



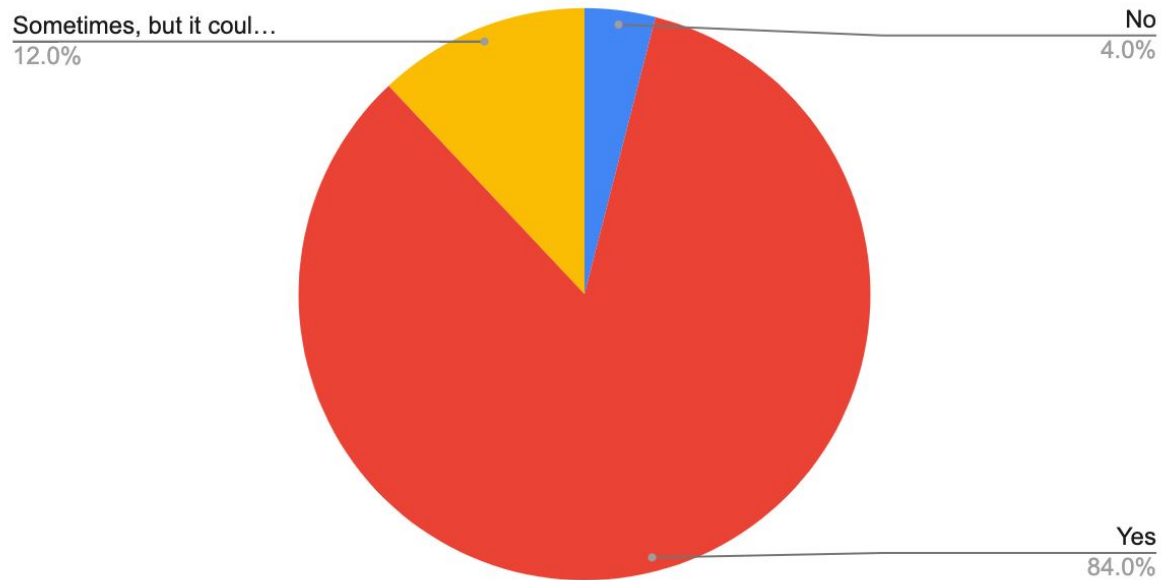
Happiness Survey 2021

Results and Actionable Items



Recognition

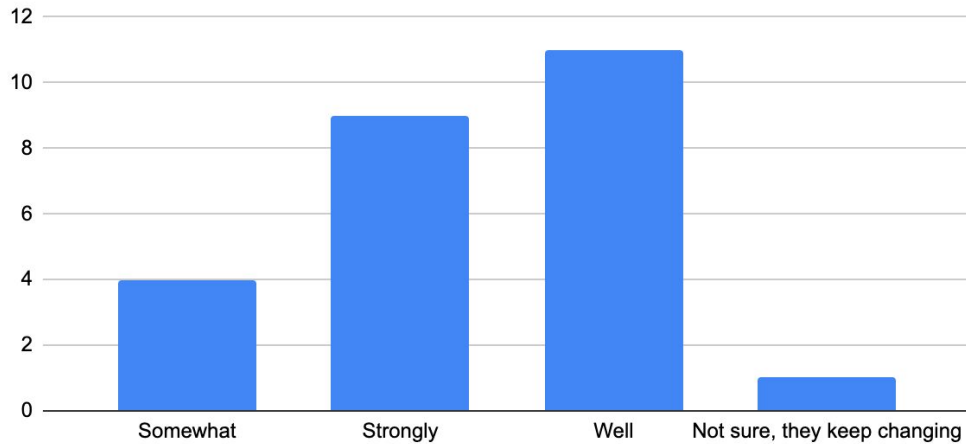
Count of Do you feel valued by the business for the work you do?





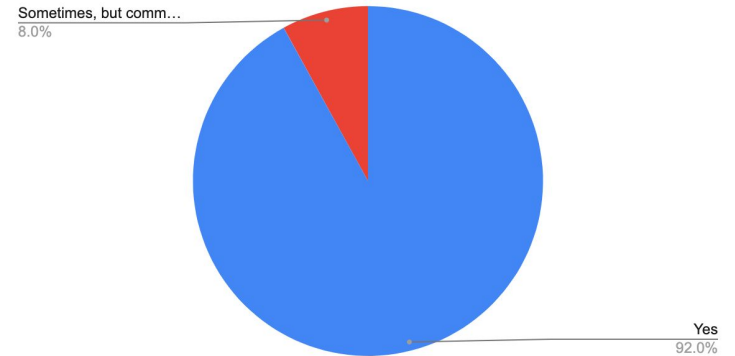
Business Transparency

Count of How well do you understand the overall goals and objectives of the business?



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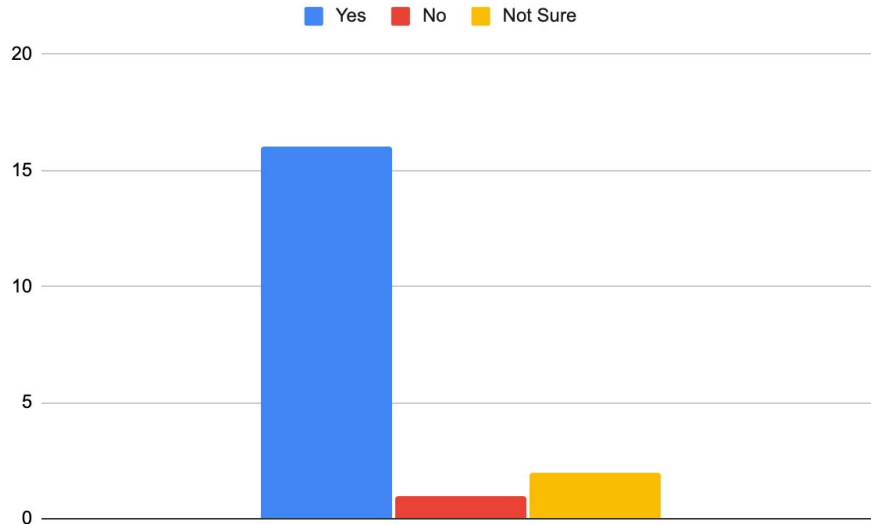
Count of Do you feel Talk as a business is transparent and honest with team members?



