



# The Handy Guide to Hive

**FOR EDUCATION**

Who (or what) is Hive?

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

We give academic 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 University of York, The University of Sheffield and Royal College of Radiologists are making people-first decisions to build more engaged, productive teams.

# Create an inspiring place to work and study

## Revamp your employee experience with a proactive approach to voice

Creating a powerful employee voice strategy is key to creating an employee experience that people stick around for.

Annual surveys aren't enough; Hive can help you keep your finger on the pulse and know exactly what will help you attract, retain and engage your people.



To thrive in the education sector, you need a stable workforce, a values-led culture and an environment that your people love.

- ✓ Innovative employee voice tools
- ✓ Continuous listening
- ✓ Flexible surveying
- ✓ Expert People Science support
- ✓ Cultural insight
- ✓ Two-way communication
- ✓ Data-driven decisions

## After all, knowledge is power

[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 modern,  
considered  
approach to  
employee voice



Employ  
innovative and  
unique features  
to amplify  
employee voice



Draw on expert  
People Science  
knowledge and  
support



Make better-  
informed,  
data-driven  
decisions



Empower  
your people  
to mould your  
culture around  
your values



Create a  
working  
environment  
that your  
people don't  
want to leave

# 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**

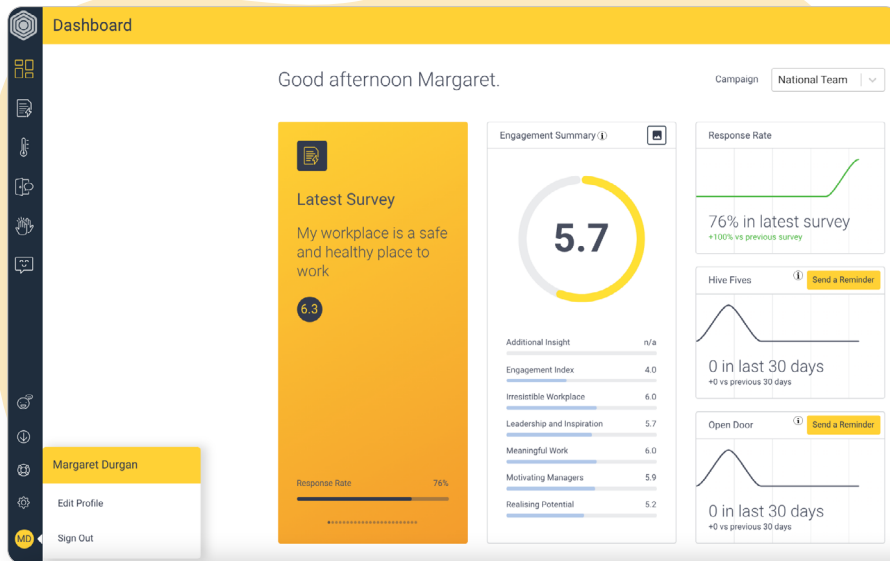
more likely to engage and retain employees

**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 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...

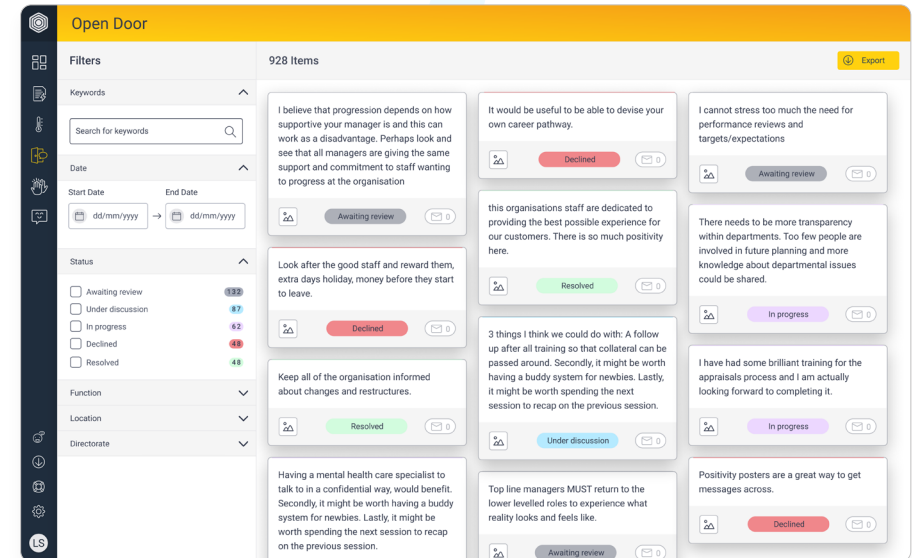
**Real-time connection** to your people, so you know what they're thinking and feeling right now.

