

Frontline Management Pulse Surveys

Add these complementary question sets to your employee experience measurement program to uncover deeper insight into both the employee-manager relationship and the frontline manager experience.

1. **Employee Experience.** These questions assess frontline employees' experiences with their managers, focusing on trust, communication, fairness, support, and empowerment. Use these questions to gather insights into how well managers are meeting employee needs and driving engagement in frontline roles.
2. **Manager Experience.** These questions focus on the frontline manager's experience in their role, addressing challenges, resources, support, and workload. Use these questions to understand the obstacles managers face and identify opportunities to improve enablement.

Keep the following in mind when incorporating these questions into a pulse survey program:

- **Deploy Regularly.** Integrate items from each set of questions into monthly or quarterly pulse surveys to monitor trends and identify issues in real time.
- **Segment Responses.** Analyze employee and manager feedback separately to address unique concerns from both perspectives while identifying overlapping themes.
- **Prioritize Action.** Use employee responses to address immediate workplace challenges and improve the employee-manager relationship. Use manager feedback to adjust leadership training, provide additional support, and streamline processes.
- **Close the Loop.** Share results and follow-up actions with employees and managers, reinforcing the importance of their input in shaping improvements.

These questions will help you create a comprehensive feedback loop that improves both the employee experience as well as the support systems managers need to succeed.

Employee Experience Questions

Trust and Fairness

1. Do you trust your manager to consider your well-being when making decisions that affect you?
 - Options: Yes, No
2. Does your manager treat all team members fairly, no matter their role, how long they've been here, or their shift?
 - Options: Always, Often, Sometimes, Rarely, Never
3. Does your manager deal with team members fairly and consistently when they don't meet standards?
 - Options: Always, Often, Sometimes, Rarely, Never

Communication and Clarity

4. How often does your manager explain what's expected of you during your shift?
 - Options: Always, Often, Sometimes, Rarely, Never

5. Does your manager provide updates when schedule adjustments or other changes affect you?
 - Options: Always, Often, Sometimes, Rarely, Never
6. Does your manager keep you informed about decisions that affect your job?
 - Options: Yes, No

Opportunities and Empowerment

7. How often does your manager give you opportunities to learn new skills that help in your current role?
 - Options: Always, Often, Sometimes, Rarely, Never
8. Does your manager encourage you to make appropriate decisions on the job without needing approval?
 - Options: Yes, No
9. What is one way your manager could better support you in taking ownership of your work?
 - Open-Ended

Recognition and Appreciation

10. How often does your manager recognize your hard work (including during busy periods)?
 - Options: Always, Often, Sometimes, Rarely, Never
11. Does your manager acknowledge your contributions when you go above and beyond?
 - Options: Yes, No
12. What is one example of how your manager has made you feel appreciated in your role?
 - Open-Ended

Support and Availability

13. How often is your manager available when unexpected issues come up during your shift?
 - Options: Always, Often, Sometimes, Rarely, Never
14. How often does your manager check in with you during your shift?
 - Options: Multiple Times, Once Per Shift, Only When Asked, Never
15. Does your manager schedule regular one-on-one conversations to discuss your performance or concerns?
 - Options: Yes, No

Team Dynamics and Collaboration

16. Does your manager help build teamwork among shift members (including during busy or challenging times)?
 - Options: Always, Often, Sometimes, Rarely, Never
17. How often does your manager create chances for team members to connect and build strong working relationships on the job?
 - Options: Always, Often, Sometimes, Rarely, Never
18. How does your manager help make the workplace feel welcoming and supportive?
 - Open-Ended

Manager Effectiveness

19. Do you feel confident in your manager's ability to lead your team well under pressure?
 - Options: Always, Often, Sometimes, Rarely, Never
20. What is one specific way your manager could improve to better support you at work?
 - Open-Ended

Manager Experience Questions

Role Clarity and Expectations

1. Do you have a clear understanding of what is expected of you in your role as a manager?
 - Options: Yes, No
2. How often do you feel pulled in multiple directions by conflicting priorities?
 - Options: Always, Often, Sometimes, Rarely, Never
3. Do priorities provided by senior management align with the realities of your day-to-day responsibilities?
 - Options: Always, Often, Sometimes, Rarely, Never

Support and Resources

4. Do you regularly have enough budgeted labor hours to get the job done without constantly filling in yourself?
 - Options: Always, Often, Sometimes, Rarely, Never
5. When operational challenges arise, do you receive timely support from your direct manager?
 - Options: Always, Often, Sometimes, Rarely, Never
6. Do you have access to tools, systems, and resources that make your job easier?
 - Options: Always, Often, Sometimes, Rarely, Never

7. What additional resources or support would help you do your job more effectively?
 - Open-Ended

Training and Development

8. Do you get the training you need to manage your daily responsibilities and handle unexpected situations?
 - Options: Always, Often, Sometimes, Rarely, Never
9. Are you able to find time in your schedule to focus on your own development?
 - Options: Always, Often, Sometimes, Rarely, Never
10. On which topic(s) would you like to receive additional training?
 - Open-Ended

Workload and Burnout

11. How often do you feel overwhelmed by the amount of work you are responsible for?
 - Options: Always, Often, Sometimes, Rarely, Never
12. Are you able to dedicate enough time in your regular schedule to coaching your team?
 - Options: Yes, No
13. What is the biggest obstacle that prevents you from focusing on your team's needs?
 - Open-Ended

Empowerment and Decision-Making

14. Do you feel empowered to make decisions that improve your team's work experience?
 - Options: Always, Often, Sometimes, Rarely, Never
15. How often do organizational policies limit your ability to act in the best interest of your team?
 - Options: Always, Often, Sometimes, Rarely, Never
16. Does the company give you enough authority to take ownership over your day-to-day operation?
 - Options: Yes, No

Manager Support and Connections

17. Does your direct manager provide consistent support and guidance to help you succeed?
 - Options: Always, Often, Sometimes, Rarely, Never
18. Do you have connections outside your immediate team or department within the organization that you can reach out to for help or advice?
 - Options: Yes, No
19. How often does your direct manager check in with you to discuss your needs?
 - Options: Weekly, Bi-Weekly, Monthly, Rarely, Never
20. What is one specific change the company could make to better support you in your role?
 - Open-Ended