

# Staff Survey

## Scenario

### ABC Suites (Pty) Ltd

“The growth and development of people is the highest calling of leadership” – Harvey S. Firestone

#### The Challenge:

At ABC Suites, HR Director Molly Coddle recognised a growing gap between performance reviews and meaningful staff engagement. Managers were conducting one-on-one meetings, but without a consistent framework, these sessions varied widely in quality and impact. Staff often felt unheard, and managers lacked visibility into individual challenges, aspirations, or development needs.



Molly wanted to formalise a mid-cycle “check-in” process—less rigid than appraisals, but structured enough to surface feedback, strengthen relationships, and support career conversations. The goal was to hold these sessions every six months, but without a reliable tool, the process risked becoming inconsistent, rushed, or forgotten altogether.

#### How ABC Suites uses epic:

By implementing Epic’s **Staff Survey** feature, ABC Suites created a structured, repeatable process for meaningful one-on-one check-ins. Each staff member completes a tailored survey ahead of their meeting, reflecting on performance, challenges, and development goals. Managers then review the responses, add commentary, and complete their own section—ensuring both perspectives are captured before the conversation begins.

The final report is shared during the one-on-one, creating a shared agenda and a record of discussion. Surveys are stored securely and form part of each employee’s Portfolio of Evidence—supporting future appraisals, training plans, and succession mapping.

Molly now has full visibility into participation rates and survey outcomes, while managers are equipped to lead deeper, more informed conversations. Staff feel heard, supported, and engaged—turning check-ins into catalysts for growth.

*“From informal chats to intentional conversations—Epic’s Staff Survey gave ABC Suites the structure to listen, connect, and develop with purpose.”*