



Team Talk: Frequently Asked Questions

Who is Robertson Cooper?

Robertson Cooper is an independent organisation, specialising in workplace wellbeing. Their mission is to create more good days at work, and they work with companies of all sizes to measure and improve the wellbeing of their employees.

Robertson Cooper's mission is to create more Good Days for everyone, everywhere. Their research has identified four elements that are key to experiencing a Good Day at Work:

- Experiencing positive emotions
- Feeling connected
- Achieving tasks
- Performing meaningful work

Good Days at Work help us to both feel and perform at our best. Robertson Cooper's research has shown that creating more Good Days at Work is linked to several business outcomes such as increased productivity, higher job satisfaction, fewer days of sickness absence and reduced intention to leave the organisation.

What is Team Talk?

Team Talk is an innovative approach that enhances manager capability with tools to measure team wellbeing, host meaningful conversations, and share responsibility for action. This data-driven method fosters healthier, happier, and more productive teams by re-energising team dynamics, promoting resilience, and creating a common language around wellbeing.

As part of this process, you will be asked to complete the Good Day at Work survey assessing health, wellbeing and also any pressures you may be experiencing at work. You will receive an invite from donotreply@robertsoncooper.com on **Tuesday 17 December** inviting you to complete this. The survey will be live for 1-week only and will **close on Friday 10 January**, please ensure you complete this straight away to avoid any reminder e-mails.

Following closure of the survey, managers will receive an aggregated report giving them insight into the wellbeing of their team, enabling managers to host their own Team Talk session, where key insights into the team's wellbeing will be shared and discussed in order to drive positive wellbeing and more Good Days at Work within your team.

Who is taking part in the survey?

Mace have carefully selected 50 teams to take part in Team Talk, everyone in these teams will be asked to complete.

What is the Team Talk Process?

Stage One: Questionnaire and Reports

To begin the Team Talk process, your team will complete Robertson Cooper's Good Day at Work survey. The Good Day at Work Survey consists of a series of validated and reliable

measures of workplace wellbeing. It was developed two decades ago by leading academics—Sir Cary Cooper and Professor Ivan Robertson and has been used by hundreds of organisations to measure wellbeing.

After completing the Good Day at Work survey, you will have access to the following report:

- **Wellbeing Snapshot Report** – Gives personal readout of your own pressures and levels of wellbeing, along with helpful tips and guidance

If you are a manager of the team, you will also be able to access the below reports once the survey has closed:

- **Team Talk Report** – Gives an aggregated view of all the pressures in your team and how they are impacting wellbeing. This will enable you to host conversations with your team about health and wellbeing based on objective data, to help drive action. The report provides a comprehensive toolkit for hosting that conversation.
- **Leadership Impact** will provide you with access to your own personalised report, which identifies your natural leadership style and provides insight into the ways this may present strengths and risks in relation to the wellbeing of your team.

Stage Two: Delivering your Team Talk and creating your Action Plan

During the Team Talk, managers will share key insights from your team's wellbeing data and decide on areas of focus. As a team, you will develop an action plan to drive team wellbeing. You will have access to a template slide deck and action planning template to help with this process.

Stage Three: Action and follow up

After the Team Talk session, it is important to maintain momentum and to check in regularly with each other to review progress against the action plan you have created together. Between 3 – 6 months after receiving your Team Talk report, you and your team will have the opportunity to repeat the Good Day at Work survey to track improvements.

About the survey questions

What is the survey about?

The questionnaire is focused on understanding your perceptions about your experience of working at Mace. There are a number of sections included within the questionnaire which include resilience, engagement, pressure, health, wellbeing and performance.

Why should I take part in the survey?

Your opinion is incredibly valuable; your input will help managers to understand the enablers and barriers of workplace wellbeing for employees. Your survey responses will feed into your managers aggregated report which will help to guide the conversation within your team session.

Does the survey have anything to do with stress?

