

Talkback

About your Leader



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

Behaviours you think managers do well:



Have open and honest conversations

Get to know people as individuals

Create an environment where team members can be themselves

Headline results

Response Rate **69%** ↑ 11 vs. 2018

Leadership Index **69%** ↑ 10 vs. 2018

Engagement index **66%** ↑ 9 vs. 2018

What you would like them to do more:

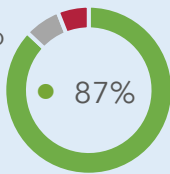


Ask for feedback on themselves

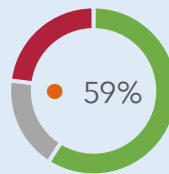
Address behaviours that have negative impact on others

Be aware of their impact on others

I feel trusted to do the right thing

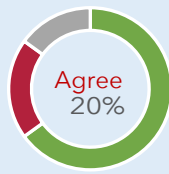


I have appropriate involvement in decisions which affect me at work



↑ 17

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 the services we provide meet our customers' needs

Top 3 things you think we need to improve



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



You'd like to ensure your opinions are listened to acted upon