



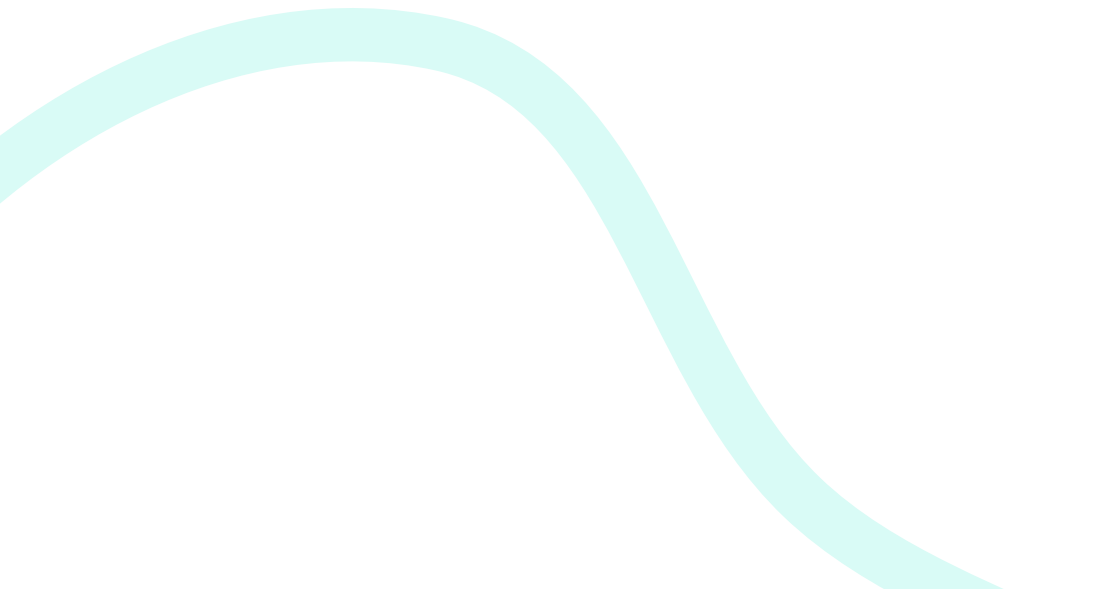
# The Handy Guide to Hive

**FOR PUBLIC SECTOR**

Who (or what) is Hive?

# Hive is an employee voice platform and strategic HR partnership.

**We give public sector 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, public sector organisations like Sheffield City Region, Dorset Council and Northumbria Police are making people-first decisions to build more engaged, productive teams.

# For an employee experience that every generation will love

## **A better way to embrace and embed organisational change**

It's no secret that younger workers are unrepresented in the public sector—and that needs to change.

Employee voice makes it much easier for public sector organisations to reinvent their ways of working and become more agile, flexible and prepared for the future of work.

Crown  
Commercial  
Service  
*Supplier*

With Hive, you can hear from your people on any topic, at any time—empowering them to influence positive changes that will make a real difference to your organisation. Here's how:

- ✔ 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

## In a people-first industry, you need people-first organisations

[How Hive can help you](#)

## People-powered tech...



John Ryder,  
Hive Founder and CEO



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

...for people-first organisations

# Every voice has the power to change the working world.

## HIVE'S PURPOSE



Uncover the true story behind the numbers



Measure and manage the success of change



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...](#)

...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



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...

**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**

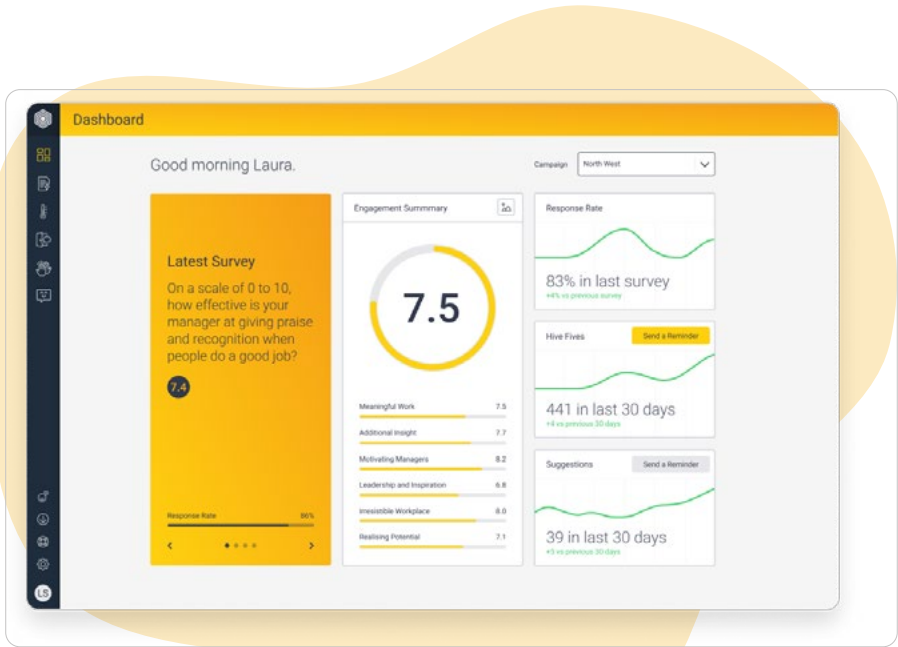
more likely to engage and retain employees

