



The Handy Guide to Hive

FOR RETAIL AND E-COMMERCE

Who (or what) is Hive?

Hive is an employee voice platform and strategic HR partnership.

We give retail and e-commerce the tech, the insight, the coaching and the confidence they need to improve employee experience and organisational performance.

Our accessible, cloud-based platform has four flagship features:

 hive **surveying**

with flexible question sets

 hive **open door**

for always-on listening

 hive **messenger**

to engage in two-way conversations

 hive **fives**

to cultivate coworker recognition

But it takes the perfect blend of technology and people to drive change, so our People Scientists are on hand to help HR teams and managers harness employee feedback and uncover the real story behind the data.

With Hive, retail and E-commerce organisations like Studio Retail, N Brown and Majestic Wine are making people-first decisions to build more engaged, productive teams.

Show your employees that you care about them

A better way to measure engagement, experience and wellbeing

No matter their location or role, everyone at your organisation should have an equal voice.

Hive makes it easy for employees to have their say through our four unique surveying and feedback channels—and gives you digestible data so you can really understand how your people are feeling.



Use Hive to amplify employee voice and supercharge your employee experience.

- ✓ Real-time feedback
- ✓ Easily accessible and intuitive platform
- ✓ Flexible surveying
- ✓ Identity-protected feedback
- ✓ Always-on listening channels
- ✓ End-to-end People Science support
- ✓ Culture-building tools
- ✓ Peer-to-peer recognition

Because you hope your employees never check out

[How Hive can help you](#)

People-powered tech...

...for people-first organisations



John Ryder,
Hive Founder and CEO

Every voice has the
power to change the
working world.

HIVE'S PURPOSE



Take a
considered
and deliberate
approach to
retention and
wellbeing



Give even
the hardest-
to-reach
employees a
voice



Understand
what your
people think
and feel in real
time



Uncover the
true story
behind the
numbers



Make better-
informed
data-driven
decisions



Create an
employee
experience
worth shouting
about

Why you should embrace employee voice

Employee voice has a huge impact on engagement and experience. [According to Forbes...](#)

And there's also a clear link between employee voice and business performance. Josh Bersin found that organisations who listen to their people and act accordingly are...

...highly engaged employees are

3x

more likely to say they feel heard at their workplace than their disengaged peers...

...and

3 in 4

say they are more effective at their job when they feel heard

3.6X

more likely to innovate effectively

6.6X

more likely to adapt well to change

8.4X

more likely to inspire a sense of belonging

12X

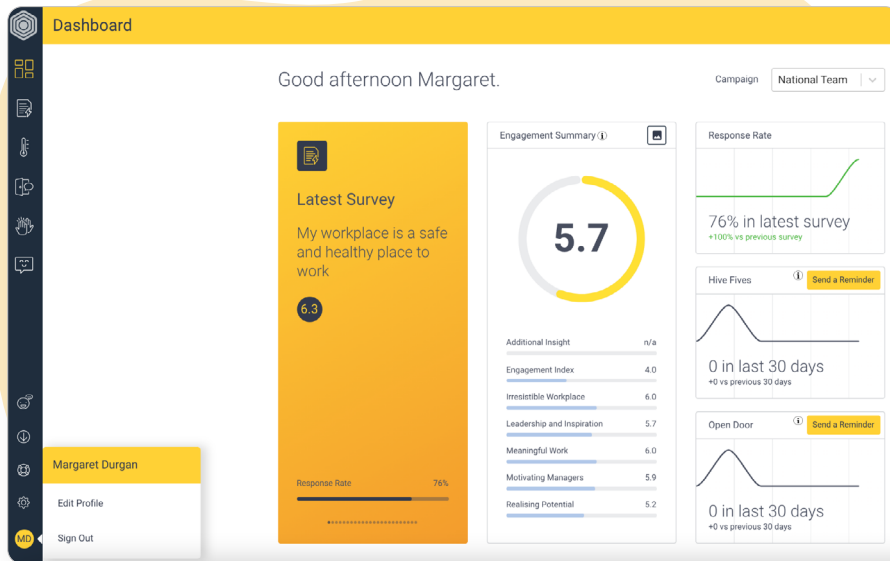
more likely to engage and retain employees

8.5X

more likely to satisfy and retain customers

The Platform

Innovative, flexible and accessible



- Four different channels to give you more varied and relevant data
- 24/7 employee access, so can have their say, wherever they are
- 16 different translations available for your employees
- Gather and analyse feedback on what matters most right now





Surveys have been one of the the most important employee voice channels around for decades now. But as tech and expertise have evolved, so has our ability to gather higher-quality data...

