



Engagement



On this page you will see your Engagement Index and the four questions which are combined to produce this Index. You will also see your eNPS score and breakdown. To calculate this, colleagues were asked 'How likely would you be to recommend Post Office as a place to work to a friend or relative?' on a scale of 0 to 10. Your eNPS (Employee Net Promoter) score is the proportion of colleagues who are promoters (answered 9-10) minus the proportion of colleagues who are detractors (answered 0-6). Scores range from -100 to 100. A score greater than zero is considered good.

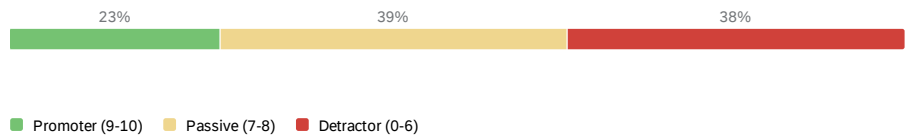
Name	Distribution	vs. POL Overall	vs. UK Norm
Engagement Index	<div style="display: flex; justify-content: space-between;"><div style="width: 68%; background-color: #4CAF50;"></div><div style="width: 20%; background-color: #FFC107;"></div><div style="width: 13%; background-color: #F44336;"></div></div>	0	-3
I feel proud to work for Post Office	<div style="display: flex; justify-content: space-between;"><div style="width: 72%; background-color: #4CAF50;"></div><div style="width: 20%; background-color: #FFC107;"></div><div style="width: 9%; background-color: #F44336;"></div></div>	0	-5
I would recommend Post Office as a great place to work	<div style="display: flex; justify-content: space-between;"><div style="width: 64%; background-color: #4CAF50;"></div><div style="width: 21%; background-color: #FFC107;"></div><div style="width: 14%; background-color: #F44336;"></div></div>	0	-7
I am motivated to do the best job I can at Post Office	<div style="display: flex; justify-content: space-between;"><div style="width: 74%; background-color: #4CAF50;"></div><div style="width: 15%; background-color: #FFC107;"></div><div style="width: 12%; background-color: #F44336;"></div></div>	0	+13
I feel a strong sense of belonging to Post Office	<div style="display: flex; justify-content: space-between;"><div style="width: 61%; background-color: #4CAF50;"></div><div style="width: 22%; background-color: #FFC107;"></div><div style="width: 17%; background-color: #F44336;"></div></div>	0	-14



eNPS Breakdown for your team

-14

eNPS Breakdown for your team





Intent to stay

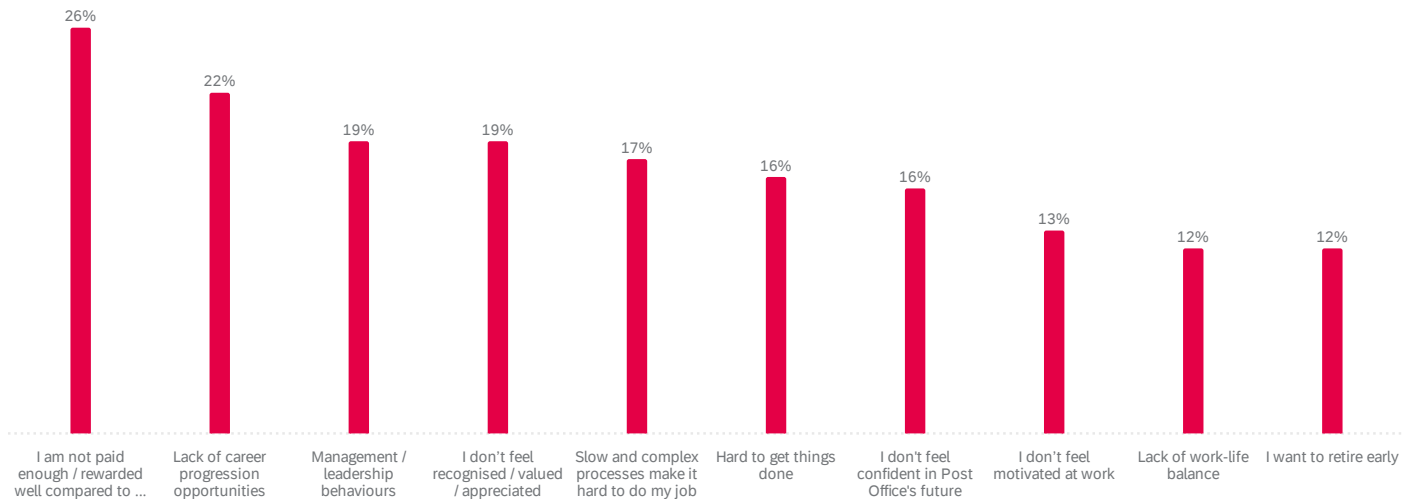


Below you will see your team broken down by how long they plan to stay at Post Office. Those who gave a response of 2 years or less were asked to select up to three reasons they would consider leaving. Their responses are displayed below.