**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 average of all Hive customers, the average of those in your industry 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.

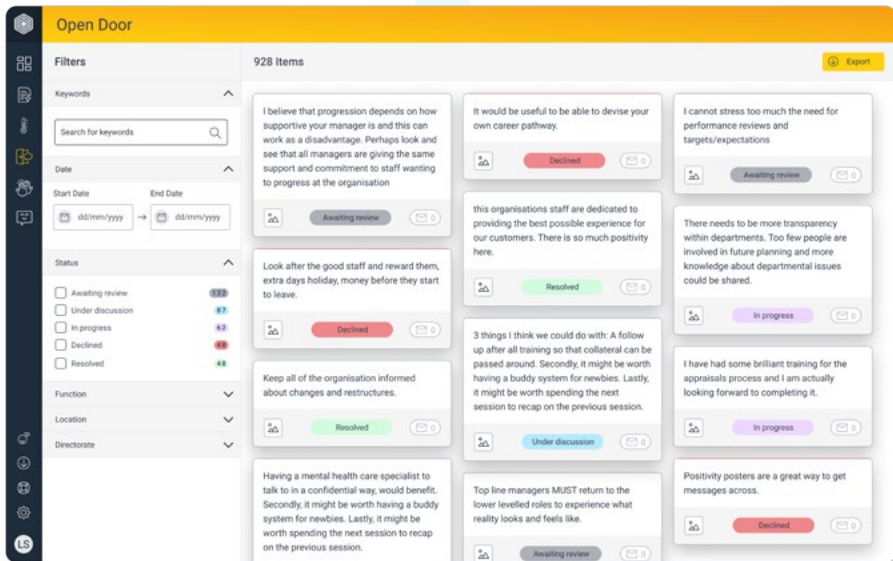
**Customise your Open Door** with bespoke categories and text to capture theme-specific feedback and match your tone of voice.

**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



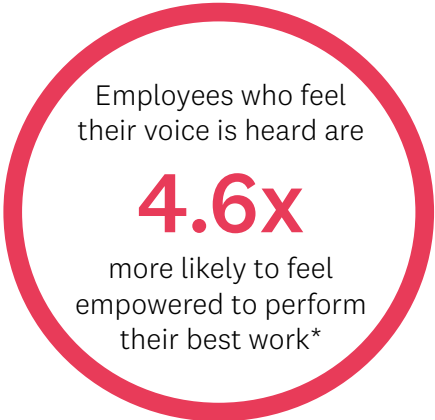
Dig deeper into an issue, respond to a burning question, address an objection, or follow through on an idea...

