

Internal communication survey

Please leave your name off this form. We only read the answers as group totals, and we will tell everyone what we heard and what changes next.

Team or site

Date

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

STATEMENT	STRONGLY DISAGREE			STRONGLY AGREE	
1 I hear about changes before they affect my work.	1	2	3	4	5
2 I know our top priorities for this year.	1	2	3	4	5
3 Leaders explain the reasons behind decisions.	1	2	3	4	5
4 My manager explains what news means for our team.	1	2	3	4	5
5 Policies, forms and job details are quick to locate.	1	2	3	4	5
6 Important messages do not get lost in the noise.	1	2	3	4	5
7 Senior leaders listen to what employees say.	1	2	3	4	5
8 When I raise an idea, I hear what happened to it.	1	2	3	4	5
9 Information flows well between teams here.	1	2	3	4	5

10 Where do you get most of your work news today? (tick all that apply)

- ☐ Email ☐ Team meetings ☐ My manager ☐ Team chat ☐ Intranet ☐ All-hands
☐ Colleagues

11 Which topic do you most want to hear more about?

- ☐ Plans and priorities ☐ Changes on the way ☐ How we are doing ☐ Customer stories
☐ Reasons for decisions

12 What is one thing that would make communication here better for you?

Thank you. Your answers are anonymous.

poll-maker.com/workplace-communication-questions

Optional questions (1 of 2)

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

Channels and tools

13 How do you prefer to hear about big changes?

☐ From my manager ☐ At an all-hands ☐ By email ☐ In team chat ☐ On the intranet

14 How often do you read company-wide emails?

☐ Always ☐ Usually ☐ Sometimes ☐ Rarely ☐ Never

15 How often do you visit the intranet?

☐ Daily ☐ Weekly ☐ Monthly ☐ Rarely ☐ Never

STATEMENT	STRONGLY DISAGREE				STRONGLY AGREE
16 Team meetings keep me up to date.	1	2	3	4	5
17 Which channels could we cut or combine? (tick all that apply)					
☐ Email digests ☐ Newsletter ☐ Intranet news ☐ Team chat ☐ All-hands ☐ None					

Your manager

STATEMENT	STRONGLY DISAGREE				STRONGLY AGREE
18 I get regular one-to-one time with my manager.	1	2	3	4	5
19 My manager tells me how my work is going.	1	2	3	4	5
20 My manager shares news soon after hearing it.	1	2	3	4	5
21 I can raise a problem with my manager easily.	1	2	3	4	5

Leaders and change

22 How often do you hear directly from senior leaders?

☐ Weekly ☐ Monthly ☐ A few times a year ☐ Rarely ☐ Never

STATEMENT	STRONGLY DISAGREE				STRONGLY AGREE
23 Senior leaders are visible and easy to approach.	1	2	3	4	5
24 I understand why our last big change was made.	1	2	3	4	5
25 Leaders share bad news as openly as good news.	1	2	3	4	5

Thank you. Your answers are anonymous.

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Optional questions (2 of 2)

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

Leaders and change (continued)

26 What one question would you ask the CEO today?

Speaking up

27 In the last 6 months, have you suggested a way to improve how we work?

☐ Yes, used ☐ Yes, declined with a reason ☐ Yes, heard nothing ☐ No

STATEMENT	STRONGLY DISAGREE					STRONGLY AGREE				
28 There is a clear route for my ideas to reach leaders.	1	2	3	4	5					
29 I can disagree with a decision without it hurting me.	1	2	3	4	5					
30 Surveys like this one lead to real changes here.	1	2	3	4	5					

Staff away from a desk

STATEMENT	STRONGLY DISAGREE					STRONGLY AGREE				
31 I get company news at the same time as office staff.	1	2	3	4	5					
32 I can reach the right person quickly from where I work.	1	2	3	4	5					
33 Where do you usually see company news?	☐ Email ☐ Work app ☐ Own phone ☐ Notice board ☐ Shift briefing									

About you (optional)

34 Where do you mostly work?

☐ At a desk on site ☐ On site, not at a desk ☐ Hybrid ☐ Fully remote ☐ Prefer not to say

35 How long have you worked here?

☐ Under 1 year ☐ 1 to 3 years ☐ 4 to 10 years ☐ Over 10 years ☐ Prefer not to say

36 Do you have people reporting to you?

☐ Yes ☐ No ☐ Prefer not to say