ALL THINGS CUSTOMER EMMA-LOUISE VEITCH CUSTOMER EXPERIENCE EXPERT



Emma-Louise Veitch CMGR FCMI Founder and Customer Experience Expert



SERVICES

BESPOKE
CONSULTINGCUSTOMER
EXPERIENCE
REVIEWCUSTOMER
JOURNEY
REVIEWCUSTOMER
& EMPLOYEE
INSIGHTCUSTOMER
SERVICE
TRAINING

Leadership Jersey

Assessing the quality of Jersey Leadership...

Results: 19th Oct 2022– 1st Feb 2023



SUMMARY – KEY CHANGES YOY



Overall results...

- There are slight improvements in every area this year
- Male and female respondents both rated more positively than last year
- One of the bigger changes is a +0.4 YOY increase when rating the diversity of the Senior Management Team. However, this still only rates 5.2. The lowest rating question for the last 3 years
- Another increase is that 67% have received a performance appraisal in the last 12 months, +10 YOY
- Those at board level continue to rate the most highly, and those at middle level the most negatively
- With regards to the 8 overall leadership attribute questions...
 - Overall, those who report to a female boss rate slightly higher 6.4 +0.3 YOY, than those who report to a male boss 6.2 +0.2 YOY
 - The best gender mix is potentially a female reporting to a female 6.5 +0.5 YOY. This is a change, as for the last 2 years, males reporting to a female have been rated the highest. In 2020, females reporting to females rated least favourable. Therefore, it's a big shift for this mix to move from the lowest to the highest rated over the last 3 years, and you can see the increase is considerable in certain areas
 - Females reporting to males was once again rated least favourable
- With regards to rating bosses as leaders...
 - Overall, those who report to a male boss rated the lowest, 38% 'leaders', and those who report to a female boss rated the highest, 49% 'leaders'. Last year, overall, male and female bosses were both rated 42% 'leaders'
 - Females reporting to females rate the highest 'leaders' 51%, and females reporting to males rate the lowest 38%. Last year, males reporting to females, and females reporting to males, both rated highest, rating 50% 'leaders'. Males reporting to males rated the lowest, rating 37% 'leaders'
 - Additionally, when asking if your CEO is more of a manager, or a leader, a big change from last year is that female respondents with a female boss rated their CEO's leadership the highest, with 67% believing their CEO were leaders +19% YOY. Whereas, last year, female respondents with a female boss rated the lowest, believing their CEO's were only 48% leaders

SUMMARY - RESPONDENTS

19th October 2022– 1st February 2023 638 respondents 3rd survey – 2020, 2021 & 2022

 \checkmark Results have been rounded to 1 decimal place.

 \checkmark 'Overall' results include 'prefer not to say' and 'non-binary'.

- We received 638 responses, and of these, 76% told us they 'reported to someone' -0.2 YOY. Those who didn't report to anyone were just asked to rate themselves as a leader
- There continues to be an extremely even split of respondents in relation to gender, female 48%, and, male 48%. The remaining respondents preferring not to say, or are non-binary. Overall, this has changed very little since 2020
- > The majority of respondents were once again 40-55 years old, 53%. Overall, this has changed very little since 2020
- The top 5 sectors that completed the survey were... 'Other Business Activities' 25%, 'Public Administration' 18%, 'Third Sector/Charity' 7%, 'Digital' 6%, and 'Wholesale & Retail' 6%. This is fairly similar to last year, +6% 'Public Administration' being the biggest change
- With regards to seniority levels within an organisation, the majority of respondents were at a senior level 40%, followed by board level 28%, middle level 26%, then junior level 6%, minimal changes YOY
- There was a fairly even split between organisations with 501+ people 26%, organisations with less than 25 people 25%, and organisations with between 26-100 people 24%. There were slightly less respondents from organisations with 101-250 people 13%, and, organisations with 251-500 people 12%. These are very minimal changes YOY

SUMMARY – MY ORGANISATION



Rate the overall quality of leadership within your organisation

- Overall, respondents rated an average of 6, static YOY. Female and male respondents both rated an average of 6.1, which is +0.1 YOY. It's positive that male respondents ratings haven't continued to decrease after they dropped -0.6 between 2020 and 2021
- Male respondents rated 6.1 regardless of if they reported to a male or female boss. This is a +0.1 increase for male respondents reporting to a male boss and a -0.1 decrease for male respondents reporting to a female boss YOY
- Female respondents reporting to a female boss rated the highest with 6.3 +0.2 YOY, and females reporting to a male boss the lowest 5.9, +0.1 YOY
- When comparing seniority level, respondents at board level rated the highest 6.5, -0.4 YOY, and those at a middle level rated the lowest with 5.7, static YOY

