



'I help managers build competence and grow confidence by leading in the moments that matter.'

Kaylea Bosman

Founder and CEO, Virtulead Consulting

SURVEY SAYS!



BINGO STORY

Did you
Lie?

Tell your story... or bluff!

B I N G O					B I N G O				
0	17	36	59	70	9	19	44	60	61
12	18	38	50	63	11	20	39	56	75
13	26	54	64		14	23	49	62	
11	24	34	60	72	6	22	36	52	73
4	25	44	49	75	1	30	43	55	64

B I N G O					B I N G O				
13	27	42	52	63	4	16	43	46	66
2	30	36	55	70	1	25	44	57	70
8	18	51	68		7	29	55	73	
6	22	41	46	71	15	27	32	52	74
15	19	38	47	64	5	17	36	49	75

B I N G O					B I N G O				
1	19	38	55	74	6	25	35	59	65
12	30	40	52	64	8	22	43	47	64
10	24	51	62		14	29	46	66	
13	21	45	49	71	1	17	38	51	63
6	27	35	59	61	7	18	32	58	61

B I N G O					B I N G O				
10	17	36	59	70	9	19	44	60	61
12	18	38	50	63	11	20	39	56	75
13	26	54	64		14	23	49	62	
11	24	34	60	72	6	22	36	52	73
4	25	44	49	75	1	30	43	55	64

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27	35	59	61		7	18	32	58	61



For 10 years...

- 96% of employees affirmatively recognized as a Great Place to Work
- 39 points higher than the average US company.

A DECADE OF EXCELLENCE

**Great
Place
To
Work**

Certified

MAY 2025–MAY 2026

USA

TM

Great Place to Work is the global authority on workplace culture, employee experience, and leadership behaviors proven to deliver market-leading revenue, employee retention, and increased innovation

Timing was perfect -always after bonus time.
Always after **new requests were approved.**

Did they want our feedback or the badge?

As a hiring manager - I used this to "sell"
working at the company.

I would ask - can we do a real survey?



Surveys provide...

**An ounce of
truth**

and it's

WORTH IT



The value of honest feedback

Surveys are Valuable

- Reveal Patterns
- Identify Blind Spots
- Surface Concerns
- Give Employees a Voice
- Provide Measurable Trends



Learn to Listen Beyond the Survey

What teams really need
from their leaders.



I've mentored over 40 leaders within the Medi-Sota members

Survey has been brought up:

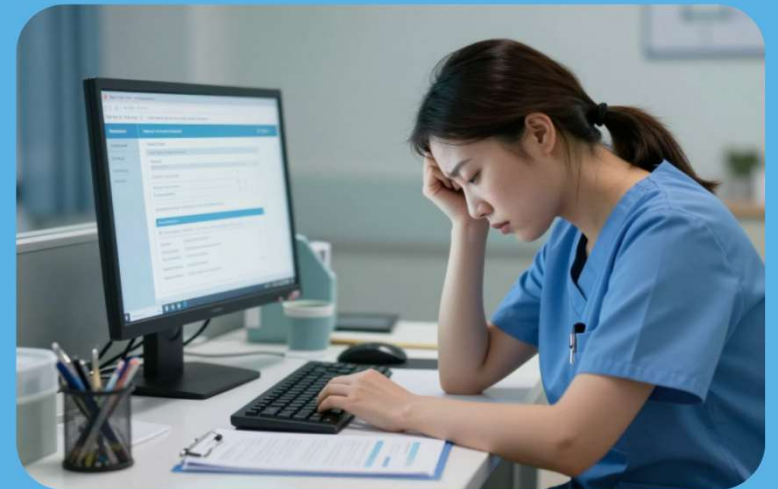
- Responding to the survey
- Being measured by the survey
- Trying to solve to the results of the survey

40+



What feedback do you hear most often?

- Want more or better communication
- Leadership doesn't listen
- Want to have more input
- Want to be involved in decisions
- Environment is toxic
- Leadership called me out in front of everyone



Why Surveys Don't Tell the Whole Story

Surveys capture symptoms

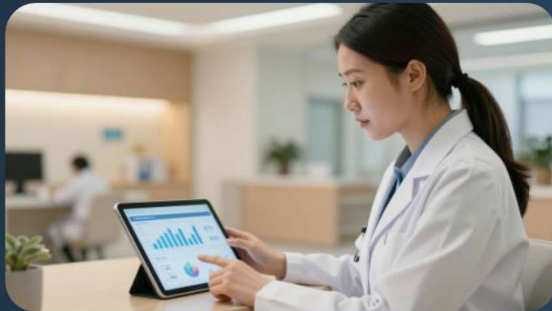
Leaders focus on

Scores

Ratings

Percent Favorable

Benchmarks



vs

Employees are communicating

Fear

Disconnection

Uncertainty

Lack of Trust

Feeling Unseen



WHAT EMPLOYEES SAY

“Leadership doesn’t listen”

“We need more communication”

“It’s Toxic”

“We would like input on decisions”

“Morale is low”

“Things keep changing”

“Nobody knows what’s going on”

.....

WHAT THEY OFTEN MEAN

“I feel disconnected and uncertain”

“I don’t feel valued”

“Trust has broken down”

“I don’t feel safe or included”

“People feel emotionally exhausted”

.....

