



Pulse Survey Recommended Questions

The Leading Edge Pulse Survey is a short, simple way to get frequent and ongoing feedback on how your employees are experiencing work in the current environment. It can be easily administered by each organization at an appropriate time and cadence for maximum flexibility and control.

For more information on the Leading Edge Pulse Survey, **download our manual [HERE](#)**. Reach out to programs@leadingedge.org for any questions.

For questions 1-19, respondents will be asked to choose strongly agree, agree, neither agree nor disagree, disagree, or strongly disagree.

1. I have access to the information that I need to work effectively
2. I have the physical tools that I need to work effectively (functioning technology, a conducive work-space, etc.)
3. My workload feels manageable during this time
4. I have enough work to remain appropriately busy during this time
5. My organization helps me stay motivated to do my best work
6. I have clarity around current organizational goals and priorities
7. I understand how my work contributes to current organizational goals
8. I feel supported by my immediate manager during this time
9. My immediate manager is appropriately responsive
10. I am included in decisions that affect my work
11. My immediate team is finding ways to stay connected
12. I have colleagues who I can turn to for support
13. I know where to find my organization's most up-to-date HR policies and procedures
14. My organization remains committed to its core values
15. My organization is taking appropriate steps to prioritize our physical health
16. My organization is taking appropriate steps to prioritize our mental health
17. My organization is treating people of all backgrounds fairly during this time
18. My organization accommodates employees who need to work a more flexible schedule during this time
19. Senior leaders share timely updates with employees around ongoing organizational changes
20. I have childcare responsibilities during this time: Yes or No
21. I am caring for a sick relative or friend during this time: Yes or No
22. What are the biggest challenges you are facing during this time? (select two)
 - I'm sick
 - I'm caring for others who are sick
 - Social isolation / loneliness
 - General anxiety about coronavirus
 - Childcare
 - Communication with colleagues
 - Keeping a schedule



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- Too many distractions at home
 - My physical workspace
 - Lack of access to tools I need to do my job from home
 - Internet connectivity
 - Personal finances
 - Concern for elderly relatives or friends who lack support
 - Job Security
 - Other (please specify)
23. What has our organization done well to support employees during this time?
24. What can our organization do better to support employees during this time?
25. Is there anything you'd like to share with the leaders at this time?
26. Additional thoughts / comments:

Return to the Workplace Questions

1. I am eager to return to the workplace when it is safe to do so
2. I believe I will feel safe when we are back in the workplace
3. I am confident that I can make a smooth transition back to the workplace
4. I am confident that my organization's leaders will clearly communicate information relating to when and how we will return to the workplace
5. I believe my coworkers will support each other when we return to the workplace
6. I would like to maintain social distancing when we return to the workplace
7. I would feel safe commuting to the workplace if/when my organization returns to the workplace
8. I believe I will be able to remain focused at the workplace regardless of my concerns around COVID-19
9. I have maintained my physical health during COVID-19
10. I have maintained my mental health during COVID-19
11. I would benefit from the flexibility to continue working remotely in the future
12. I prefer to continue working remotely even when my organization decides to return to the workplace
13. I prefer to continue working remotely even when the government says it's safe to return to the workplace
14. I have the physical tools (technology, space, etc.) to continue working remotely if I need to
15. I am able to continue performing the requirements of my job while working remotely
16. What are your greatest concerns around returning to the workplace (select up to three)?
 - Childcare needs
 - Caring for others (elderly or sick family members, partners, friends)
 - Commuting by public transportation
 - Cleanliness of the workplace environment
 - Mental health challenges



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- Shifts in organizational culture / climate (what it might feel like to be back at work)
- Feeling physically safe at work
- Guilt (for being employed while friends / colleagues are not)
- Other (please specify)

17. Which of the following would make you feel more comfortable to return to the workplace (select all that apply)?

- Hand sanitizer stations
- Limiting outside visitors to the workplace
- Temperature checks before entering into the workplace
- Wearing masks in the office
- Nightly enhanced cleaning
- Implementing a “clean desk policy” so desks can be cleaned more easily
- Limiting the number of employees in the office
- Closing communal spaces
- Staggering hours/shifts
- Installing partitions between desks
- The availability of a COVID-19 vaccine
- Other (please specify)

18. What can your organization do to support you as you transition back to the workplace?

19. Do you have any other concerns about returning to the workplace?

20. Is there anything else you would like to share with your leaders about a return to the workplace?

Additional Questions to Consider

Return Readiness

- My team has been effective while working remotely
- I feel ready to return to the workplace when my organization asks me to
- I feel ready to return to the workplace sometime in the Fall (replace with another timeline)
- I will be able to focus on my work at the workplace
- I would feel comfortable traveling for work related purposes (e.g. attending offsite meetings) when we return to the workplace

