

# Talkback

About your Leader



Here's a snapshot of this year's Talkback About Your Leader results for Retail.

## Behaviours you think managers do well:



Have open and honest conversations

Create an environment where team members can be themselves

Be available to team members when they are needed

## Headline results

Response Rate **79%** ↑ 4 vs. 2018

Leadership Index **79%** ↑ 5 vs. 2018

Engagement index **77%** ↓ 1 vs. 2018

## What you would like them to do more:

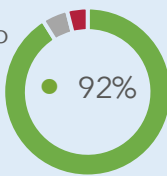


Ask for feedback on themselves

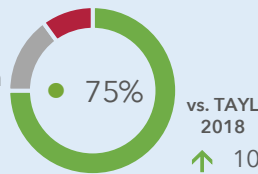
Address behaviours that have negative impact on others

Recognise team members contributions

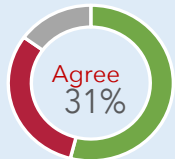
I feel trusted to do the right thing



I have appropriate involvement in decisions which affect me at work



In the last 12 months I have experienced an incident which made me feel unsafe at work



## Top 3 things you value most about working here



You enjoy working together as a team



You value the difference we make to our members and communities



You value opportunities to develop and learn

## Top 3 things you think we need to improve



You'd like to see improvements to pay and benefits



You'd like to see improvements to our technology and IT systems



You'd like to see improvements to the way we recognise colleagues and say thank you