Unrestricted surveys allows you to choose your own formats, questions and frequency.

Targeted demographic surveying gives you more detailed, specific and actionable feedback.

Extensive question bank and pre-built surveys, backed by science, that can be tailored to your organisation.

Bespoke surveys and support from our People Science team.

Survey builder allows you to easily plan, write and run your own surveys from within the Hive platform.

Intuitive reporting dashboard with sentiment analysis and heatmaps.

Identity-protection gives your people the freedom and confidence to be totally honest.

Send SMS and customised email reminders to encourage participation.

Follow up on responses through Hive Messenger—without compromising the employee’s identity protection.

Benchmark your key results against the Hive customer average and your historic scores

Our engagement index provides an accurate and easily trackable snapshot of how your people are feeling

Welcome to the latest Hive survey!

Your opinions are valuable to us and will help us to make a better workplace for you and your colleagues.

1 How likely are you to recommend our organisation as a good place to work?

Extremely Unlikely Extremely Likely

0	1	2	3	4	5	6	7	8	9	10
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2 I feel proud to work for this organisation

Strongly Disagree Strongly Agree

0	1	2	3	4	5	6	7	8	9	10
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3 What are the things we are doing really well here?

“The flexibility of Hive is essential to what we want to achieve. We’re able to adapt and change as we need to and we can influence what questions we ask and how we approach our surveys. Hive just works for Calico in a way that no other platform could; it helps us to reach our extremely diverse teams and it appeals to everyone.”



Carmel Roberts, Learning and Development Manager, The Calico Group



An always-on, digital open-door policy, giving your people the freedom to say whatever they want, whenever they want—while their identities remain protected...

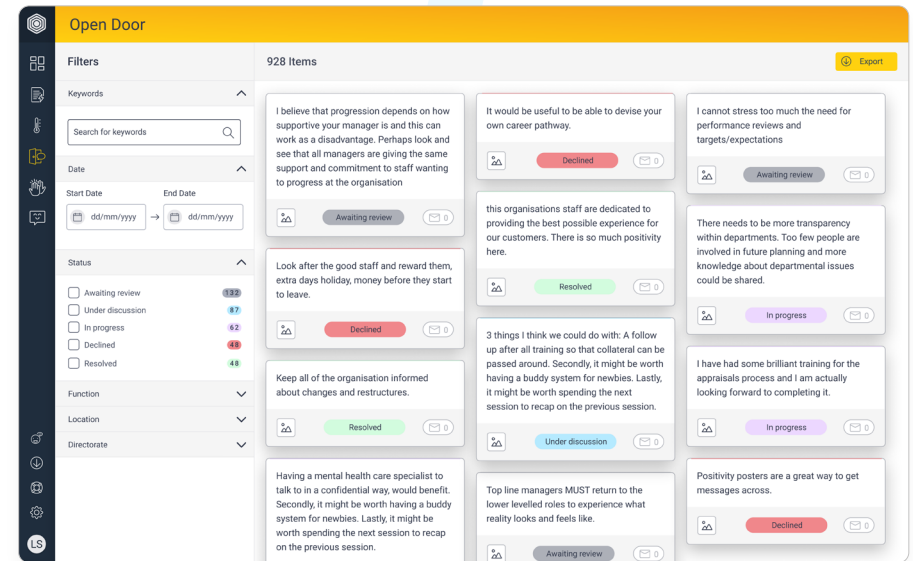
Real-time connection to your people, so you know what they're thinking and feeling right now.

Customise your Open Door with bespoke categories and text to capture theme-specific feedback and match your tone of voice.

Freedom to speak up about whatever is most important to your employees and organisation at any given time.

Follow up on submissions through Hive Messenger—without compromising the employee's identity protection.

