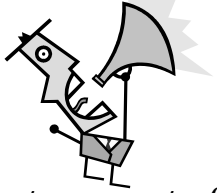


A Publication of D. Gallant Management Associates

## “CAN YOU HEAR ME NOW? And If so, Are You Paying Attention?”



~ Excerpted from “Employee Surveys, and Follow-up Called Inadequate”, SHRM 2007

*Ninety percent of more than 800 U.S. workers at mid-sized employers that were surveyed see employee surveys as a positive step by employers. However, only 50 percent of corporate America conducts such surveys.*

This may be exactly what employees think when their employer conducts an employee survey but fails to act on the responses.

Among those that do survey their employees, only 54% use the feedback they receive to make changes, according to the latest study from Opinion Research Corp., which is based in Omaha, Nebraska.

“Companies put so much emphasis on customer perception that employee opinions can be easily overlooked,” said Terry Reilly, director of the employee research practice at Opinion Research. “It’s surprising, but common for companies to conduct these studies and then not act on the research findings.”

With retention and recruitment at the forefront of most organization’s concerns, understanding the needs and attitudes of employees has become increasingly important.

How can you improve the effectiveness of your employee surveys?

Here are a few tips and suggestions to get you started:

- **Start with clear objectives.** Before you conduct any survey, know: What information do you hope to obtain? How will you use that information? Don’t ask questions for the sake of asking. Make sure your surveys are focused and actionable.
- **Choose an appropriate sample.** While you can obtain statistically valid results by surveying a segment of your employee population, there are often good reasons to include *all* members of the group whose feedback you’re seeking in the survey. On the other hand, don’t survey your entire employee population if the information you’re seeking can be obtained from specific employee segments.
- **Choose an appropriate time.** Don’t survey employees during the holidays, during major corporate downsizings or restructurings, or during extremely busy work periods.
- **Share your goals with employees.** Let employees know why you’re gathering information and what you hope to do with the results you obtain.
- **Don’t ask what you don’t want to know.** If you ask employees if they would be interested in receiving an annual, year-end cash bonus and 85% say yes, will you be prepared to put such a plan into action?

***Share the Results & Act !***

## **NEW!** SERVICES

from D. Gallant Management Associates

### “Clean Sweep”

*Training program on-site to help employees clean out their files once a year.*

### Ergonomic Evaluations

*On-site assistance with workstations and computer screens to ensure health & safety!*

### SPHR/PHR Certification

*Preparation class for individuals studying for the HRCI Exam covering 6 HR functional areas.*

## CURRENT OPENINGS!

Several clients have asked us to assist them in their efforts to find qualified applicants for the following positions:

❑ **Dir. of Ops/Business Development**

*Our Client, an Occupational Medicine Clinic  
Portland, Maine*

❑ **Chief Financial Officer**

*Our Client in Northern Maine*

❑ **Investment Services Representative**

*TriCorp Federal Credit Union*

❑ **Clinical Supervisor**

*HomeHealth Visiting Nurses of Maine  
Portland, Maine*

Call our offices today at (207) 773-4800,  
for more information or visit our website.

**We welcome referrals!**



Every **12 Minutes** a Woman in America Dies from Breast Cancer.

*For some, this may be shocking for others...  
it is a very real and probable fact.*

**Make it known: getting tested regularly for breast cancer is the best way for women to lower their risk of dying from the disease.**

**These screening tests can find cancer early, when it is most treatable.**

Given Deborah's recent bout with this disease, D. Gallant Management Associates is personally vested and committed to help raise breast cancer awareness and to remind everyone of the importance of early detection.

**EARLY DETECTION SAVES LIVES.**



## NEW EEO-1 REQUIREMENTS FOR 2007!

Employers should consider the following measures as they gear up for the 2007 reporting cycle:

- **Resurvey workforce using updated racial/ethnicity categories.** While not required to resurvey, employers should decide whether, how and when they might resurvey employees to collect their voluntary self-identification of race & ethnicity according to the newly revised categories.
- **Establish procedures for identifying race/ethnicity when employees/job applicants decline self-identity.** Employers should develop a process to visually identify race/ethnicity and gender for individuals who decline to self-identify.
- **Update HRIS to conform to the new EEO-1 report layout.** Employers should develop a timeline for implementing changes and for training staff on the changes. Because EEO-1 data is based on a snapshot of the workforce between July 1 and Sept. 30, the changes should be implemented well in advance of July 1, 2007, so that any issues in the system can be resolved to permit accurate reporting.
- **Re-categorize all staff currently included in the "Officials and Managers" EEO-1 job category.** Every employee currently included in this category must be recorded either into the Executive/Senior Level or the First/Mid-Level Officials and Managers category. Additionally, non-managerial officials with expertise in business or financial occupations must be reclassified under the Professionals job category.
- **Conduct a self-audit.** Even though it is not required, as employers re-categorize their employees into new subcategories, they may wish to develop a mock EEO-1 report and evaluate any glass-ceiling indicators that may exist between higher and lower level Officials and Managers categories.
- **Reporting EEO-1 data to the OFCCP.** Employers should watch for future guidance from the OFCCP regarding the extent to which the modifications in EEO-1 reported data will be adopted for the construction of Affirmative Action Plans (AAPs) and supporting materials.

## DON'T FORGET OUR UPCOMING SEMINAR!

*Resolving Conflict  
& Holding People Accountable*

When: JUNE 14, 2007 9:00 a.m. - 4:00 p.m.  
Where: Portland, Maine

*See attached flyer for details!*



**THANK YOU**

Thanks to all of you that visited our exhibitor booths at:

**the Maine Association of Community Banks HR Expo on May 3<sup>rd</sup>**

**& the Maine HR Professionals Expo at the Samoset Resort on May 8-11<sup>th</sup>.**

*We look forward to seeing you again Next Year!*