Integrated Consulting Group

TOOL DESCRIPTION

Pulse Check

The Pulse Check is a mini survey that can be used to visualize the mood, expectations and problem areas, allowing you to react directly to them.

Respondents should take around 2-3 minutes to use this tool and do so on a regular basis, that is, at the start of the project and then approximately each month or in alignment with the project phases, but not more often.

Each pulse check should provide new insights and measures. Some parts remain the same over time, but some can be adapted to the project phase.

Typically, statements should be rated on a scale. (For example: I currently feel well informed about the project. I am clear about the purpose of the project. I feel firmly involved in the project).

This tool can help you to:

- Measure change processes across the time axis.
- Identify different challenges and problem areas.
- Engage employees' emotions in the project.
- Correct the course: Facilitate the change process and improve performance.

Duration	Participants	Facilitation
preparation: undefined duration of 2 min each month	unspecified	a selected tool to conduct the pulse check

SOURCE: *Several*

Pulse Check | **Process**

Preparing

When preparing a pulse check, make sure it is short and involves an easy-to-use online questionnaire (2–3 min to complete). This should be used regularly if possible and reveals the current mood.

Generally, prepare statements that should be rated (e.g., on a scale of 1 to 5):

- I currently feel well informed about the project.
- I clearly understand the purpose of the project.
- I feel firmly involved in the project.
- My role in the project is clear to me.
- I am satisfied with the cooperation in the project.
- There is a positive atmosphere about the project in the company.

An open field for comments and ideas for improvement at the end can be useful. Consider that some questions will remain the same, but some should be adapted as the change process moves forward.

Conducting

Survey Tools like Mentimeter, LimeSurvey and SurveyMonkey can be used. Clarify ahead of time what data you are allowed to use with regard to the data protection rules in your organization. Make sure that the display works well on different end devices, such as PCs and smartphones. Access to the Pulse Check should also be as easy as possible.

Participation should be possible for a few days to 1 week. Ideally, the participants will receive an automated thank-you email once they complete the pulse check and receive an announcement of what will happen next.

Important: If you decide to conduct an anonymous pulse check, ensure that the information really stays anonymous. Otherwise, people may feel that they cannot truly express their feelings.

Evaluating and using the results

The evaluation options should be considered before the pulse check is carried out the first time. You can group results by asking the different target groups:

- Have all areas of the company been reached equally?
- What problems are specific to particular departments?
- Who carries out the pulse check, and how are the results communicated?

The core project team is often responsible for designing and evaluating the content. The results are reported to the steering group. An extended group receives a summary, ideally with planned measures.

Pulse checks should ALWAYS be followed by actions. If something does not look good in the pulse checks, this topic needs to be tackled.