Send SMS and customised email reminders periodically or instantly at the push of a button to drive usage.



“Employees can kick-start conversations and receive an instant response from the business. It’s a gateway between our senior leadership, our People & Culture team, and remote teams everywhere.”



Selina Murray, Coordinator of Communication and Engagement at insurethebox, part of Aioi Nissay Dowa Insurance Europe



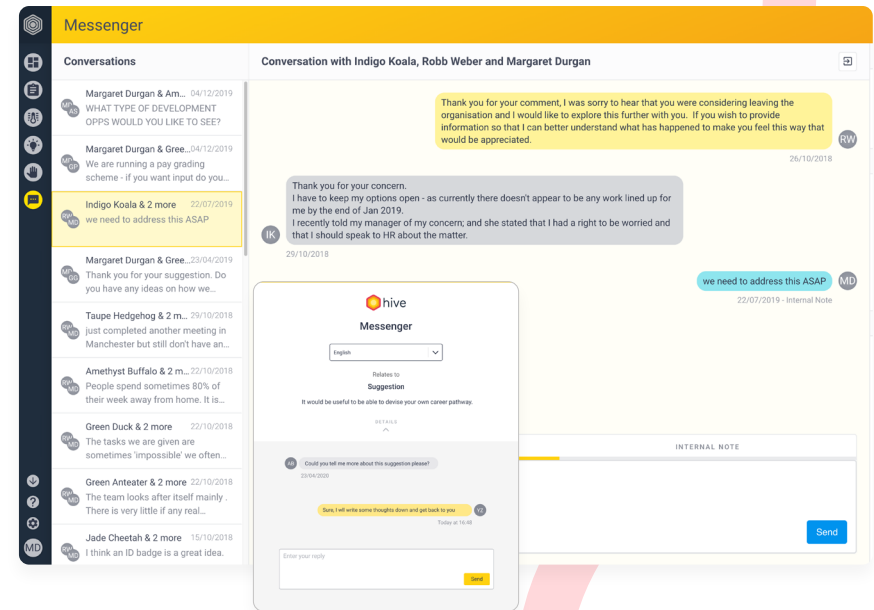
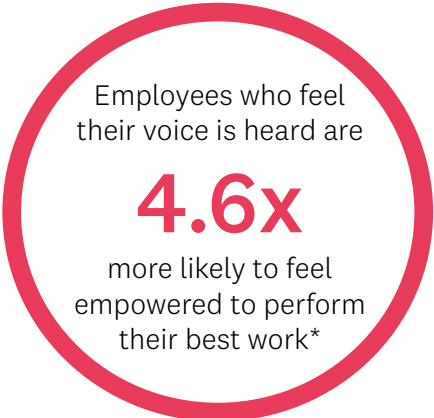
Dig deeper into an issue, respond to a burning question, address an objection, or follow through on an idea...

Instantly respond to feedback from a survey, a Hive Open Door submission or a Hive Five.

Start a two-way conversation with the sender.

Randomly generated aliases (such as “Purple Bear”) protect the sender’s identity when chatting.

Escalate submissions to the right people by getting others involved in the conversation.



“Hive Messenger allowed me to respond to 83 employees directly within one week. I was able to follow up on our survey feedback and personally address colleagues’ anxieties, fears, and concerns—shortly followed by FSCS achieving our highest ever engagement score.”



David Blackburn,
Chief People Officer at FSCS

*Salesforce Research



We all know how powerful a simple “well done” can be. But too often it goes unsaid—or unheard...

