

Frequently Asked Questions

Q1. What are the next steps in the Employee Engagement Survey process?

A. Leaders are expected to communicate results to employees and meet with them for action planning workshops around areas of the survey that surfaced as areas needing improvement. Leaders will then build action plans and keep employees informed on progress made (e.g. in team meetings, one-on-one conversations and “You told us. We’re listening.” posters).

Q2. Can I go to an action planning workshop if I didn't fill out a survey?

A. Yes – your feedback matters, so take every opportunity to provide it on an ongoing basis.

Q3. I have a new issue since I filled out the survey – how can I share it?

A. The action planning workshops offer an excellent opportunity to raise any new issues with your leaders. You should also be able to talk to your immediate foreperson, supervisor or manager on an ongoing basis about any issues you might experience.

Q4. Is what I say in the action planning workshops going to be held against me?

A. No. Our Employee Charter promises that employees can expect to share concerns without fearing reprisal. This is also a basic principle of the Employee Engagement Survey. We only ask that all employees participating in the workshops come in with an open mind, willing to participate and show respect for the group and the facilitator.

Q5. I didn't get to participate in a workshop. How can I provide my feedback?

A. Your leaders want to continuously receive feedback from you. If you were unable to attend a workshop, be sure to share your feedback with your immediate foreperson, supervisor or manager as soon as possible.

Q6. Aren't the workshops confidential? Why is my manager planning to facilitate it?

A. The EES process offers a safe and confidential forum for employees to provide feedback to their leaders, and Malatest (third-party research provider) analyzes the feedback to highlight the main issues that employees are raising – at a departmental level and only where at least 10 individuals responded. The action planning workshops are an important next step for leaders to explore those issues with their employees and to understand how to work together to improve the working environment. After all, your leaders are accountable for improving employee engagement within your team.

You told us. We're listening.

Q7. Will we be able to discuss elements of the Collective Bargaining Agreement in action planning workshops?

A. The workshop sessions are designed to address local issues that fall within the scope of responsibility of your management. If there are elements of the Collective Bargaining Agreement you'd like to change, the best person to talk to is your union representative.

Q8. How do TTC's survey results rank against other transit and municipal organizations?

A. R.A. Malatest and Associates (the third-party research provider who administers the survey) cautions companies against comparing themselves to other organizations. Because the climate of each organization is unique, the best benchmark for a company is really against itself. If you benchmark against others and your company seems to be outperforming, it diminishes any incentive for increasing engagement and encourages complacency. If your company seems to be underperforming, it can be demoralizing all around.