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

**Start a two-way conversation** with the sender.

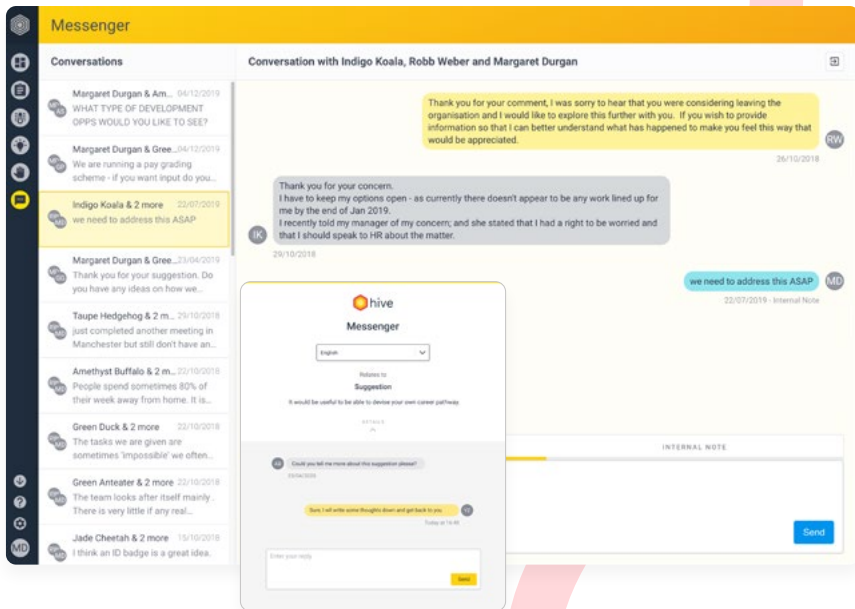
**Randomly generated aliases** (such as “Purple Bear”) protect the sender’s identity when chatting.

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



\*Salesforce Research





“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.”



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.



\*Bersin & Associates

**NC Naomi Crozier**

Really appreciate the teamwork on all the kick off calls recently, it's been class to work so closely with you. Enjoy your earned day off

**DN Danielle Nicholson**

Amazing work in a really challenging situation, within 1 day of joining the business you were working remotely and within 2 weeks you were delivering within a reduced team, all while still trying to onboard and get to know superhuman effort, and it's an amazing addition you bring to business

**DP Donna Petrie**

Your passion and care for customers and your infectious and inspiring knowledgeable and successful honesty be lost without you

**RH Ritchie Hemingway**

Ritchie, I'm hearing lots of good things about you from folk so I just wanted to let you know. Self-starting, creative and have also grasped the product content really well. Well played! 🍷

**DH David Hedley**

For being patient and supporting during my first week - especially in strange circumstances! Thank you

**hive**

**Hive Fives**

Hive Fives are a great way to recognise your colleagues. Give someone a Hive Five to let them know that they did a great job.

[Hive Five](#)
[The Customer is Our Compass](#)
[We Think We Can, So We Will](#)
[Set Goals, Reach, Repeat](#)

[Learning is Earning](#)
[Passion not Politics](#)
[Life is Short](#)

Choose a Colleague  
 (Please select or type to search...)

Explain why  
 (You can add images to your text)

Display publicly  
 (Only to other users on the public board)

[Remove Hive Five](#)

Add another Hive Five?  
[Add Hive Five](#)

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



HISTORIC ENVIRONMENT SCOTLAND | ÀRÀINNEACHD EACHDRAIDHEIL ALBA

Employee at Historic Environment Scotland

## 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 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.”



Your Homes  
Newcastle

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



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/](http://www.hive.hr/hg-assessment/)



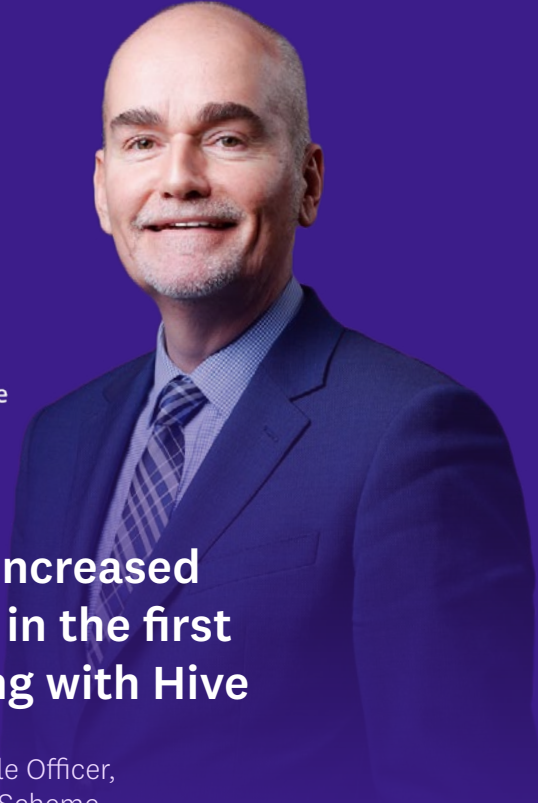
“Working with Hive has given us an excellent opportunity to change our approach to employee engagement and put our people at the heart of our organisation.

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/](http://www.hive.hr/hg-fscs/)



Loved and trusted by



Ready to get started?  
Book an intro now at [www.hive.hr](http://www.hive.hr)



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