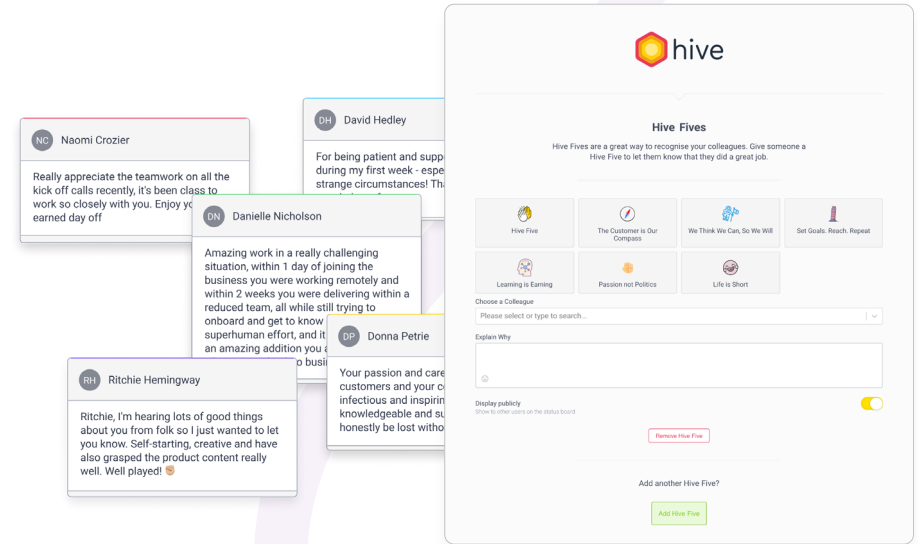
Boost wellbeing and motivation

in both the recipient and the sender.

Customisable categories allow you to align Hive fives to your organisation’s values.

An online feed gives everyone the chance to read through all the great messages that have been sent.

Send SMS and customised email reminders periodically or instantly at the push of a button to drive usage.



“I love Hive Fives. Such a quick and simple way of recognising colleagues and brightening up someone’s day!”



Employee at Historic Environment Scotland

*Bersin & Associates

The Partnership

Here whenever you need us

- Access to the Hive+, our community hub for customers to ask questions, share knowledge and learn more about the power of employee voice through premium Hive content
- A team of dedicated and enthusiastic experts on hand to advise you, every step of the way.



Lisa Ainscough, Policy and Business Support Officer, Your Homes Newcastle

“Hive is an absolute pleasure to work with— incredibly responsive, friendly and always professional. They provide much more than a fantastic survey platform; we have benefited greatly from their experience in People Science and through using Hive we have come so far in developing our people strategy and achieving our goal of making our organisation an amazing place to work.”



With its roots in occupational psychology (the study of human behaviour in the workplace), People Science is all about gathering, analysing and using data to improve employees' working lives and achieve organisational goals.

For us, that boils down to four key stages...

1. Defining **strategy** to give you a clear plan of how to achieve your employee voice goals—and making sure everyone from the front line to the senior leadership has bought into it.
2. **Crafting** considered and bespoke surveys that get to the heart of the issues that are most important to your organisation and its people.
3. Drawing out the **insights** from the data to create powerful stories that shine a light on what's going well. What's not going well, why that's the case and what you should do about it.
4. Taking meaningful **actions** off the back of the data by working with everyone from managers to senior leaders in order to make lasting, positive changes.

“Hive’s People Science team were a huge help in getting our leaders on board with the project.

They challenged mindsets through training, conversations, and meetings. And, following each survey, they presented and discussed detailed reports that linked the data collected to the lived employee experience. They identified themes to consider—be that best practice or areas for improvement—and ensured leaders felt comfortable with these suggestions.”

thirteen

Allison Joynes, Senior Organisational Development Manager at Thirteen Group

Free assessment

Find out how ready your organisation is for change

Take Hive’s organisational readiness quiz to get your personalised assessment. Here’s what you’ll receive:

- Instant organisational readiness score
- Detailed overview of your ranking
- Customised PDF assessment with full scoring breakdown
- Personal follow-up with one of our People Science experts

Take the quiz:

www.hive.hr/hg-assessment/



“Working with Hive has given us an excellent opportunity to change our approach to employee engagement and put our people at the heart of our organisation.

It has been exciting to see the response to our first survey and how well our people have engaged with the platform.

We now have an engagement tool that provides employees with a voice while enabling us to listen and quickly respond to the everyday issues that impact our force.”

Joscelin Lawson, Director of People and Development



Find out how FSCS increased engagement by 11% in the first 12 months of working with Hive

With David Blackburn, Chief People Officer,
Financial Services Compensation Scheme

Watch the video:

www.hive.hr/hg-fscs/



Loved and trusted by



Ready to get started?
Book an intro now at www.hive.hr



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