# Understanding Engagement Levels on Your Team

You'll see a new visualization of your team's engagement data in this year's dashboard. The goal of this new visual is to help you more easily understand how many people on your team are Highly Engaged, Engaged, Neutral, or Disengaged. These four levels of engagement provide more context and meaning to complement other reported data such as the average score and distribution of responses for each of the six Engagement Indicator items.

Your Team's Engagement Score and Respondent Distribution

Disengaged 3%
Neutral 13%
Highly Engaged 40%
4.14/5.00
Engaged 44%
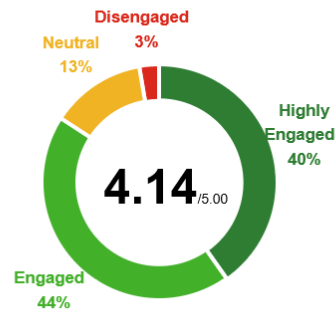
What does each Engagement Level* mean?

Highly Engaged (Engagement Score 4.50+)

- Characteristics: These people are having an exceptional experience at your organization, are strong advocates, and are very likely to stay.

- Response profile on Engagement Indicator items: These people mostly answer that they strongly agree (5) with all the engagement items.

Engaged (Engagement Score 3.75-4.49)

- Characteristics: These people have consistently positive experiences. They're likely to recommend the organization and are also likely to stay.

- Response profile on Engagement Indicator items: These people mostly answer that they agree (4) with all engagement items.

Neutral (Engagement Score 2.75-3.74)

- Characteristics: These people have inconsistent experiences. They might be likely to recommend the organization, but they're not strong advocates. They also have a variable intent to stay.

- Response profile on Engagement Indicator items: These people mostly answer neutrals (3) to engagement items, with an occasional mix of agrees (4).

Disengaged (Engagement Score <2.75)

- Characteristics: These people are not having a positive experience at the organization. They are unlikely to be advocates for the organization and are less likely to stay.

- Response profile on Engagement Indicator items: These people mostly strongly disagree (1) or disagree (2) to all engagement items, with an occasional mix of neutrals (3).

*The engagement levels were identified by a statistical method (k-means cluster analysis) and a review of common response profiles on the six Engagement Indicator items in Press Ganey's database, which includes over 1.6 million unique employee voices collected over a two-year period. Based on these two factors, specific cut points were determined that group people into one of the four engagement levels.

What should I do with this information?

Considering your team's engagement level distribution gives you additional insight into where to focus your efforts. Here are recommended actions based on where you see the majority of your team falling:

- **Highly Engaged:** Keep doing what you're doing! The majority of your team reports they are having an exceptional experience. Reflect on what is contributing to their positive experience and commit to continuing these efforts. Consider serving as a mentor to other leaders and offer tips based on what's working well with your team.

- **Engaged:** Look for opportunities to shift a good experience for team members to a great one. Pay close attention to Key Drivers and low performing items to see where you have the most opportunity to make your team members' experience even stronger.

- **Neutral:** Prioritize work on Key Drivers and low performing items to help improve team members' experience. Team members in this category are often having an inconsistent experience, so it's important to focus on consistently improving one or two things versus trying (and struggling) to tackle everything at once.

- **Disengaged:** Prioritize work on Key Drivers and low performing items to help improve team members' experience. Work with your leader to understand what's contributing to team members' challenging experience and what support might be needed to see improvement. Consider connecting with peer leaders to discuss the strategies they've used to improve engagement on their team.

Note: It is not uncommon to see team members distributed across several levels, with no one level having a clear majority of team members. In this case, prioritize work on Key Drivers and low performing items to help shift the experience of people in the Engaged, Neutral, and Disengaged levels (and continue enhancing the experience of those who are already Highly Engaged). A varied distribution suggests your team is having variable experiences, so focus on ensuring your improvement efforts are consistently reaching all team members.