How long do you plan to stay at Post Office?



What are the main reasons you would consider leaving Post Office?



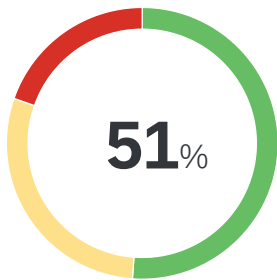


Strategy & Leadership

On this page you will see your Strategy & Leadership Index and the three questions which are combined to produce this Index.



Strategy & Leadership Index



vs. POL Overall
0

Question	Distribution	vs. POL Overall	vs. UK Norm
I understand how my role contributes to Post Office's overall strategy as an organisation	<div style="display: flex; justify-content: space-between;"><div style="width: 70%; background-color: #4CAF50;"></div><div style="width: 19%; background-color: #FFC107;"></div><div style="width: 11%; background-color: #F44336;"></div></div>	0	-7
The Senior Leadership have communicated a vision for 2025 and strategic priorities for Post Office that motivates me	<div style="display: flex; justify-content: space-between;"><div style="width: 44%; background-color: #4CAF50;"></div><div style="width: 35%; background-color: #FFC107;"></div><div style="width: 21%; background-color: #F44336;"></div></div>	0	-16
I have confidence in the Senior Leadership of Post Office	<div style="display: flex; justify-content: space-between;"><div style="width: 39%; background-color: #4CAF50;"></div><div style="width: 34%; background-color: #FFC107;"></div><div style="width: 26%; background-color: #F44336;"></div></div>	0	-33



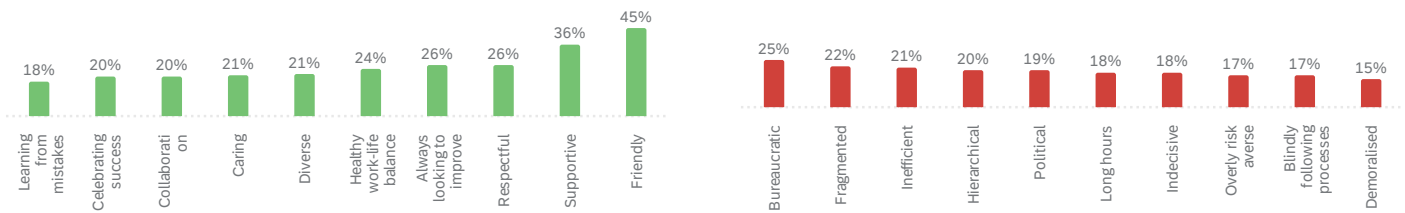
Ways of Working



Colleagues were asked three questions about the Ways of Working and how they see these being demonstrated day-to-day. They were also asked to select up to 10 words to describe the day-to-day culture at Post Office. The top 10 positive and negative words are shown on this page.

Question	Distribution	vs. POL Overall	vs. UK Norm
I see the Ways of Working being demonstrated everyday		0	-
The way Post Office does business is always consistent with our purpose, strategy and values		0	-
Senior leaders lead by example and behave in line with our Ways of Working		0	-27

Please select up to 10 words that you think best describe the day-to-day culture at Post Office





Ways of Working

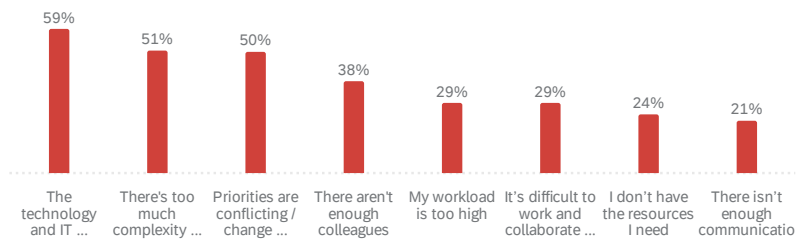


On this page you will see questions about day-to-day Ways of Working, including how colleagues feel about cross-team collaboration, accountability, empowerment and barriers to effectiveness. Those who answered negatively or neutrally to 'Any major barriers at work are effectively managed in order to allow me to do my job well' were asked to select the barriers that exist that have an impact on their performance. Their most common selections are shown below.