Yes. Workplace stress and pressure can affect your wellbeing and quality of life inside and outside of work. There will be questions about pressure and stress in the survey, however the

survey is not entirely focused on stress. There will be questions regarding your resilience, wellbeing, engagement with work, sense of purpose and positive psychological wellbeing.

The questions are personal. Why should I fill them in?

Robertson Cooper have to ask fairly personal questions about your health and wellbeing, but no responses will be traced back to you personally. In order for us to get an accurate picture from the data, it's important that you answer all of the questions.

Does the survey only consider how I feel on the day?

No. Please reflect on how you have been feeling over the last three months or so.

How to access the survey

When do I complete the survey?

The survey launches on Tuesday 17 December 2024. Please complete and submit the survey as soon as possible, no later than close of UK business time on Friday, 10 January 2025.

How do I complete the survey?

You will receive a link to complete the survey, which will be emailed to you on the morning of 17 December 2024. Employees tend to complete the survey straight away to avoid reminder emails.

Once logged in, you can complete the survey in more than one sitting, by logging back in using the same username and password – all of your answers will be saved on the system.

Please complete before Friday 10 January.

How long does the survey take to complete?

The survey will take approximately 10 - 15 minutes to complete and can be completed in more than one sitting.

Who do I contact if I have any IT issues?

You can contact Robertson Cooper to assist with technical problems at support@robertsoncooper.com.

Will my organisation see my individual results?

Once you have submitted your responses, they will be stored in our secure database. This is a Team Talk survey, so individuals will not be identified. Robertson Cooper will only give feedback to Mace on the results in a minimum group size of 8 survey respondents. Managers will only

Can I complete the survey during work hours?

Yes, and you are encouraged to do so.

What happens if I don't complete the survey?

You are not obligated to complete the survey, however the more people who do take part, the more representative the information in the managers Team Talk will be.

Do I have to tell you specifically where in Mace I work?

To avoid asking multiple demographic questions within the survey, Mace will provide Robertson Cooper with an organisational structure which allows us to identify where in the business you sit so that we can create the aggregated reports for managers in the system. Any teams with less than 8 respondents will not be reported on, this is to ensure confidentiality of individual responses.

Data protection and privacy

Is the survey confidential?

Yes, the survey is completely confidential. The Wellbeing Specialists at Robertson Cooper are Occupational Psychologists and are bound by a professional code of practice, of which employee confidentiality is a core part.

The survey results will be broken down by department and shared with the organisation so that robust plans can be put in place to improve employee health and wellbeing. However, data will only be shared for groups of more than eight people to protect employee confidentiality and anonymity. If you have any questions regarding data security please contact privacy@robertsoncooper.com or read Robertson Cooper's privacy policy [here](#).

Is all of the data processed in the UK?

Yes, and the data will not be shared with any third-party organisations. You can read our privacy policy [here](#).

How long will you keep my data?

We, Robertson Cooper, will retain your personal data for as long as we have a relationship with Mace and for a period of time afterwards where we have an ongoing business need to retain it, in accordance with our data retention policies and practices. Following that period, we'll make sure it's deleted or anonymised.

What are my data protection rights?

It's your personal data and you have certain rights relating to it. You have rights to:

- Know what personal data we hold about you, and to make sure it's correct and up to date
- Restrict the processing of your personal data where you have a particular reason for wanting the restriction e.g. while you wait for your data to be corrected. Please let us know by emailing us.
- Withdraw from our products and services or wish to remove the information which we hold about you. Please let us know by emailing us.
- Request a copy of your personal data, or ask us to restrict processing your personal data or delete it
- Object to our continued processing of your personal data

You can exercise these rights at any time by sending an email to privacy@robertsoncooper.com.

If you're not happy with how we are processing your personal data, please let us know by sending an email to privacy@robertsoncooper.com. We will review and investigate your complaint and try to get back to you within a reasonable time frame. You can also complain to your local data protection authority. They will be able to advise you how to submit a complaint.