

Town hall feedback survey

No names, please. We read the answers as group totals only, and leaders will share what they heard before the next town hall.

Town hall date

Team or site

For each statement, tick one box from 1 (strongly disagree) to 5 (strongly agree).

STATEMENT	STRONGLY DISAGREE			STRONGLY AGREE	
1 I left this town hall knowing our top priorities.	☐ 1	☐ 2	☐ 3	☐ 4	☐ 5
2 Leaders explained why each big decision was made.	☐ 1	☐ 2	☐ 3	☐ 4	☐ 5
3 The updates connected to the work my team does.	☐ 1	☐ 2	☐ 3	☐ 4	☐ 5
4 Leaders spoke in plain words, not jargon.	☐ 1	☐ 2	☐ 3	☐ 4	☐ 5
5 There was enough time for questions.	☐ 1	☐ 2	☐ 3	☐ 4	☐ 5
6 Leaders gave straight answers to hard questions.	☐ 1	☐ 2	☐ 3	☐ 4	☐ 5
7 I would feel safe asking a question next time.	☐ 1	☐ 2	☐ 3	☐ 4	☐ 5
8 I believe what leaders said about how we are doing.	☐ 1	☐ 2	☐ 3	☐ 4	☐ 5
9 This town hall was a good use of my time.	☐ 1	☐ 2	☐ 3	☐ 4	☐ 5

10 Which part of the town hall was most useful to you?

☐ Results ☐ Plans and priorities ☐ Team news ☐ Recognition ☐ Q&A

11 What question do you still have after this town hall?

12 What one change would make the next town hall better?

Thank you. Your answers are anonymous.

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Optional questions (1 of 2)

Add any of these to the core questions. Keep the numbering running on from page one.

Before the town hall

13 Which topics should leaders cover at the next town hall? (tick all that apply)

- ☐ Results ☐ Strategy ☐ Upcoming changes ☐ Hiring ☐ Pay and benefits ☐ Customers
☐ How we work

14 What question would you like a senior leader to answer?

15 If we use your question, how should we handle it?

- ☐ Read it out with my name ☐ Read it out, no name ☐ Answer it in writing only

16 How much of the meeting should go to questions?

- ☐ A few minutes ☐ About a quarter ☐ About half ☐ Most of it

17 How will you join the town hall?

- ☐ In the room ☐ Online, live ☐ Recording later ☐ Not sure yet

Live polls during the meeting

18 Which topic should the Q&A start with?

- ☐ Results ☐ Strategy ☐ Changes ☐ Jobs ☐ Customers

19 How do you feel about the quarter ahead?

- ☐ Excited ☐ Confident ☐ Steady ☐ Unsure ☐ Worried

STATEMENT	STRONGLY DISAGREE				STRONGLY AGREE
20 I can see how my work connects to these goals.	☐	☐	☐	☐	☐

21 Was that update clear enough to explain to your team?

- ☐ Yes ☐ Mostly ☐ Not yet

22 Did today's Q&A answer your question?

- ☐ Yes ☐ Partly ☐ No ☐ I did not ask one

Optional questions (2 of 2)

Add any of these to the core questions. Keep the numbering running on from page one.

Joining online or on the recording

STATEMENT	STRONGLY DISAGREE				STRONGLY AGREE
23 I could see and hear everything clearly.	1	2	3	4	5
24 Asking a question online was as easy as in the room.	1	2	3	4	5
25 The meeting time worked for my shift or time zone.	1	2	3	4	5
26 If you watched the recording, how much did you see? ☐ All of it ☐ Most of it ☐ Only parts ☐ Only the start					

Follow-up, two to four weeks later

STATEMENT	STRONGLY DISAGREE				STRONGLY AGREE
27 Open questions from the town hall got answers.	1	2	3	4	5
28 Something changed because of what staff raised.	1	2	3	4	5
29 My manager went over the town hall with our team.	1	2	3	4	5
30 How often should we hold a town hall? ☐ Monthly ☐ Every quarter ☐ Twice a year ☐ Once a year					

About you (optional)

31 How did you join this town hall?
☐ In the room ☐ Online, live ☐ Watched the recording

32 Are you a people manager?
☐ Yes ☐ No ☐ Prefer not to say

33 Which part of the business do you work in?
☐ Operations ☐ Sales and service ☐ Product and tech ☐ Support teams ☐ Prefer not to say

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