Rate the overall culture within your organisation

- Overall, respondents rated an average of 6.2, +0.1 YOY
- Male respondents rated an average of 6.2, +0.1 YOY, and female respondents 6.3, +0.2 YOY. Again, it's positive to see a slight ratings increase for male respondents after they also dropped -0.6 in culture between 2020 and 2021
- When looking at the boss and respondent gender detail, all gender breakdowns remained static or increased slightly YOY- rating an average of 6.2, except for females reporting to a female who rate slightly higher at 6.3, +0.2 YOY
- When comparing seniority level, respondents at board level rated the highest 6.8, static YOY. Positively those at junior level rated 6.4 +0.4, senior level 6.2 +0.2. However, middle level 5.9 -0.1, which continues to decrease YOY

SUMMARY – MY ORGANISATION



Rate the diversity within your organisations Senior Management Team

- > This was one of the biggest changes, with an overall positive +0.4 YOY movement in the right direction
- However, overall, for the 3rd year running, this is the lowest score for organisations, an average of 5.2. The +0.4 YOY increase helps towards the -0.3 drop between 2020 and 2021, however, this is still a completely neutral view. Leaving plenty of room for improvement within this area
- Male respondents ratings increased +0.7 to 5.5. Much improved from their -0.7 drop last year, and overall, one of the most positive increases we've seen this year
- > Female respondents increased +0.1 to 4.9, again a bit more positive than the -0.3 drop we saw last year
- When reviewing gender further, like last year, overall, those with a female boss rated more positively. Males reporting to females 6.4 +0.8 YOY, and females reporting to females 5.2 +0.1 YOY
- > Females reporting to males rated the lowest 4.6 +0.1 YOY, and males reporting to males 5.2 +0.6 YOY
- When comparing seniority level, those working at a senior level rated the lowest 5.0 +0.3 YOY, and those at a board level the highest 5.8 +0.3 YOY. This is the same as last year, and its positive to see a ratings increase in terms of diversity for every seniority level

Would you prefer to work for a manager, or a leader?

> Overall, 92% told us they would prefer to work for a leader, rather than a manager, static YOY

SUMMARY – MY ORGANISATION



Would you describe the CEO within your organisation as more of a manager, or a leader?

- > Another positive improvement YOY is when asked to describe the CEO. Respondents felt that 55% were 'leaders' rather than 'managers', +5% YOY
- This continues to highlight that CEO's are generally considered more 'leaders' than the person respondents report to, as 58% felt that the person they report to is more of a 'manager' than a 'leader' (42% leader) static YOY
- > Female respondents rated their CEO's leadership more highly 62% +11% YOY, than male respondents who rated 51% leader +1% YOY
- When reviewing gender further, a big change from last year is that female respondents with a female boss rated their CEO's leadership the highest, with 67% believing their CEO were leaders +19% YOY. Whereas, last year, female respondents with a female boss rated the lowest, believing their CEO's were only 48% leaders. Last year female respondents with male bosses rated their CEO's leadership the highest 54%
- > Male respondents with a male boss rated the lowest, believing their CEO's are 50% leaders -0.2 YOY
- When comparing seniority level, those at board level once again rated the highest, believing that their CEO's were 65% leaders +6% YOY. Those at a junior level rated the lowest, 44% leaders, static YOY. Last year, those at a middle level rated the lowest, however, we've seen a +11% YOY to 53% leaders which is positive

Would you describe the person you report to as more of a manager, or a leader?

- > Overall, respondents rated that the person they report to is more of a 'manager' 58%, rather than a 'leader' 42%, static YOY
- Last year, overall, male and female bosses were both rated 42% 'leaders'. However, this year, those who report to a male boss rated the lowest, 38% leader -4% YOY, and those who report to a female rated the highest, 49% leader +7% YOY
- > This year, females reporting to females rate the highest 'leaders' 51% +11% YOY, and females reporting to males rate the lowest 38% -12% YOY
- Last year, males reporting to females, and females reporting to males, both rated highest, rating 50% 'leader'. Males reporting to males rated the lowest, rating 37% leader. These results have changed every year, except in 2020 when females reporting to females rated the highest in terms of 'leaders'

SUMMARY – JOB SATISFACTION



Which of the below options would give you greatest job satisfaction? The options we provided;

- An organisation with values that align with my own
- Leadership that inspires me
- Salary & Benefits
- Company culture
- Job security
- Work life balance & Flexible working
- Development & Progression
- The overall top 3 were once again... 'Work life balance & Flexible working' 66%, 'Leadership that inspires me' 51%, and, 'Salary & Benefits' 49%. However, interestingly, 'Company Culture' increased by +9%, 'Job Security' decreased by -6% and 'Leadership that inspires me' decreased by -5%
- When comparing responses by gender, female respondents results show the biggest movement. With 'Job Security' decreasing by-15% and 'Company Culture' increasing by +14%. Females appreciate 'Work life balance & Flexible working' and 'Company Culture' higher than male respondents
- Male respondents saw some smaller movements, +6% in 'Job Security' and -7% in 'Leadership that inspires me'. Also noticeable is that male respondents appreciate 'Job Security' higher than female respondents



When asking respondents about the person they report to...

