

Taking Action on the GP6

The items of the Great Place 6 (GP6) were developed as tools to measure and increase employee engagement at every level of our organization. They are measured annually through the employee survey.

The GP6 measurement is made up of five action statements (Items 1-5), and a final attitude statement (Item 6) that together summarize employees' level of engagement.

The GP6

- Item 1: Every day, I understand the results I am expected to achieve in my job.
- Item 2: I have the right supplies, equipment, and information to do my job well.
- Item 3: I am able to use my skills and abilities on my job daily.
- Item 4: When I do a good job, I frequently receive the praise and recognition I deserve.
- Item 5: I feel like my leaders really care about me personally.
- Item 6: Taking everything into account, I would say this is a great place to work.

Correct Use of GP6 Scores

When reviewing GP6 scores, it is important to think of the items of the GP6 as being like the steps of a ladder – you cannot safely skip past a weak rung and continue climbing. You have to work on the rungs in order to have a strong finished product.

For example, if you see that Items 2, 4, and 5 have lower scores, you should focus on Item 2 first. It may be tempting to work on providing praise and recognition (Item 4), but until you have employees feeling like they have the right supplies and equipment (Item 2), their level of engagement is unlikely to increase. And if you start to inquire about employees on a personal level (Item 5) before you have corrected Items 1-4, you may appear insincere and turn your employees off. It is challenging to fight the urge to work on all GP6 weaknesses at the same time, but it is important for you to do so.

Actions to Improve GP6 Scores

Once you have clarity on which step needs your attention, the following actions can guide you to positive solutions.

Item 1: Every day, I understand the results I am expected to achieve in my job.

Check in with your employees and ask them what they are working on. Make sure they know why what they are doing is important, and that it is critical to employees' and the team's success.

Actions to Improve GP6 Scores (continued)

Item 2: I have the right supplies, equipment, and information to do my job well.

When your employees know what they need to do, but lack the supplies to do the job, they can become frustrated and disengage from their tasks. Ask your team frequently about what they need in order to be effective, and anticipate their needs whenever possible.

Item 3: I am able to use my skills and abilities on my job daily.

Work to get your “aces in their places.” Observe what tasks each employee does well, and what they seem to enjoy, and divide the work so that employees get to do what they are great at more often. While everyone will have an aspect of their job that they like the least, you want them to spend the majority of their time working on things they enjoy and do well.

Item 4: When I do a good job, I frequently receive the praise and recognition I deserve.

As a general rule, leaders think they praise their teams much more than what the team thinks they get praised. Try to make time to at least say “thank you” to every member of your team every day, and if possible, specifically recognize a contribution they made to the overall success of your team or the company. Once you have that habit in place, find alternative ways to show your appreciation – hand written notes, small gifts, or a recognition party. Keep your praise equitable so you are not showing favoritism.

Item 5: I feel like my leaders really care about me personally.

When you know your employees, place them into positions that suit their strengths, and get them everything they need – including recognition when they do their jobs well – then you have the opportunity to really get to know your team and connect with them on a personal level. When an employee engages on a personal level, they are more likely to be truly committed to the team’s success.

Item 6: Taking everything into account, I would say this is a great place to work.

When you successfully manage the previous steps, this one will take care of itself. If you observe high scores on all but this measure, this may indicate a lack of connection between the team and the leader – an “us vs. the boss” situation – and a different remedy is necessary.