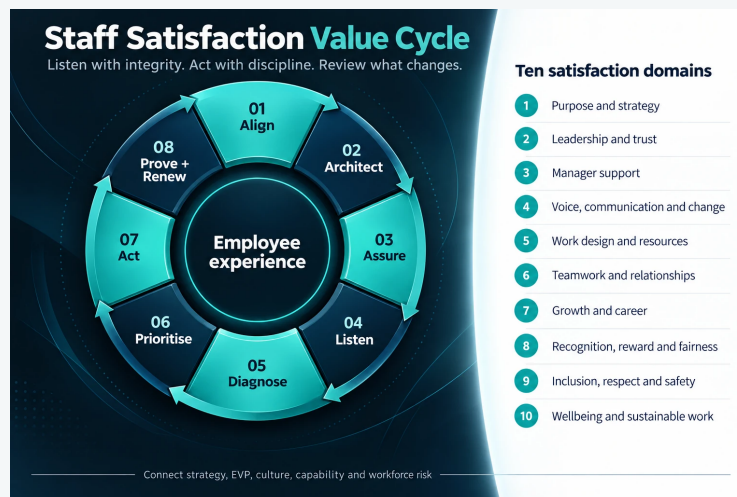




Staff Satisfaction Framework

ENGAGEMENT, WELLBEING AND CULTURE

Employee listening earns confidence through visible follow-through. This framework connects survey and other listening evidence with the working conditions employees experience, then helps leaders choose a manageable set of improvements. It protects participation and interpretation, assigns action ownership and communicates what changed and what remains unresolved.



THE MODEL AT A GLANCE

The approach

The Staff Satisfaction Value Cycle connects eight listening-to-action stages with ten working-condition domains. Evidence gates protect participation, interpretation and delivery. A few material priorities become owned interventions, while progress updates and outcome reviews show colleagues what changed and support renewal.

When to use it

- Employees complete surveys but see little explanation or follow-through afterwards.
- Leaders need to understand working conditions behind satisfaction results.
- Employee listening needs a repeatable approach to diagnosis and improvement.

What the model covers

Align · Architect · Assure · Listen · Diagnose · Prioritise · Act · Prove + Renew · Purpose and strategy · Leadership and trust · Manager support · Voice, communication and change · Work design and resources · Teamwork and relationships · Growth and career · Recognition, reward and fairness · Inclusion, respect and safety · Wellbeing and sustainable work

Value for your organisation

- Connects employee listening with specific decisions and material working conditions.
- Creates focused actions colleagues can recognise in their working experience.
- Reports progress, unresolved commitments and learning back to participating colleagues.

Put it into practice

Review previous listening commitments and what employees can see. Explain unfinished actions, then investigate a small number of working conditions through relevant domains. Agree resourced improvements, assign owners and report progress before requesting further employee feedback.

Outputs you can use

- Purposeful listening design with relevant questions and protected participation.
- Working-experience diagnosis explaining domain findings, differences and evidence limitations.
- Employee action and feedback plan with resources, owners and progress.