- > 61% of bosses were male -1% YOY, 36% female +1% YOY, the rest preferred not to say, or are non-binary
- > As you can see below, for the third year running, the smallest segment is male respondents with female bosses

	Male Respondent Male Boss 2022	Male Respondent Female Boss 2022	Female Respondent Female Boss 2022	Female Respondent Male Boss 2022
	Average Score	Average Score	Average Score	Average Score
Percentage gender breakdown	34%	12%	25%	28%

- As you can see on slide 11, when analysing the overall scores of the 8 various leadership attribute questions by boss gender, those who report to a female boss rate slightly higher 6.4 +0.3 YOY, than those who report to a male boss 6.2 +0.2 YOY
- Overall, male and female bosses have improved in almost every area. However, the most noticeable improvements are for female bosses, especially the questions...
 - The person I report to is supportive and cares about me as a person, 7.0 +05 YOY
 - How would you rate your relationship with the person you report to, 7.2 +0.4 YOY
 - The person I report to inspires me, 6.1 +0.4 YOY
 - The person I report to communicates clearly and regularly, 6.4 +0.4 YOY



	Those who report to a Male Boss 2021	Those who report to a Male Boss 2022	Change YOY	Overall 2022	Those who report to a Female Boss 2021	Those who report to a Female Boss 2022	Change YOY	Overall 2022
	Average Score	Average Score	Average Score	Average Score	Average Score	Average Score	Average Score	Average Score
			Who I Repo	rt To				
Would you describe the person you report to as more of a manager, or a leader?	Manager - 58% Leader - 42%	Manager - 62% Leader - 38%	-4% Leader	Manager - 58% Leader - 42%	Manager - 58% Leader - 42%	Manager - 51% Leader - 49%	+7% Leader	Manager - 58% Leader - 42%
Would you prefer to work for a manager, or a leader?	Manager - 8% Leader - 92%	Manager - 8% Leader - 92%	0% Leader	Manager - 8% Leader - 92%	Manager - 8% Leader - 92%	Manager - 7% Leader - 93%	+1% Leader	Manager - 8% Leader - 92%
How would you rate your relationship with the person you report to?	7.1	7.3	0.2	7.2	6.8	7.2	0.4	7.2
The person I report to is a great leader…	5.7	5.8	0.1	5.9	5.8	6.0	0.2	5.9
The person I report to inspires me…	5.6	5.6	0	5.8	5.7	6.1	0.4	5.8
The person I report to is authentic, they actually do what they ask of others	6.4	6.6	0.2	6.6	6.3	6.6	0.3	6.6
The person I report to is visionary, and describes a vision for our organisation that I can understand, and subscribe to…	5.7	5.8	0.1	5.8	5.8	5.9	0.1	5.8
The person I report to is supportive, and cares about me as a person	6.6	6.7	0.1	6.8	6.5	7.0	0.5	6.8
The person I report to communicates clearly and regularly	5.9	6.0	0.1	6.1	6.0	6.4	0.4	6.1
The person I report to gives me regular feedback on my performance, and helps me improve	5.3	5.5	0.2	5.6	5.7	5.8	0.1	5.6
Average of the 8 questions above (9 questions in 2020 & 2021 - Covid specific question was removed in 2022)	6.0	6.2	0.2	6.2	6.1	6.4	0.3	6.2



The 3 slides that follow (slides 13, 14 & 15) show the 8 leadership attribute questions broken down even further, by respondent and boss gender

Slide 13 - Shows 2022's summary by respondent and boss gender...

- > Here you can see that the best gender mix is potentially a female reporting to a female 6.5 +0.5 YOY
- > This is a change, as for the last 2 years, males reporting to a females have been rated the highest
- > With regards to least favourable, females reporting to males rated least favourable at 6.1 +0.2 YOY, this is the same as last year
- In 2020, females reporting to females rated least favourable. Therefore, it's a big shift for this mix to move from the lowest to the highest rating over the last 3 years

Slide 14 & 15 - Shows the 2021 and 2022 YOY comparisons for...

- Slide 14 Male respondents, broken down by male and female boss
- Slide 15 Female respondents, broken down by male and female boss

Most noticeable within these slides are....

- > The strong improvement ratings for female respondents with a female boss
- > The decline in ratings for male respondents with a female boss



SUMMARY – WHO I REPORT TO

BY GENDER

	Male Respondent Male Boss 2022	Male Respondent Female Boss 2022	Female Respondent Female Boss 2022	Female Respondent Male Boss 2022	Overall 2022
	Average Score	Average Score	Average Score	Average Score	Average Score
	14				
		ho I Report To…			
Would you describe the person you report to as more of a manager, or a leader?	Manager - 59% Leader - 41%	Manager - 56% Leader - 44%	Manager - 49% Leader - 51%	Manager - 62% Leader - 38%	Manager - 58% Leader - 42%
Would you prefer to work for a manager, or a leader?	Manager - 8% Leader - 92%	Manager - 4% Leader - 96%	Manager - 9% Leader - 91%	Manager - 8% Leader - 92%	Manager - 8% Leader - 92%
How would you rate your relationship with the person you report to?	7.4	7.3	7.2	7.2	7.2
The person I report to is a great leader…	5.9	5.8	6.1	5.8	5.9
The person I report to inspires me…	5.8	5.4	6.3	5.6	5.8
The person I report to is authentic, they actually do what they ask of others	6.8	6.5	6.7	6.4	6.6
The person I report to is visionary, and describes a vision for our organisation that I can understand, and subscribe to	6.0	5.4	6.1	5.7	5.8
The person I report to is supportive, and cares about me as a person	6.9	6.9	7.1	6.7	6.8
The person I report to communicates clearly and regularly	6.2	6.5	6.4	5.8	6.1
The person I report to gives me regular feedback on my performance, and helps me improve	5.7	5.7	5.8	5.3	5.6
Average of the 8 questions above (9 questions in 2020 & 2021 - Covid specific question was removed in 2022)	6.3	6.2	6.5	6.1	6.2
	Yes - 70%	Yes - 73%	Yes - 70%	Yes - 58%	Yes - 67%
In the last 12 months, have you had a performance appraisal?	No - 30%	No - 27%	No - 30%	No - 42%	No - 33%
In the last 12 months, have you had the opportunity to appraise	Yes - 22%	Yes - 24%	Yes - 17%	Yes - 13%	Yes - 19%
the performance of the person you report to?	No - 78%	No - 76%	No - 83%	No - 87%	No - 81%
In the last 12 months, have you considered leaving your job	Yes - 29%	Yes - 35%	Yes - 42%	Yes - 38%	Yes - 36%
because of the person you report to?	No - 71%	No - 65%	No - 58%	No - 62%	No - 64%



MALE RESPONDENTS Who I Report To...

	Male Respondent Male Boss 2021	Male Respondent Male Boss 2022	Change YOY	Overall 2022	Male Respondent Female Boss 2021	Male Respondent Female Boss 2022	Change YOY	Overall 2022
	Average Score	Average Score	Average Score	Average Score	Average Score	Average Score	Average Score	Average Score
			Who I Repor	t To				
Would you describe the person you report to as more of a manager, or a leader?	Manager - 63% Leader - 37%	Manager - 59% Leader - 41%	+4% Leader	Manager - 58% Leader - 42%	Manager - 50% Leader - 50%	Manager - 56% Leader - 44%	-6% Leader	Manager - 58% Leader - 42%
Would you prefer to work for a manager, or a leader?	Manager - 9% Leader - 91%	Manager - 8% Leader - 92%	+1% Leader	Manager - 8% Leader - 92%	Manager - 6% Leader - 94%	Manager - 4% Leader - 96%	+2% Leader	Manager - 8% Leader - 92%
How would you rate your relationship with the person you report to?	7.2	7.4	0.2	7.2	7.1	7.3	0.2	7.2
The person I report to is a great leader	5.7	5.9	0.2	5.9	6.4	5.8	-0.6	5.9
The person I report to inspires me	5.6	5.8	0.2	5.8	5.9	5.4	-0.5	5.8
The person I report to is authentic, they actually do what they ask of others	6.6	6.8	0.2	6.6	6.6	6.5	-0.1	6.6
The person I report to is visionary, and describes a vision for our organisation that I can understand, and subscribe to	5.8	6.0	0.2	5.8	6.0	5.4	-0.6	5.8
The person I report to is supportive, and cares about me as a person	6.7	6.9	0.2	6.8	7.1	6.9	-0.2	6.8
The person I report to communicates clearly and regularly	6.0	6.2	0.2	6.1	6.2	6.5	0.3	6.1
The person I report to gives me regular feedback on my performance, and helps me improve	5.4	5.7	0.3	5.6	6.0	5.7	-0.3	5.6
Average of the 8 questions above (9 questions in 2020 & 2021 - Covid specific question was removed in 2022)		6.3	0.2	6.2	6.4	6.2	-0.2	6.2
In the last 12 months, have you had a performance appraisal?	Yes - 61% No - 39%	Yes - 70% No - 30%	+9% Yes	Yes - 67% No - 33%	Yes - 56% No - 44%	Yes - 73% No - 27%	+17% Yes	Yes - 67% No - 33%
In the last 12 months, have you had the opportunity to appraise the performance of the person you report to?	Yes - 19% No - 81%	Yes - 22% No - 78%	+3% Yes	Yes - 19% No - 81%	Yes - 16% No - 84%	Yes - 24% No - 76%	+8% Yes	Yes - 19% No - 81%
In the last 12 months, have you considered leaving your job because of the person you report to?	Yes - 37% No - 63%	Yes - 29% No - 71%	-8% Yes	Yes - 36% No - 64%	Yes - 31% No - 69%	Yes - 35% No - 65%	+4% Yes	Yes - 36% No - 64%



FEMALE RESPONDENTS Who I Report To...

	Female Respondent Female Boss 2021	Female Respondent Female Boss 2022	Change YOY	Overall 2022	Female Respondent Male Boss 2021	Female Respondent Male Boss 2022	Change YOY	Overall 2022				
	Average Score	Average Score	Average Score	Average Score	Average Score	Average Score	Average Score	Average Score				
	Who I Report To											
Would you describe the person you report to as more of a manager, or a leader?	Manager - 60% Leader - 40%	Manager - 49% Leader - 51%	+11% Leader	Manager - 58% Leader - 42%	Manager - 50% Leader - 50%	Manager - 62% Leader - 38%	-12% Leader	Manager - 58% Leader - 42%				
Would you prefer to work for a manager, or a leader?	Manager - 9% Leader - 91%	Manager - 9% Leader - 91%	0% Leader	Manager - 8% Leader - 92%	Manager - 5% Leader - 95%	Manager - 8% Leader - 92%	-3% Leader	Manager - 8% Leader - 92%				
How would you rate your relationship with the person you report to?	6.8	7.2	0.4	7.2	6.9	7.2	0.3	7.2				
The person I report to is a great leader…	5.7	6.1	0.4	5.9	5.6	5.8	0.2	5.9				
The person I report to inspires me…	5.7	6.3	0.6	5.8	5.6	5.6	0	5.8				
The person I report to is authentic, they actually do what they ask of others	6.3	6.7	0.4	6.6	6.1	6.4	0.3	6.6				
The person I report to is visionary, and describes a vision for our organisation that I can understand, and subscribe to	5.8	6.1	0.3	5.8	5.5	5.7	0.2	5.8				
The person I report to is supportive, and cares about me as a person	6.4	7.1	0.7	6.8	6.5	6.7	0.2	6.8				
The person I report to communicates clearly and regularly	6.0	6.4	0.4	6.1	5.8	5.8	0	6.1				
The person I report to gives me regular feedback on my performance, and helps me improve	5.6	5.8	0.2	5.6	5.2	5.3	0.1	5.6				
Average of the 8 questions above (9 questions in 2020 & 2021 - Covid specific question was removed in 2022)		6.5	0.5	6.2	5.9	6.1	0.2	6.2				
In the last 12 months, have you had a performance appraisal?	Yes - 56% No - 44%	Yes - 70% No - 30%	+14% Yes	Yes - 67% No - 33%	Yes - 54% No - 46%	Yes - 58% No - 42%	+4% Yes	Yes - 67% No - 33%				
In the last 12 months, have you had the opportunity to appraise the performance of the person you report to?	Yes - 17% No - 83%	Yes - 17% No - 83%	0% Yes	Yes - 19% No - 81%	Yes - 17% No - 83%	Yes - 13% No - 87%	-4% Yes	Yes - 19% No - 81%				
In the last 12 months, have you considered leaving your job because of the person you report to?	Yes - 44% No - 56%	Yes - 42% No - 58%	-2% Yes	Yes - 36% No - 64%	Yes - 38% No - 62%	Yes - 38% No - 62%	0% Yes	Yes - 36% No - 64%				

In the last 12 months, have you had a performance appraisal?

This was one of the bigger changes YOY. Overall, 67% have had a performance appraisal in the last 12 months +10% YOY. This is the highest this has been, however, with still 33% not receiving an appraisal, more can be done here. Its great to see males reporting to females up +17% YOY and females reporting to females up +14% YOY though

In the last 12 months, have you had the opportunity to appraise the performance of the person you report to?

It would also be wonderful if performance feedback was a 2-way street, as 81% still have not had the opportunity to appraise the performance of the person they report to within the last 12 months, +1% YOY

In the last 12 months, have you considered leaving your job because of the person you report to?

Overall, 64% haven't considered leaving their job because of the person they report to, although, 36% (-3% YOY) is still a high number to have considered it. Interestingly, females reporting to females are most likely to have considered leaving 42% said yes, and males reported to males are least likely to consider leaving, 29% said yes

	Male Respondent Male Boss 2021	Male Respondent Male Boss 2022	Change YOY	Male Respondent Female Boss 2021	Male Respondent Female Boss 2022	Change YOY
	A	A		A	A	A
	Average Score	Average Score	Average Score	Average Score	Average Score	Average Score
	Yes - 61%	Yes - 70%	+9% Yes	Yes - 56%	Yes - 73%	+17% Yes
n the last 12 months, have you had a performance appraisal?	No - 39%	No - 30%	+370165	No - 44%	No - 27%	+17/0105
n the last 12 months, have you had the opportunity to appraise the person you report to?	Yes - 19% No - 81%	Yes - 22% No - 78%	+3% Yes	Yes - 16% No - 84%	Yes - 24% No - 76%	+8% Yes
n the last 12 months, have you considered leaving your job because	Yes - 37%	Yes - 29%	-8% Yes	Yes - 31%	Yes - 35%	+4% Yes
	No - 63%	No - 71%	070103	No - 69%	No - 65%	1470 103
of the person you report to?	Female Respondent	Female Respondent	Change YOY	Female Respondent	Female Respondent	Change YOY
	Female Respondent	Female Respondent		Female Respondent	Female Respondent	
	Female Respondent Female Boss 2021 Average Score	Female Respondent Female Boss 2022 Average Score	Change YOY Average Score	Female Respondent Male Boss 2021 Average Score	Female Respondent Male Boss 2022 Average Score	Change YOY Average Score
of the person you report to?	Female Respondent Female Boss 2021	Female Respondent Female Boss 2022	Change YOY	Female Respondent Male Boss 2021	Female Respondent Male Boss 2022 Average Score Yes - 58%	Change YOY
In the last 12 months, have you had a performance appraisal? In the last 12 months, have you had the opportunity to appraise the	Female Respondent Female Boss 2021 Average Score Yes - 56% No - 44% Yes - 17%	Female Respondent Female Boss 2022 Average Score Yes - 70% No - 30% Yes - 17%	Change YOY Average Score +14% Yes	Female Respondent Male Boss 2021 Average Score Yes - 54% No - 46% Yes - 17%	Female Respondent Male Boss 2022 Average Score Yes - 58% No - 42% Yes - 13%	Change YOY Average Scor +4% Yes
	Female Respondent Female Boss 2021 Average Score Yes - 56% No - 44%	Female Respondent Female Boss 2022 Average Score Yes - 70% No - 30%	Change YOY Average Score	Female Respondent Male Boss 2021 Average Score Yes - 54% No - 46%	Female Respondent Male Boss 2022 Average Score Yes - 58% No - 42%	Change YO



SUMMARY – MY LEADERSHIP & CLIMATE CHANGE VIEWS



Rate yourself as a leader

- > Overall, when respondents rated themselves as a leader, the average was 7.1, +0.1 YOY (has been 7.0 the last 2 years)
- > Male respondents once again rated themselves more highly, at 7.1, static YOY, whilst females rated themselves 6.8 +0.1 YOY
- Once again, those at board level rate themselves the highest, 7.5, followed by senior level 7.2, middle level 6.5, then junior level 5.8. All fairly similar ratings to last year, the biggest change being a continued decrease for junior level respondents -0.2 YOY, meaning they have dropped -0.5 since 2020
- > Those who don't report to anyone rated themselves a 7.5, +0.1 YOY

Do you believe the leadership of your organisation are taking the challenges of climate change seriously enough?

- Overall, 53% of respondents said that they did not think their organisation was taking the challenges of climate change seriously enough
- Female respondents rated the most negatively, 56% did not think their organisation was taking the challenges of climate change seriously enough, compared to 47% of male respondents
- Additionally, different seniority levels varied slightly when thinking climate change was not taken seriously; middle level 57%, junior level 53%, senior level 51%, board level 47%





Overall 2020	Overall 2021	Overall 2022	Change YOY 2021-2022
--------------	--------------	--------------	-------------------------

	Average Score	Average Score	Average Score	Average Score
	Yes - 81%	Yes - 78%	Yes - 76%	-2% Yes
Do you report to someone?	No - 19%	No - 22%	No - 24%	-270 163
	Male - 64%	Male - 62%	Male - 61%	Male1%
	Female - 33%	Female - 35%	Female - 36%	Female - +1%
	Prefer not to say - 3%	Prefer not to say - 3%	Prefer not to say - 3%	Prefer not to say - 0%
The person I report to is	Non-Binary - 0%	Non-Binary - 0%	Non-Binary - 0%	Non-Binary - 0%



My Organisation...

Overall 2020 Ov	verall 2021 Overall 2022	Change YOY 2021-2022
-----------------	--------------------------	-------------------------

	Average Score	Average Score	Average Score	Average Score
--	---------------	---------------	---------------	---------------

My Organisation						
How would you rate the overall quality of leadership within your organisation?	6.1	6.0	6.0	0		
How would you rate the overall culture within your organisation?	6.3	6.1	6.2	0.1		
How diverse are the Senior Management Team within your organisation?	5.1	4.8	5.2	0.4		
Would you describe the CEO within your organisation as more of a manager, or a leader?	Manager - 49% Leader - 51%	Manager - 50% Leader - 50%	Manager - 45% Leader - 55%	+5% Leader		



Who I Report To...

	Overall 2020	Overall 2021	Overall 2022	Change YOY 2021-2022
	Average Score	Average Score	Average Score	Average Score
	Who I Report T	0		
Would you describe the person you report to as more of a manager, or a leader?	Manager - 60% Leader - 40%	Manager - 59% Leader - 42%	Manager - 58% Leader - 42%	0% Leader
Would you prefer to work for a manager, or a leader?	Manager - 10% Leader - 91%	Manager - 8% Leader - 92%	Manager - 8% Leader - 92%	0% Leader
How would you rate your relationship with the person you report to?	7.0	7.0	7.2	0.2
The person I report to is a great leader	5.8	5.7	5.9	0.2
The person I report to inspires me…	5.6	5.6	5.8	0.2
The person I report to is authentic, they actually do what they ask of others	6.3	6.4	6.6	0.2
The person I report to is visionary, and describes a vision for our organisation that I can understand, and subscribe to	5.7	5.7	5.8	0.1
The person I report to is supportive, and cares about me as a person	6.6	6.6	6.8	0.2
The person I report to communicates clearly and regularly	6.0	6.0	6.1	0.1
The person I report to gives me regular feedback on my performance, and helps me improve	5.5	5.5	5.6	0.1
Average of the 8 questions above (9 questions in 2020 & 2021 - Covid specific question was removed in 2022)	6.1	6.1	6.2	0.1
In the last 12 months, have you had a performance appraisal?	Yes - 60% No - 41%	Yes - 57% No - 43%	Yes - 67% No - 33%	+10% Yes
In the last 12 months, have you had the opportunity to appraise the performance of the person you report to?	Yes - 25% No - 75%	Yes - 18% No - 82%	Yes - 19% No - 81%	+1% Yes
In the last 12 months, have you considered leaving your job because of the person you report to?	Yes - 37% No - 63%	Yes - 39% No - 61%	Yes - 36% No - 64%	-3% Yes



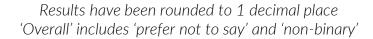
Job Satisfaction & My Leadership & Climate Change Views...

	Overall 2020	Overall 2021	Overall 2022	Change YOY 2021-2022
	Average Score	Average Score	Average Score	Average Score
Job	Satisfaction, My Leadership	& Climate Change		
	Work life balance & flexible working - 63%	Work life balance & flexible working - 66%	Work life balance & flexible working - 66%	Work life balance & flexible working - 0%
	Leadership that inspires me - 55%	Leadership that inspires me - 56%	Leadership that inspires me - 51%	Leadership that inspires me - -5%
	An organisation with values that align with my own - 49%		An organisation with values that align with my own - 45%	U
	Salary & Benefits - 49%	Salary & Benefits - 49%	Salary & Benefits - 49%	Salary & Benefits - 0%
	Company Culture - 36%	Company Culture - 36%	Company Culture - 45%	Company Culture - +9%
	Development & Progression - 31%	Development & Progression - 30%	Development & Progression - 31%	Development & Progression - +1%
Of the options below, which 3 would give you the greatest job satisfaction?	Job Security - 18%	Job Security - 20%	Job Security - 14%	Job Security6%
Overall, how would you rate yourself as a leader? (also includes those who don't report to anyone)	7.0	7.0	7.1	0.1
Do you believe the leadership of your organisation are taking the challenges of climate change seriously enough?	n/a	n/a	Yes - 47% No - 53%	n/a



Demographic...

