



The Handy Guide to Hive

FOR HEALTHCARE

Who (or what) is Hive?

Hive is an employee voice platform and strategic HR partnership.

We give healthcare organisations 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, organisations like Manchester University NHS, Anthony Nolan and St. Anne's Community Services are making people-first decisions to build more engaged, productive teams.

Transform your culture with wellbeing and inclusion at its heart

Build a compassionate, inclusive and equitable culture

Healthcare professionals face so many pressures that result in burnout and employee turnover—but with such a diverse workforce performing life-changing work, wellbeing, inclusion and belonging are key.

With Hive, Healthcare organisations are creating a better employee experience with employee feedback—improving the way they support their people and patients.



Amplifying employee voice with Hive means you're always improving on what matters most with:

- ✓ Real-time feedback
- ✓ Expert People Science support
- ✓ Baseline, targeted, pulse and themed surveys
- ✓ Identity-protected feedback
- ✓ Insightful results segmentation
- ✓ Two-way communication
- ✓ Always-on listening channels
- ✓ Easily accessible and intuitive platform

Because it's not just the patients who need your care

[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
employee voice



Make better-
informed
data-driven
decisions



Understand
what your
people think
and feel in real
time



Engage your
leaders with
people metrics



Get everyone
behind the
collective
vision



Create a
workplace
where everyone
feels they
belong

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

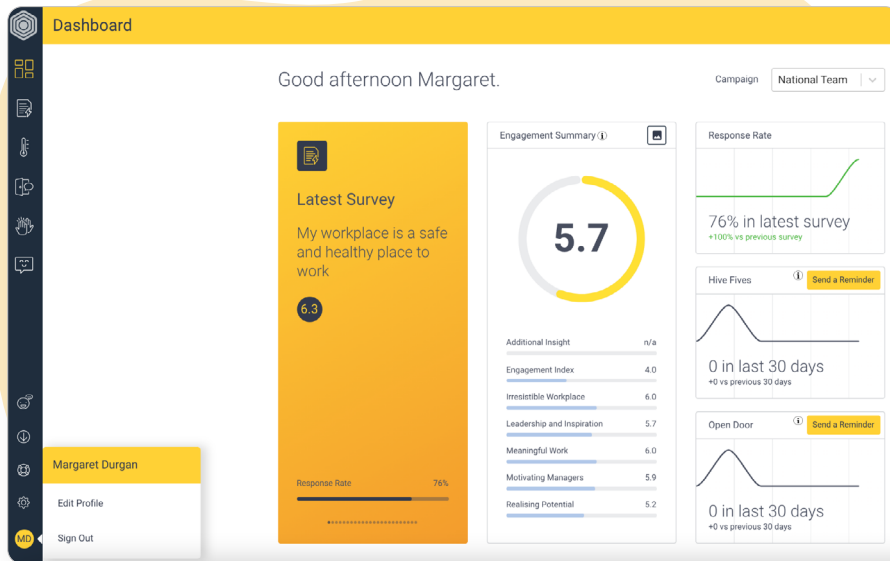
more likely to engage and retain employees

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
---	---	---	---	---	---	---	---	---	---	----

2 I feel proud to work for this organisation

Strongly Disagree Strongly Agree

0	1	2	3	4	5	6	7	8	9	10
---	---	---	---	---	---	---	---	---	---	----

3 What are the things we are doing really well here?

“That’s the beauty of Hive—the segmentation. Rather than getting a huge load of data to sift through and forward on, I absolutely love that we can drill down and go granular into different subsets, demographics, topics, and so on. We launched our Hive project in the middle of the second wave of a pandemic that’s been massively affecting our organisation and sector, and the team at Hive have been an absolute dream to work with—so supportive, so flexible, so responsive, and a proper extension of our team!”



Danielle Chan, Head of Communications and Engagement, Community Integrated Care



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...

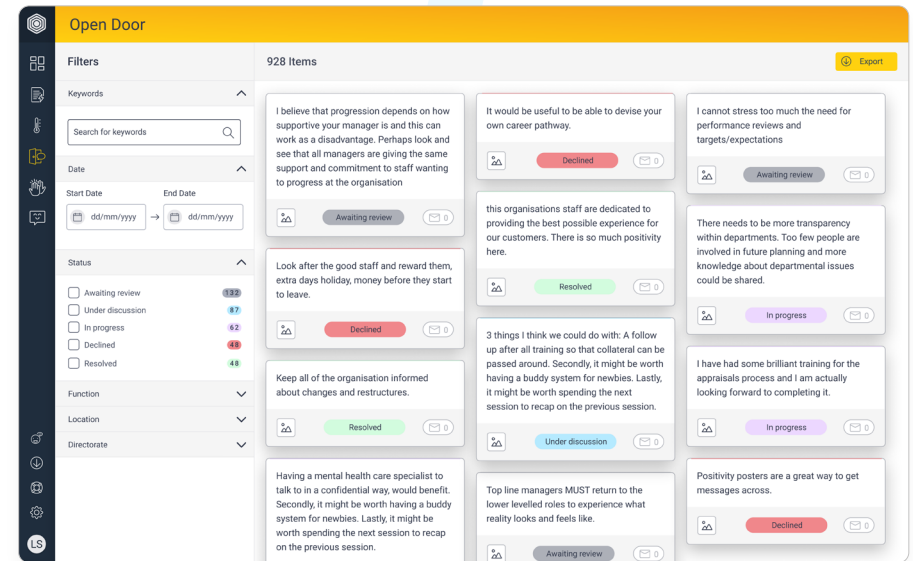
Real-time connection to your people, so you know what they're thinking and feeling right now.

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 teams everywhere.”