Question	Distribution	vs. POL Overall	vs. UK Norm
I am provided with the freedom to make appropriate decisions in my job		0	-9
At Post Office, how we do things is as important as what we do		0	-
There is good teamwork and co-operation between departments at Post Office		0	-16
People are held to account for their performance and behaviours at Post Office		0	-25

Any major barriers at work are effectively managed in order to allow me to do my job well

What barriers exist that stop you from performing at your best?










Psychological Safety

On this page you will see your Psychological Safety Index and the four questions which are combined to produce this Index.



Name	Distribution	vs. POL Overall	vs. UK Norm
▼ Psychological safety Index	 71% 17% 12%	0	-
Where I work, people can share their opinions, ideas, feedback or concerns without fear of negative consequences	 74% 14% 12%	0	+4
Where I work, people are treated fairly	 73% 14% 13%	0	+1
I believe my views are genuinely listened to when I share my opinion	 70% 18% 12%	0	-
Where I work, when mistakes happen they are treated as an opportunity to learn rather than an opportunity to blame	 68% 20% 12%	0	-



Wellbeing



On this page you will see questions relating to wellbeing, including working patterns and work-life balance and colleague strain.

Question	Distribution	vs. POL Overall	vs. UK Norm			
In the current environment, I feel able to balance my work and my personal life in a way that works for me	<table><tr><td>62%</td><td>17%</td><td>21%</td></tr></table>	62%	17%	21%	0	-6
62%	17%	21%				

The following question uses a reversed scale. The green 'favorable' portion represents the proportion of colleagues who **disagree** with the statement, and the red 'unfavorable' portion represents those who agree or strongly agree. The comparison to Post Office overall refers to percentage of colleagues who answered favourably.

Question	Distribution	vs. POL Overall	vs. UK Norm			
In the past few months, I've felt under constant strain at work	<table><tr><td>24%</td><td>24%</td><td>52%</td></tr></table>	24%	24%	52%	0	-
24%	24%	52%				

I have agreed with my manager a working pattern that is suitable for both my role and me



■ Yes ■ No – I haven't spoken about this with my manager ■ No – we have discussed but couldn't agree a working pattern