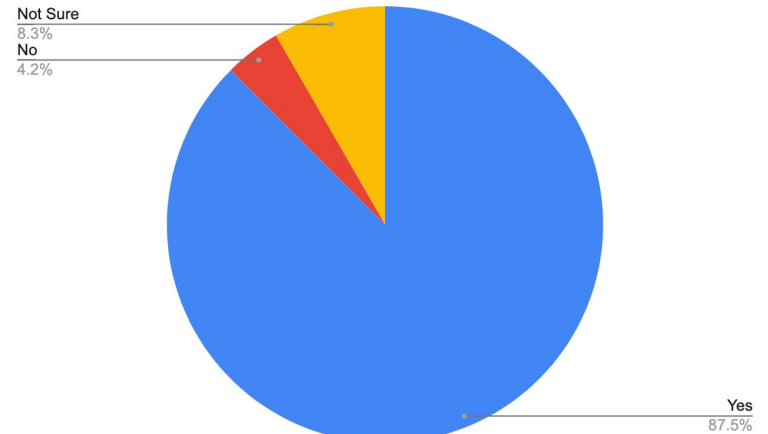


Role Growth & Salary

Do you feel like you have room to grow in your current role?



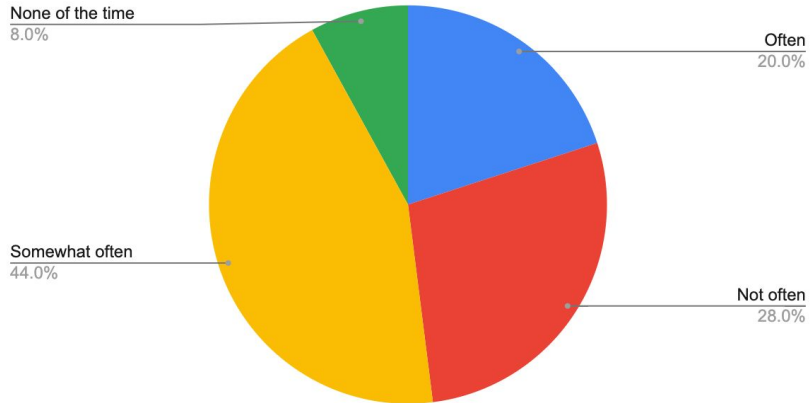
Do you think you are fairly paid for the role you are currently doing?



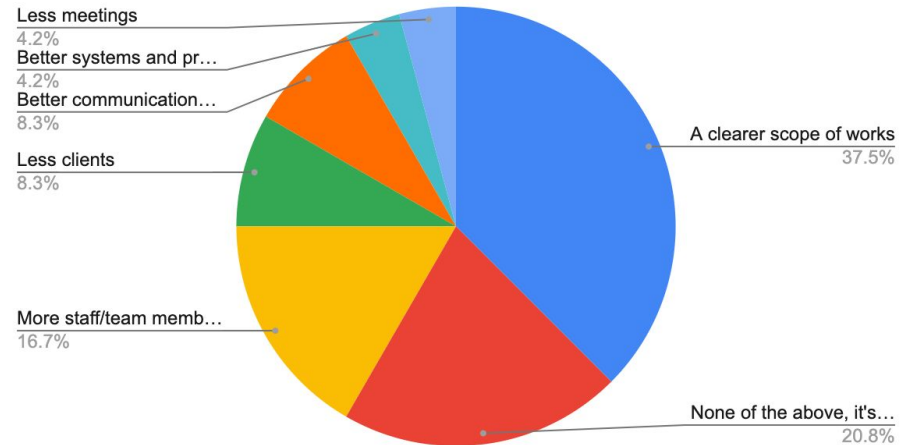


Workload

Count of How often do you experience burnout or are overwhelmed with your workload?



Count of What do you think would be the NUMBER ONE thing that would help reduce stress around your workload?





Policies & Compensation

Are you satisfied with the level of compensation and benefits at Talk? (i.e. Yay Days, paid lunch breaks, early finish Fridays?)

100% Yes

How could Talk improve the compensation and benefits provided to team members?

- More training opportunities
- Educational opportunities
- Commissions/bonus structures



FINAL WORDS & ACTIONABLES

- Overall happiness at Talk is at an all time high. But there are always ways to improve.
- **Culture Improvements** = You have noticed improvements in our culture and bringing the teams together. Keep doing more of the team activities and other initiatives.
- **Scope of Works** = We need to improve our scope of works as it seems this is contributing to a lot of overwhelm as well as confusion throughout the teams. This may be due to scope creep or client expectations differing between the scope and what they are after.
- **Overwhelm and Stress** = Talk's work environment can be stressful. Scope of works and looking closely into processes can help combat this.
- **Training** = Across all team members at Talk, you would like more training and education opportunities.



Building 2, 4A Dulmison Ave, Wyong NSW 2265

talkagency.com.au