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



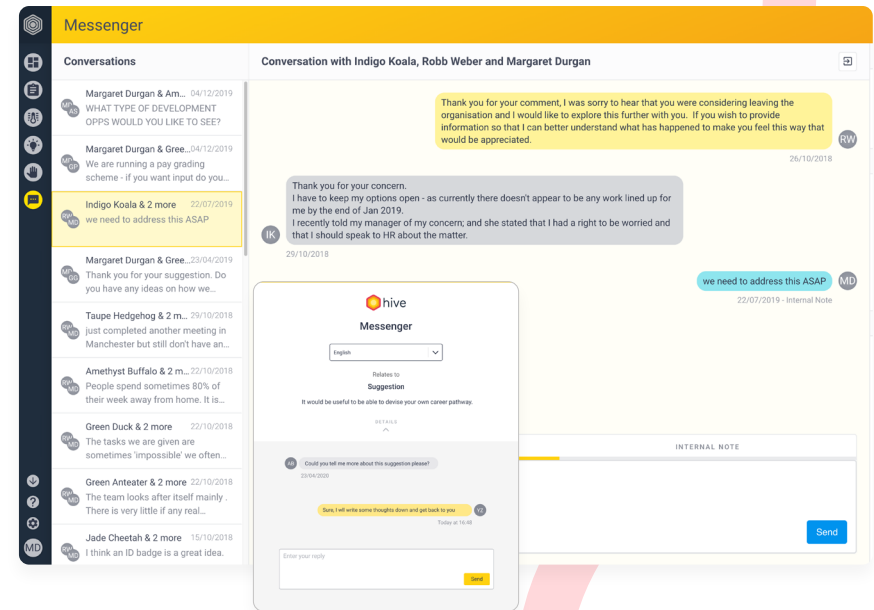
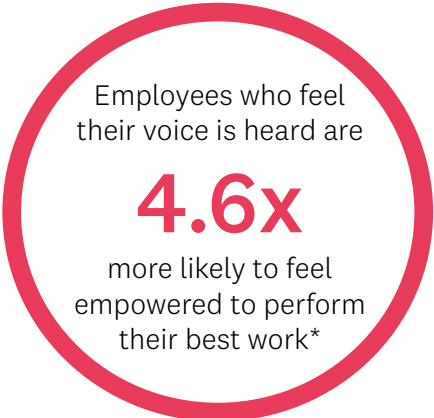
Dig deeper into an issue, respond to a burning question, address an objection, or follow through on an idea...

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...

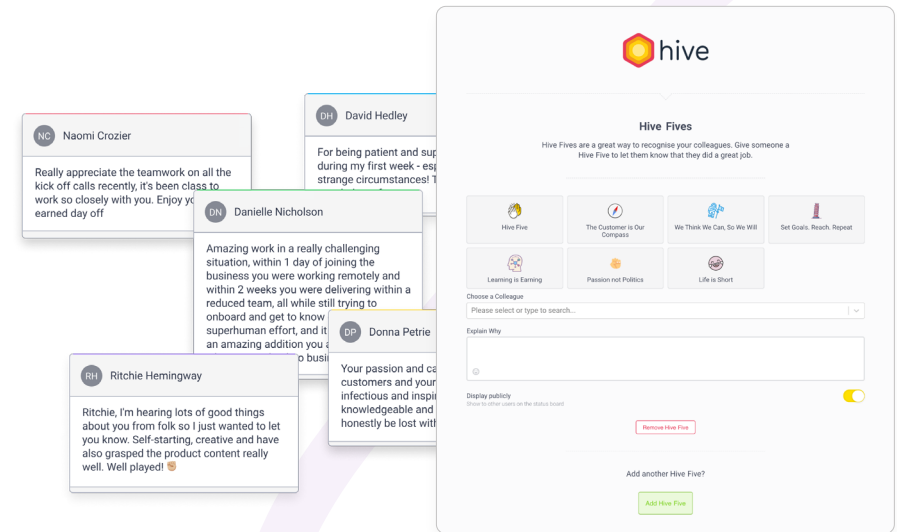
Boost wellbeing and motivation

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.



“The commitment to using Hive Fives and the feedback we receive is amazing. There’s something really different with Hive Fives. People weren’t as engaged in our previous recognition schemes but now, Hive Fives has created an amazing energy for our people and we couldn’t believe the number of people getting involved, connecting our hundreds of people all over the country.”

 Ben Hallet, Communications Manager, Hanover 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.



“Hive is a partnership. The simplicity is a key feature but also the team behind the tool are incredible. The People Science support in particular really helps bring the data to life and they seek to understand the organisation and work with us to make change. Hive gives our colleagues a voice and a way for us to communicate and connect. You don’t get that with any other platform.”



Emily Allen, People Director,
Anthony Nolan



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/



Community Integrated Care is a national social care charity, providing a wide range of care and support to over 3,500 people across the UK.

The not-for-profit employs over 6,000 colleagues—with roles ranging from frontline care and support workers to catering and business support—and is completely committed to the Power of Three: their Colleagues, Customers and Communities.

“Hive felt leading and super fresh. The user experience was simple for everyone—my team, our leaders, our managers and, of course, our colleagues. The partnership also just felt like a good fit right from the start. I love the people at Hive and I can’t fault the team since we signed our contract; technically it’s been so smooth, which we’ve needed.”



Danielle Chan,
Head of Communications and Engagement,
Community Integrated Care



How Community Integrated Care have driven positive change through their partnership with Hive:

- ✔ Measure employee engagement; driving leadership priorities
- ✔ Recognise colleagues and become a recognised great place to work
- ✔ Give colleagues the tools, skills and opportunity to succeed
- ✔ Explore diversity and inclusion; create a community where everyone can be themselves

[**Read the full customer story**](#)



Loved and trusted by



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



Crown
Commercial
Service
Supplier

hive-hr

hive_hr