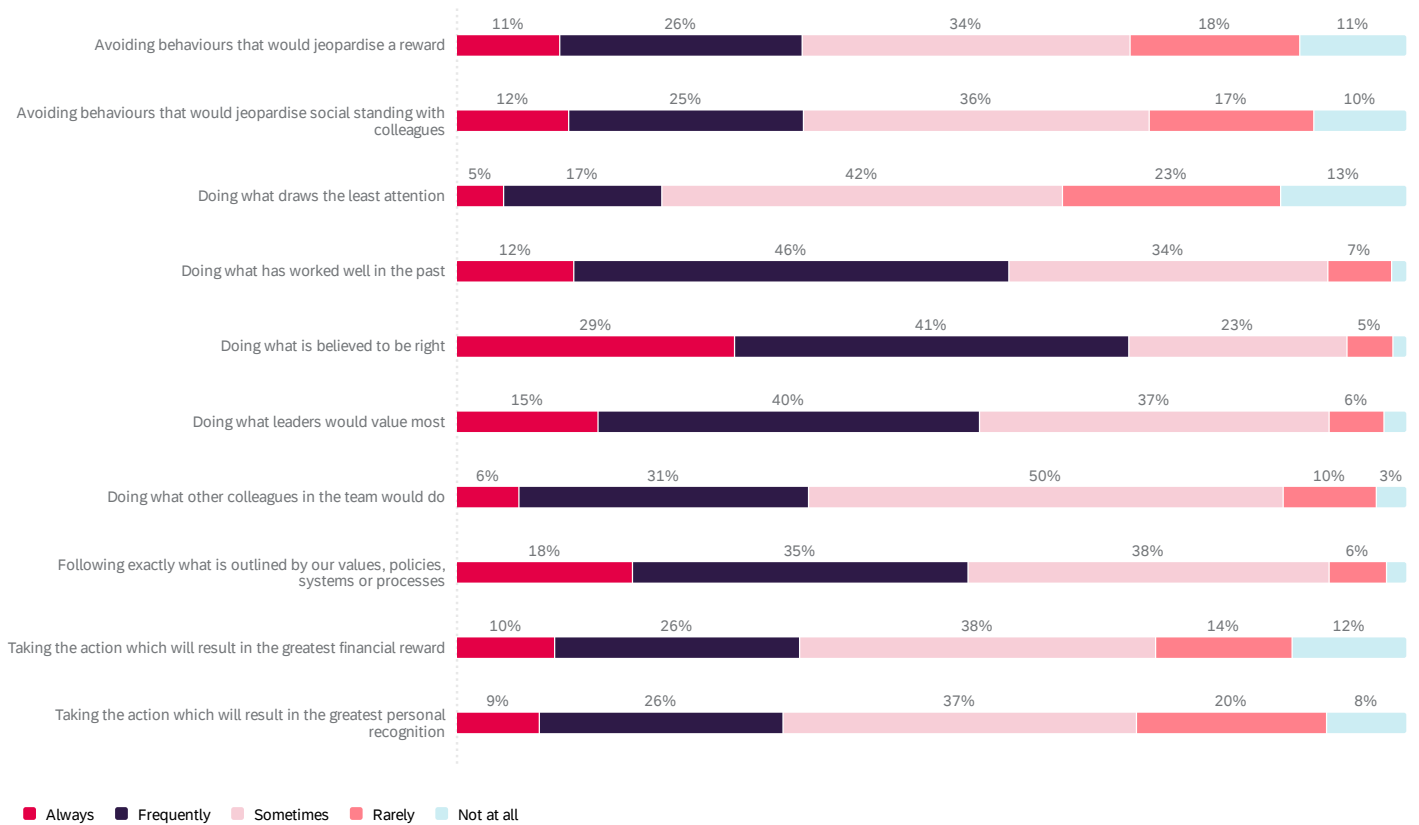


Decision making



Colleagues were asked to rate a selection of statements on how much they think each influences decision making in your part of Post Office. Their responses are shown below.

How much do you think each of the below statements influences decision-making by people in your part of Post Office?



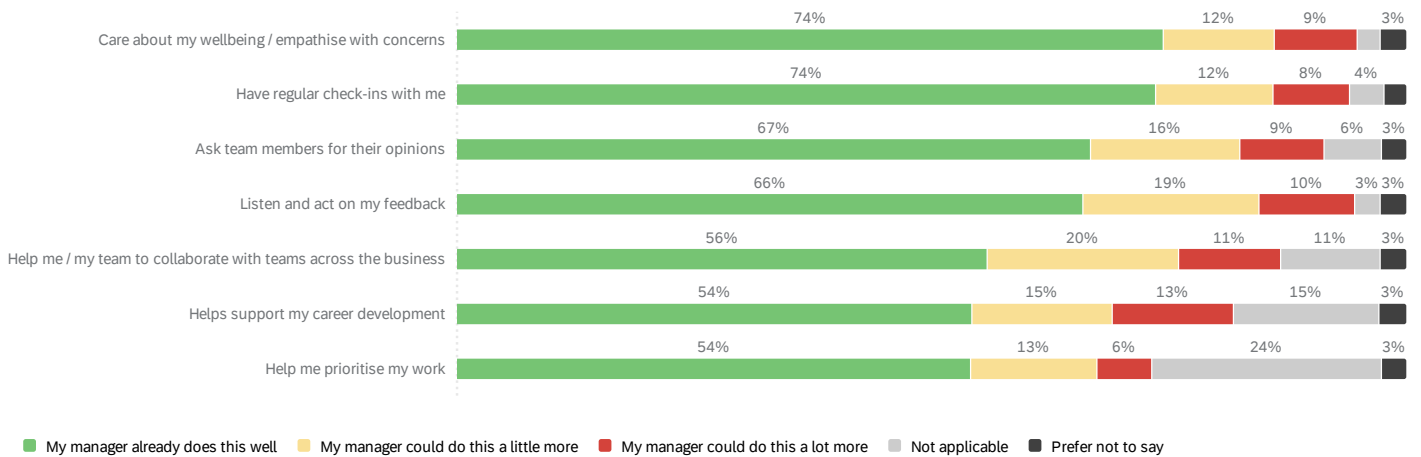


Line Manager Support



Colleagues were asked what their manager does well and what they'd like to see more of. On this page, you will see each behaviour ranked in order of which behaviours the most colleagues would like to see more of. On this page you will also see two other questions about how supported and recognised colleagues feel.

How can your line manager help you be your best in the current situation?



Question	Distribution	vs. POL Overall	vs. UK Norm
Where I work, people are recognised for how they do things, as well as what they do	61% (green), 22% (yellow), 17% (red)	0	-
I am given the support I need during times of organisational change	54% (green), 31% (yellow), 16% (red)	0	-7



Progression & Recognition



This page includes questions about how supported colleagues feel in improving their performance, accessing training and developing, and achieving their career objectives.

Question	Distribution	vs. POL Overall	vs. UK Norm
I have access to the training, learning and development that I need to do my job well		0	-9
I feel able to achieve my career objectives at Post Office		0	-11

In a performance check-in, my people manager:

