



WEEKLY10 CUSTOMER BEST PRACTICE GUIDE

How to maximise employee participation

We explore common blockers you may face and the 10 ways to overcome them in a highly-practical guide to increasing engagement using Weekly10.

Hey, you champion of the people!

Pull up a seat.

Introducing new technology and tools into your company can increase productivity, boost sales, and help you make better decisions, faster.

As long as it's done well.

But getting employees on board can be a challenge.

So, what can you do to increase early and rapid adoption? Or reignite flagging engagement if you've been using the tech for a while?

This guide walks you through some of the proven ways to drive up employee participation. If you're hitting over 70% Weekly10 participation, you're on track. If you're seeing less, then read on.

Reach out to your Customer Success Partner or our People Science team at any time. We're here to help.



Blockers to participation

Time

Your people are busy. Your managers are busy. You're busy.

Your employees may feel that it's a big commitment to set aside time each week (or fortnight) to reflect on their progress. But your employee check-in should take no more than 10 minutes, hence the name. Managers may say that reviewing their team's check-ins take too much time too.

This blocker is super simple to solve. Most of the, well, time.

58% of employees said time was a key concern to doing workplace surveys and check-ins¹

Scepticism

Every company has a sceptic or two. People see innovation and change and think "hmmm, what's the real reason they want me to do that" or "pfft, this will never work". These people will always be the toughest nuts to crack. But there are plenty of things you can try.

Ability

The main reason people don't use something is because they don't know how.

They either lack confidence or knowhow so they avoid it. Just because something seems simple to you, doesn't mean everyone else shares that view.

Also remember, people learn in different ways and at different speeds. So don't assume that everyone will feel confident using Weekly10 after one training session.

24% of employees shun new workplace tech because of a lack of training or confidence³

Motivation

There are three parts to feeling motivated:

purpose – I understand why I am doing this

autonomy – I have control over the thing that I am doing

mastery – I am able to do this will some level of skill

If your people can't see how Weekly10 benefits them, then they won't feel motivated to do their check-in.

68% of employees don't see the benefit of new tools and tech²

10 ways to increase employee participation



01 Tell them what's in it for them

02 Make sure your managers are reviewing their team's check-ins

03 7 questions per check-in

04 Questions must be relevant and asked at the right cadence

05 Focus on wellbeing

06 Set a dedicated time each week

07 Role-model what excellent looks like

08 Lean heavily into recognition

09 Link participation to tangible outcomes

10 Increase your check-in frequency



Tell them what's in it for them

Help employees and managers understand what's in it for them.
The best argument for any new technology is that it will make your life better because of x, y and z.

For employees, that means:

1. Getting more regular feedback from your manager to help you improve and develop
2. Raising concerns as they happen rather than waiting for your next 1:1 so they are resolved quicker
3. Sharing your successes regularly so you get the credit you deserve
4. Building a body of evidence over time so you don't need to spend as much time prepping for performance reviews
5. Understanding how the work you deliver directly influences team, department, and company objectives
6. Feeling valued because your contribution is seen and recognised by your peers
7. Seeing that your manager is championing you to their manager and beyond
8. The feedback you give leads to actions rather than getting lost in an inbox
9. Knowing that your manager is following the same feedback framework as others
10. Having the time and space to reflect on your week

For managers, that means:

1. Knowing what your people are achieving each week
2. Resolving your employee's concerns as they happen rather than letting them escalate
3. Supporting underperformers with timely, targeted feedback
4. Giving credit when it's due when your people are overachieving
5. Spending up to 90% less time prepping for performance conversations because there's a body of evidence already built up
6. Seeing how your people's work directly influences team, department, and company objectives
7. Feeling valued because your contribution is seen and recognised by your peers
8. Championing your superstars up the org chart for talent mapping and succession planning
9. Having a consistent way to provide feedback to your team
10. Having the time and space to reflect on your own achievements

02

Make sure your managers are reviewing their team's check-ins

Managers are your secret sauce in driving participation and therefore long-term success with Weekly10.

Nothing kills participation more than an employee sharing some rich and honest feedback only for their manager to ignore it. A simple 'like' or thoughtful comment added to an employee's check-in shows their feedback is valued.

The frequency with which managers review their employee's check-ins is directly linked to how often those staff members complete their check-in.

Ensure your managers understand the importance of reviewing all employee check-ins and are trained in how to feedback effectively.



03

Don't ask too many questions: 7 is the optimum number per check-in

When things are straightforward and manageable, we're more likely to be motivated to act. This plays to the mastery element of motivation.

The way we do that in the Weekly10 check-in is to ensure we're not asking too much at any one time.

Cognitive psychology tells us that brevity is important for tasks like surveys, questionnaires, and check-ins. The ideal number of questions is 7, with a maximum of 9.

Look at your check-in questions. If you can't count them on two hands (this includes departmental, team and individual questions) you need to rethink your question set.



04

Questions must be relevant to the individual and asked at the right cadence

A sure-fire way to kill participation is to ask irrelevant questions.

It's easy to fall into the trap of using company jargon or technical language. Or perhaps asking a question that's relevant to 95% of your people.

Avoid this at all costs by setting questions at company, department, team and/or individual level.

When setting company-wide questions and ask yourself:

1. Is this relevant to all our people?
2. Are we using jargon or technical language?
3. Is this question necessary?

company-wide questions tend to be set during rollout and then nothing changes until the end of year review.

This can become stale, particularly if you're running weekly or fortnightly check-ins. Use a Core-Flexi approach.



