



Crisis Response Survey Template

Discover how HR can most impact
the employee experience during COVID-19

Know Exactly What You Can Do To Support Your People During Uncertainty

It's a strange and scary time for the world right now.

Leadership teams are grappling with how to survive and thrive through an unprecedented public health crisis. Fortunate companies are now figuring out how to operationalize running a completely remote team.

Companies lean on HR in moments like these. People teams guide their organizations through uncertainty, anchoring around cultural norms and maintaining the direction of the business.

You may have never expected to handle a crisis like this one, so we wanted to share the Crisis Response Survey Template we're using here at Lattice. We worked with experts to choose this specific set of questions for a few reasons:

- 1. They are highly actionable:** Every question on the survey asks about something that can be improved with an action, initiative, or response. This will surface the most immediately important themes of the employee experience that you can make an impact on. We kept the survey short enough that teams can reasonably act on and respond to them.
- 2. They are dynamic:** Because these questions are all time-sensitive and crisis-specific, responses can change as quickly as external circumstances do. We recommend asking these questions regularly throughout the crisis to ensure employees feel heard.
- 3. They put people first:** It's a time for us to take an exceptionally human approach to people strategy. Companies need to ensure that their employees feel like their whole selves and those that depend on them are taken care of.

Managers are learning how to lead, motivate and work with their teams virtually. Employees are dealing with the transition to remote work, but more importantly, the greater uncertainty and instability in the world around them. Work doesn't necessarily feel like the most important thing right now, but that doesn't mean work stops. It's harder, but more crucial than ever before to gather feedback, understand how your team is feeling, and act on that information.

If you're looking for more People Strategy and HR resources on the COVID-19 crisis, you can find Lattice's toolkit for staying productive and engaged [here](#).

Crisis Response: COVID-19 Survey Questions



Find out more about how HR can help their employees during COVID-19 at the [Lattice Toolkit](#).

THEME	QUESTION
Well-Being	My stress level is manageable
Well-Being	I am encouraged to take time for myself during the workday
Enablement	I feel supported to adjust my work schedule to accommodate my caregiving needs.
Enablement	I have the hardware and software I need to work effectively during this period.
Enablement	I believe my company is taking the appropriate steps to minimize disruption to our business during this time.
Manager Support	My manager has effectively responded to my needs in the current environment.
Manager Support	My manager clearly communicates team and individual responsibilities.
Manager Support	My manager has checked in on my wellbeing in the last 7 days.
Communication	I like the way my company is handling internal communications during this public health crisis.
Work Relationships	I am able to maintain meaningful connections with my work friends during this time.
Work Relationships	I feel comfortable bringing up work-related problems with my coworkers during this time.
Motivation	I feel motivated to show up for work every day.
Leadership	Senior leadership has shown genuine care and concern for employees during this time.
Leadership	I trust senior leadership to make good decisions regarding the health crisis.
Commitment to the company	I am proud to tell others about my Company's actions during this time.
Open-ended	Is there any support you need at this time that you are not currently receiving?
Open-ended	What do you wish senior management knew about your experience at work?

Crisis Response: COVID-19 Survey Themes



This survey measures critical themes that HR & People teams can act on to improve their employee experience during times of crisis.

THEME	QUESTION
Well-Being	This is a high-anxiety period for many people. Understanding the stress-level of employees and the support they feel from your organization can help you refine communication and programs. Additionally, crisis periods are a time of high employee burnout, so keeping a pulse of employee stress and motivation is key for long-term health of the organization.
Enablement	Employees have been very quickly transitioned into new work environments: new physical set up, multiple people at home, potential new caregiving responsibilities. Capture specific feedback about your employees work-related needs in order to better enable them.
Manager Support	Most managers are in uncharted territory and are doing their best with little relevant experience. With these questions, you can quickly identify which managers may need additional support from HR or department heads.
Communication	Many organizations put tremendous effort into effective internal communication during this global health crisis. Use this theme to quickly assess the employee response to your communications. Tracking this over time will ensure your company doesn't lose sight of the importance of this behavior.
Work Relationships	Research suggests that close work relationships are key drivers of employee engagement and retention. But during a time of crisis, personal relationships outside of the immediate team can suffer. Furthermore, conflicts tend to go unresolved as people divert their focus to other immediate needs. Use these questions to diagnose the health of work relationships and refine internal communications and programs on the topic.
Motivation	Motivation can suffer during times of anxiety and crisis. Understand your employees' motivation current state and changes over the course of this crisis. Identify if there are specific segments of your employee population that could use additional attention.
Leadership	Understand if employees feel care and empathy from the leadership team. Keeping this level high over the crisis period is critical for keeping employees connected and loyal to your employment brand.
Commitment to the Company	Assess how employees feel about your company overall and measure over time as an organizational health KPI.