

# ITU Pulse – taking a step back...

A successful Pulse measurement depends on a broad agreement/knowledge about why ITU will conduct a Pulse measurement and what we would like to achieve with such a measurement

**Therefore it is necessary to clarify the purpose of ITU Pulse before deciding on the statements**

The questions below will be discussed at the next M-CoSB meeting on June 16, 2017

1. The purpose of implementing a Pulse measurement?
2. What we wish to achieve by conducting a Pulse measurement?

At the meeting the future process for ITU Pulse will be discussed

# Why ITU Pulse?

- **The old MTU concept did not create the value it was intended**
  - Questionnaire only conducted every 2nd year
  - Questionnaire was too long
  - Made the follow-up process difficult
  - Decreasing response-rate
  - No streamlined follow-up process
- **ITU Pulse concept (as approved by M-CoSB, Dec. 2016)**
  - is a shorter and more frequent questionnaire (every 6 months)
  - is highly focused on mutual involvement and engagement
  - involves a streamlined follow-up process

# The ITU Pulse process until now

Summer/Fall  
2016

- The ITU Pulse concept is designed by HR based on feedback from employees and managers
- Four statements are formulated by HR based on workshops with the management group and best practice

December  
2016

- The ITU Pulse concept is approved by M-CoSB
- M-CoSB also decided to give employee representatives and union representatives the opportunity to comment on the concept (including the statements)

April  
2017

- The concept (including the statements) is presented to the employee representatives (3 VIP & 3 TAP)
- The employee representatives suggest a revised set of statements

May  
2017

- Both the existing and revised set of statements are presented to the union representatives and the management group.
- The two sets of statements differ significantly from each other
- It is decided to take a step back and discuss the overall purpose of ITU Pulse

## **MUS**

Employee development conversation (conducted yearly with optional meeting after 6 months)

## **360 grader**

Management development tool (conducted every third year)

## **APV**

Workplace assessment (conducted every second year).

## **ITU PULSE**

Employee satisfaction survey (to be conducted every 6 months)