COMMUNICATION

SURVEY FEEDBACK

"We need more communication."



"Help me understand where we're going and where I fit."

HIDDEN MESSAGE

**In the absence of
communication,
there will be
speculation.**

7 TIMES

people need to hear a message
before they believe it

Refine your
message.

Ensure Leadership is
communicating the
same message.

55%
plan to
change
jobs

84%
of healthcare
workers feel
underappreciated

*"I don't feel
valued"*



**Value individual contributions.
Communicate goals, purpose and mission.**

COMMUNICATION

SURVEY FEEDBACK

"We would like more input."

"I don't know if leadership sees what we are experiencing."

HIDDEN MESSAGE

Real scenario:

**Leadership promised help was coming...
but no updates followed.**

- Morale Dropped
- Trust Declined

Leadership launches another survey:

"It feels like a trap"



“Anonymous”

Everyone knows it is not.

- They answer with the grading scale only
- They leave few comments
- They don't say what they really think



Psychological Safety:

#1 differentiator between low and high performing teams - ahead of seniority, education, and team composition.

-Google's Project Aristotle

What's the opposite?

Silence



"I will contribute more when I feel like what I am saying is being well received."

When employees feel heard, they share more honest, actionable feedback.

Key Insight: Acknowledge input openly to build trust and increase survey participation.

“Thank you for letting me know”



COMMUNICATION

SURVEY FEEDBACK

"They don't listen."



"I give comments and feedback and there's no response."

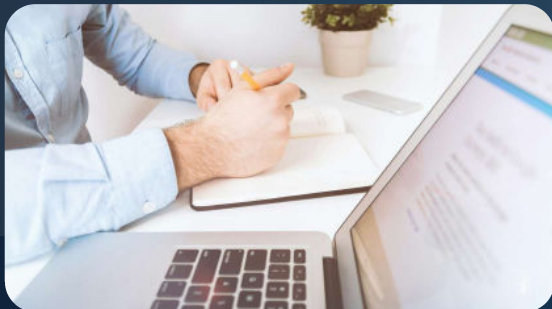
HIDDEN MESSAGE

Fastest Way to Lose Employee Trust? Ask for Feedback...and Never Acknowledge It

What Employees Actually Want

Not Necessarily:

- Immediate Fixes
- Perfection
- Agreement on every concern



They Want:

- Acknowledgement
- Transparency
- Communication
- Visibility into what leadership is considering
- To know someone heard them





Close the Loop

- ✓ Here's what we heard.
- ✓ Here's what we're evaluating.
- ✓ Here's what we can address now.
- ✓ Here's what might take longer.
- ✓ Here's why.

Feedback without follow-up damages trust more than not asking at all.

ENVIRONMENT

SURVEY FEEDBACK

"It's toxic."

↳

"I feel left out."

HIDDEN MESSAGE

What does toxic mean?

Often it means:

- ✗ People feel excluded
- ✗ Concerns are ignored
- ✗ Inconsistency exists
- ✗ Leaders avoid difficult conversations
- ✗ Trust is broken
- ✗ Communication is unclear



WHEN PEOPLE FEEL THEY BELONG, ENGAGEMENT SOARS



31% of employees are currently engaged at work
-Gallop

HIGH LEVEL OF EMPLOYEE ENGAGEMENT



When employees experience these five elements consistently, they invest more energy, stay longer, and advocate for the organization.



What is Employee Engagement?

Definition

Employee engagement refers to the emotional commitment employees have toward their organization. Engaged employees are motivated, productive, and passionate about their work.





Leadership Presence and Manager Impact...

Be Present

Take Care

Get Personal

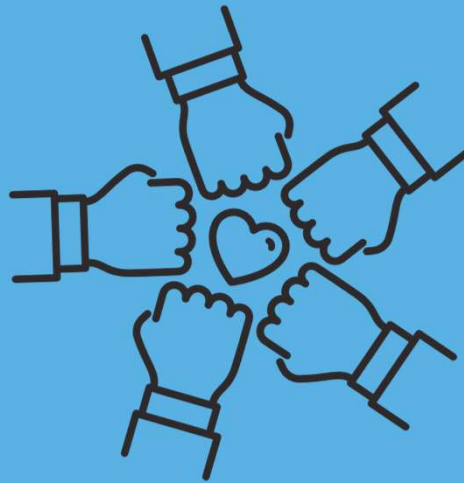
Communicate

Ask for Their Input



**Managers with Higher Engagement
Create Higher Team Engagement,
while Disengaged Managers Create
Disengaged Teams.**

Questions/Comments





is a leadership accelerator program for **busy managers, supervisors or team leaders** to learn how to **confidently lead their team to exceptional results** and grow to the next level without disrupting their job.



The SOAR Program emphasizes leadership development in the areas of communication, employee motivation, goal alignment, delivering feedback, change management, and employee engagement.

~~\$499~~
RMHF Conference
Price \$99
 Add 2 Mentorship Sessions + \$149

What does the SOAR Program teach?

- S** **Significance:** Lead with Purpose and Motivate your Team
- O** **Outreach:** Communicate Clearly and Create Strong Connections
- A** **Alignment:** Drive Results that Matter with the QPS Framework
- R** **Resilience:** Give Feedback with Confidence and Lead through Change

Online Course



www.virtuleadconsulting.com