Core questions

There will be some questions that you should ask during each check-in. These focus on things such as successes, challenges, and recognition. Restrict yourself to 5.

Flexi questions

Create a list of questions that you might want to ask once a month, twice a year, once and never again.

These can focus on everything from remote work experiences and career progression to fun things such as preferences for the Christmas do.

Drop one or two into a check-in every now and then. This not only keeps things fresh for your people, but it gives you the opportunity to ask a wider range of questions throughout the year.

05

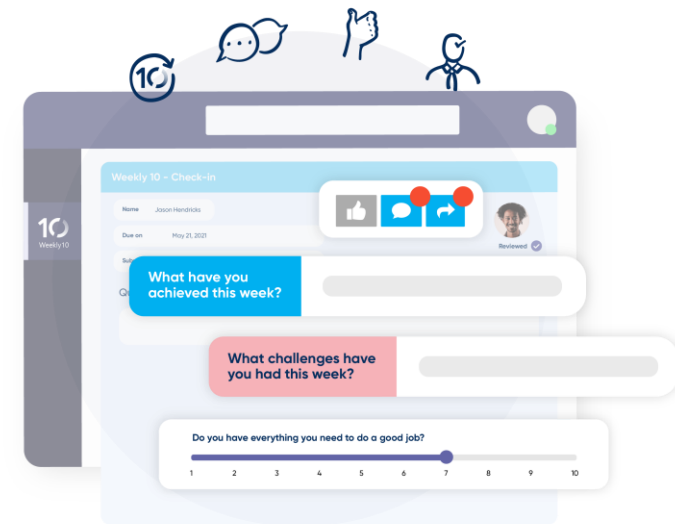
Focus on wellbeing

When wellbeing is a key focus of check-ins, it signals to your people that this is a process that is meant to support them.

This helps drive participation, giving staff a tangible benefit beyond 'engagement' and 'performance' which can feel more like business-focused outcomes.

By giving your employees a new way to raise wellbeing concerns, whether with themselves or others, you are empowering people to speak up.

Particularly with a weekly or fortnightly check-in, occasionally asking your people how they are doing is a powerful tool for driving participation in the process but also encouraging positive change at an individual level.



06

Set a dedicated time each week to do Weekly10 check-ins

When managers prioritise the Weekly10 check-in as a deliverable, participation soars. Employees know that it matters to their manager and so it matters to them. Setting a particular day and time creates the routine needed to make doing a check-in a habit.

You can also stagger Weekly10 check-ins to suit each team's requirements. Set employee-level check-ins to a Friday and manager check-ins to a Monday, for example. This means managers can include employee check-in feedback in their own check-ins through the pass-up function.

Managers should also set aside dedicated time to review their team's check-ins.

07

Role-model what excellent looks like

Get key senior individuals and influencers fully invested in Weekly10. They'll role-model expected behaviours which will persuade others to get involved.

When employees see leadership taking the lead, by completing their own check-ins and helping promote the benefits, social psychology tells us staff are more motivated to join in.

Have your key people champion Weekly10. Ask them to give recognition, shout about their own successes, and talk openly about the benefits they've seen from the process.



08


Lean heavily into recognition

Recognition is hands-down the quickest win you can achieve in Weekly10. It's a motivator on so many levels.

- It feels great when a colleague recognises the hard work we're doing
- When others see us being recognised, we get a morale and motivational boost
- It helps improve our career prospects as others see our contribution
- We feel compelled to 'pass it on' which creates a snowball effect of recognising others.

Encourage your people to share recognition feedback within their Weekly10 check-in. Focus on unseen efforts and great news stories about collaboration.

You can also use recognition as part of your internal employee award selection process. Use the company values hashtag feature for nominations or as extra evidence to back up selection.

 **Top Tip:** If you use Microsoft Teams or Slack, set up a dedicated Recognition Channel. Push all @mentions into the channel so the whole company can see what's being said, by who and about who.

09

Link participation to tangible outcomes

When people can see the benefit of engaging with the Weekly10 process, they're far more likely to get involved.

Highlight the positive impact Weekly10 has had for your people and company. Publicising quick wins helps build a case for change and encourages further adoption from others.

Make sure you make the link between activity in Weekly10 and real-world changes. If a piece of feedback has led to a new wellbeing initiative, flexible working scheme, or new coffee machine in the canteen, let your people know.



10

Increase your check-in frequency

This is for anyone running their Weekly10 check-ins less than fortnightly.

Research into motivation, decision-making, and preferences all point to the importance of habit in developing our behaviours.

The more opportunity we get to practice something, the more likely we are to see the benefits. We'll also become better at it and enjoy doing that thing more.

If you're seeing fewer than 70% participation, then consider upping the frequency of your check-in. This may feel counter-intuitive but doing something more regularly will make it more effective.

Feedback is best delivered no later than two-weeks of the event happening. By running check-ins weekly or fortnightly we're tapping into the most effective window for delivering feedback.



Key principles to increase participation

Do

- Win hearts and minds by communicating the benefits of Weekly10 both at an individual and company level.
- Encourage adoption using peer-led employee recognition through a Microsoft Teams channel.
- Focus on making your check-in relevant and simple to make participation as easy as possible.
- Speak to your Customer Success Partner if you have any questions or concerns about participation – we're here to help.

Don't

- Make the check-in more complex than it needs to be. Focus on small gains first.
- Overlook the important role that managers, leaders and influencers play in driving participation.
- Forget to build time into the working week to complete the Weekly10 check-ins. If necessary, carve out defined periods.

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