Work Performance / Role Enablement

- Employees are held accountable for results during this time
- Most days I feel I am making good progress in my work
- I am adapting well to the new work reality (work-from-home reality)
- Most employees are adapting well to the new work (or work-from-home) reality
- I have clarity around what I am expected to do and by when



Remote Employee Enablement

- I am able to perform my job remotely just as effectively as I can in the workplace
- I have what I need to continue working effectively remotely (or from home)
- I am adapting well to my new work-from-home / remote-work reality
- I would be comfortable working remotely for another 3-6 months (replace with other timeline)
- My team is able to continue working effectively while remote
- I believe our team / department would benefit from some degree of remote working even after we are able to return to the workplace
- I am able to do my job remotely / at home with minimal distractions
- I would like the option to work remotely / from home permanently
- I would like the flexibility to work remotely / from home whenever I need to

Physical Safety

- I would feel safe using workplace facilities (e.g. common areas, kitchen) when we return to the workplace
- I would feel safe meeting with external partners who come visit our workplace
- I would feel safe meeting with people face-to-face if the job requires me to
- I would feel comfortable having my temperature checked before entering the workplace
- I trust my coworkers to adhere to our safety guidelines and/or protocols
- I would like access to personal protective equipment (e.g. face masks, hand sanitizer) when we return to the workplace

Psychological Safety

- I feel comfortable raising concerns about transitioning back to the workplace
- I know where to raise concerns about transitioning back to the workplace

Commuting / Family Responsibilities

- I will be able to manage caregiving responsibilities when we return to the workplace (e.g. children, dependents, sick friends / relatives)
- I have a plan for how to manage childcare/dependent responsibilities when we return to the workplace
- I will feel equipped to manage both personal and work demands when we return to the workplace
- I will feel ready to return to the workplace before the school year begins this Fall
- I am comfortable commuting on the train/subway to the workplace if I need to
- I believe that it will be safe to commute on the train/subway when I need to



Employee Engagement

- I feel proud to work for my organization
- I have enough autonomy to perform my job effectively
- I would recommend my organization as a great place to work

Internal Communication / Collaboration

- My organization has appropriate systems to ensure sufficient internal communication
- The communications from my organization are relevant and helpful
- Employees are receiving frequent updates from leaders during this time
- There is good cooperation between teams during this time
- I have opportunities to connect informally with colleagues

Direct Management

- My manager is regularly checking in with me during this time
- My manager genuinely cares about my well-being
- My manager is generally available to answer questions and respond to concerns
- My manager provides me with helpful feedback on my performance
- My manager values my thoughts and opinions

Leadership

- The leaders at my organization are appropriately accessible during this time
- The leaders at my organization are providing a sense of measured optimism
- Senior leaders share timely updates around shifts in programs and/or services
- I am confident in my organizational leaders to make smart decisions during this time
- I am confident in my organizational leaders to lead effectively during this time

Well-being

- The leaders here demonstrate that employee well-being is important
- I am able to set appropriate boundaries between work and personal life
- My employee benefits generally meet my needs during this time
- All employees are receiving the support they need from my organization during this time

General Response to Current Challenges

- I feel proud of how my organization is responding to the current situation
- I have confidence in my organization's response to the current situation
- My organization has been proactive in their response to the current situation
- Leaders are listening to employees' needs / feedback / requests during this time



For Organizations Providing Direct Services

- My organization is taking appropriate steps to minimize disruption to our normal services
- We are continuing to provide our services as best as we can during this time
- My organization is able to provide high-quality services during this time
- I feel more committed to my organization and my work during this time
- My organization is taking appropriate steps to provide us with the equipment we need to ensure our physical safety

For Organizations Managing Layoffs, Furloughs, Salary Reductions, or Financial Concerns

- Layoffs / furloughs / salary reductions were communicated to staff as appropriate before being implemented
- My organization did all they could to avoid layoffs / furloughs / salary reductions
- Shifting roles and responsibilities are clearly communicated to employees
- My organization is appropriately transparent around recent challenges relating to the budget and finances
- My organization is adequately communicating with employees about recent challenges relating to the budget and finances
- I have confidence in my organization's ability to successfully navigate through recent financial challenges

Miscellaneous

- I know how to access my organization's most recent HR policies and procedures
- I feel connected to my coworkers while working remotely / from home
- What has your organization implemented in response to the COVID-19 pandemic that you would like to continue (i.e. flexible work hours, daily meetings, etc.)?
- My colleagues are going above and beyond what is required to support each other
- Our board is an active and helpful partner during this time
- I know who to go to at my organization for questions or concerns
- I believe I would speak up if my values were compromised

Demographics

- I was working remotely before the pandemic began: Yes or No
- Department: (List choices for your organization below)