



Organisational Engagement Framework

ENGAGEMENT, WELLBEING AND CULTURE

The Organisational Engagement Framework turns employee feedback into focused improvement. It distinguishes how people feel about their work and organisation from the conditions influencing that experience and their future intentions. Leaders receive a clearer view of strengths, barriers and local differences, with visible follow-through for employees.

Engagement Heat Map Model



THE MODEL AT A GLANCE

The approach

The framework separates engagement outcomes, organisational drivers and future intentions across 15 reporting themes. Full surveys and focused pulses combine results, comments and confidential group comparisons, helping leaders choose meaningful priorities and monitor whether agreed actions improve employees' experience.

When to use it

- Establish a comprehensive baseline for annual listening or employee-experience improvement.
- Understand engagement risks during restructuring, transformation or workforce integration programmes.
- Check whether agreed actions are visible through targeted follow-up pulses.

What the model covers

Employee Engagement Index · Connected · Purpose and Direction · Senior Leadership · Communication · Teamwork and Collaboration · Enabled · Role Clarity and Meaningful Work · Enablement and Resources · Performance and Accountability · Supported · Line Manager Effectiveness · Recognition and Appreciation · Wellbeing and Sustainable Work · Empowered · Employee Voice and Psychological Safety · Fairness, Inclusion and Respect · Developed · Learning and Career Development · Retention and Future Intentions

Value for your organisation

- Explains organisational drivers alongside engagement outcomes and future employment intentions.
- Reveals local strengths and barriers obscured by an overall percentage.
- Connects feedback with accountable organisational, departmental and team-level improvement actions.

Put it into practice

Define the listening purpose and confidentiality rules, then measure, diagnose and prioritise using outcomes, drivers, comments and context. Assign owners, timelines and success measures. Monitor delivery, communicate what changed, review impact and repeat focused measurement.

Outputs you can use

- Executive and diagnostic reports covering engagement, driver themes and retention indicators.
- Confidential heat maps, local comparisons and structured employee comment analysis.
- Prioritised action plans and trend reports tracking progress against selected issues.