**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.

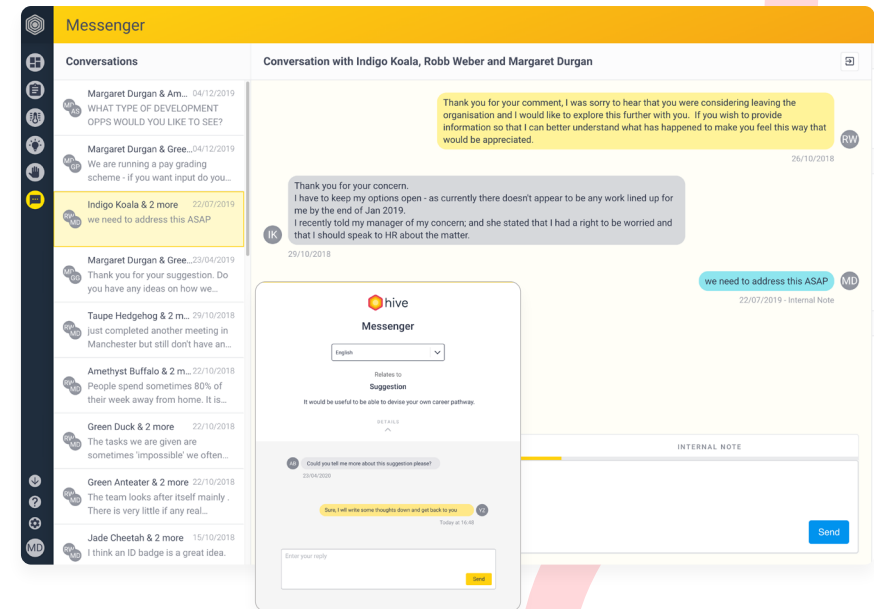
**Randomly generated aliases** (such as “Purple Bear”) protect the sender’s identity when chatting.

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

Employees who feel their voice is heard are

**4.6x**

more likely to feel empowered to perform their best work\*



“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.”

**fscs** Financial Services  
Compensation Scheme

David Blackburn,  
Chief People Officer at FSCS



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.

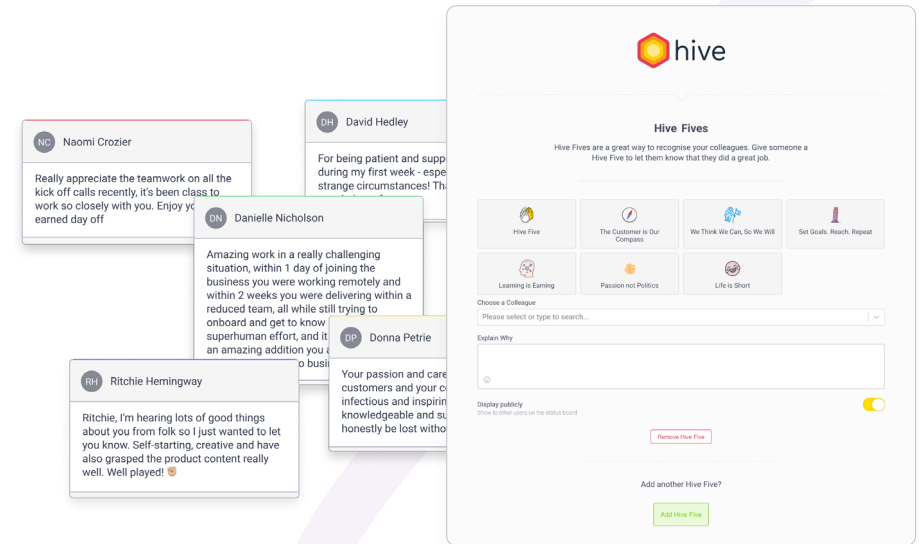
**An online feed** gives everyone the chance to read through all the great messages that have been sent.

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

Organisations with highly effective recognition strategies had a

**31%**

lower voluntary turnover than those without\*



“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

## 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.”



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



## Why Hive?

“We have been impressed with Hive from the off – a genuine interest to work in partnership and understand our needs. We are excited about the possibilities our partnership will bring to enable all colleagues to have a voice, and shape their experience of working at our University.”

## Why now?

“We knew it was time for a fresh approach to staff engagement, and to understand more clearly what colleagues views were. The last two years has shown us all that a contemporary, agile and digital approach is possible, and will enable us to understand very human experiences.”

## What for?

“We want colleagues to have a positive experience at work, both within their local teams and as part of our values-driven University. We know that working with Hive will provide meaningful data and insight, that will not just sit in a report but lead to impactful change.”



Juliet Flynn,  
Organisational and Staff Development Consultant,  
Canterbury Christ Church University

**Sheffield  
Hallam  
University**

**Find out how Sheffield  
Hallam University used Hive  
to modernise its approach  
to employee voice**

**Read the customer story:**

[www.hive.hr/shu/](http://www.hive.hr/shu/)



Loved and trusted by



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



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Service  
Supplier

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