12 items measure areas a supervisor or manager can directly impact. The survey results can help you identify actions needed to impact engagement and improve performance on your team.

Q12. This last year, I have had opportunities at work to learn and grow.
Q11. In the last six months, someone at work has talked to me about my progress.

**Level 4: How Can I Grow?**
Manager Focus: Challenge team members, help them grow and move outside their comfort zone.

Q10. I have a best friend at work.
Q09. My associates or fellow employees are committed to doing quality work.
Q08. The mission or purpose of my institution makes me feel my job is important.
Q07. At work, my opinions seem to count.

**Level 3: Do I Belong?**
Manager Focus: Build a positive work environment; help team members connect to the organization and department mission and goals.

Q06. There is someone at work who encourages my development.
Q05. My supervisor, or someone at work, seems to care about me as a person.
Q04. In the last seven days, I have received recognition or praise for doing good work.
Q03. At work, I have the opportunity to do what I do best every day.

**Foundation 2: What Do I Give?**
Manager Focus: Care about each team member on a personal level and appreciate their contributions. Focus on how to make each person feel as though they are in a role that uses their talents (strengths).

Q02. I have the materials and equipment I need to do my work right.
Q01. I know what is expected of me at work.

**Foundation 1: What Do I Get?**
Manager Focus: Help your team members understand what is expected of them, and provide support.

As you review your survey results, keep in mind the Engagement Hierarchy.
The hierarchy identifies the employee’s ongoing psychological journey through the engagement levels. The first six items at the base of the hierarchy are the key to building an engaged workplace. They represent the employee’s Basic Needs and Individual Needs. If your team is not “highly engaged” in these six items, it will be a lot harder to deliver on engagement actions at the top of the hierarchy.