	Overall 2020	Overall 2021	Overall 2022	Change YOY 2021-2022
	Average Score	Average Score	Average Score	Average Score
	Demographic.			
Within your organisation, are you…	Board Level - 24%	Board Level - 25%	Board Level - 28%	Board Level - +3%
	Senior Level - 30%	Senior Level - 34%	Senior Level - 40%	Senior Level - +6%
	Middle Level - 34%	Middle Level - 32%	Middle Level - 26%	Middle Level6%
	Junior Level - 11%	Junior Level - 9%	Junior Level - 6%	Junior Level3%
What size is your organisation?	501+ - 20%	501+ - 20%	501+ - 26%	501+ - +6%
	251-500 - 11%	251-500 - 10%	251-500 - 12%	251-500 - +2%
	101-250 - 16%	101-250 - 15%	101-250 - 13%	101-2502%
	26-100 - 27%	26-100 - 27%	26-100 - 24%	26-1003%
	25 or less - 27%	25 or less - 28%	25 or less - 25%	25 or less3%
Are you	Male - 47%	Male - 47%	Male - 48%	Male - +1%
	Female - 48%	Female - 48%	Female - 48%	Female - 0%
	Prefer not to say - 4%	Prefer not to say - 5%	Prefer not to say - 3%	Prefer not to say2%
	Non-Binary - 1%	Non-Binary - 0%	Non-Binary - 0%	Non-Binary - 0%
Which of the following age brackets do you fall into?	16-23 - 3%	16-23 - 2%	16-23 - 1%	16-231%
	24-39 - 24%	24-39 - 20%	24-39 - 19%	24-391%
	40-55 - 48%	40-55 - 47%	40-55 - 53%	40-55 - +6%
	56-74 - 22%	56-74 - 25%	56-74 - 24%	56-741%
	75+ - 0%	75+ - 1%	75+ - 0%	75+1%
	Prefer not to say - 4%	Prefer not to say - 5%	Prefer not to say - 3%	Prefer not to say2%





ALL THINGS CUSTOMER

	Male Respondents 2021	Male Respondents 2022	Change YOY	Overall 2022	Female Respondents 2021	Female Respondents 2022	Change YOY	Overall 2022
	Average Score	Average Score	Average Score	Average Score	Average Score	Average Score	Average Score	Average Score
	Average Score	Average Score	Average Score	Average Score	Average Score	Average Score	Average Score	Average Score
				Male - 48% Female - 48%				Male - 48% Female - 48%
	47%	48%	+1%	Prefer not to say	48%	48%	0%	Prefer not to say
Are you…				- 3% Non-Binary - 0%				- 3% Non-Binary - 0%



My Organisation...

	Male Respondents 2021	Male Respondents 2022	Change YOY	Overall 2022	Female Respondents 2021	Female Respondents 2022	Change YOY	Overall 2022
	Average Score	Average Score	Average Score	Average Score	Average Score	Average Score	Average Score	Average Score
			My Organisa	ation				
How would you rate the overall quality of leadership within your organisation?	6.0	6.1	0.1	6.0	6.0	6.1	0.1	6.0
How would you rate the overall culture within your organisation?	6.1	6.2	0.1	6.2	6.1	6.3	0.2	6.2
How diverse are the Senior Management Team within your organisation?	4.8	5.5	0.7	5.2	4.8	4.9	0.1	5.2
Would you describe the CEO within your organisation as more of a manager, or a leader?	Manager - 50% Leader - 50%	Manager - 49% Leader - 51%	+1% Leader	Manager - 45% Leader - 55%	Manager - 49% Leader - 51%	Manager - 38% Leader - 62%	+11% Leader	Manager - 45% Leader - 55%



Who I Report To...

CUSTOMER EXPERIENCE EXPERT	Male Respondents	Male Respondents	Change YOY	Overall 2022	Female Respondents	Female Respondents	Change YOY	Overall 2022
	2021	2022	onange i o i		2021	2022	onange i o i	
	Average Score	Average Score	Average Score	Average Score	Average Score	Average Score	Average Score	Average Score
			Who I Repo	rt To				
Would you describe the person you report to	Manager - 61%	Manager - 58%	· · · ·	Manager - 58%	Manager - 55%	Manager - 56%		Manager - 58%
as more of a manager, or a leader?	Leader - 39%	Leader - 42%	+3% Leader	Leader - 42%	Leader - 45%	Leader - 44%	-1% Leader	Leader - 42%
Would you prefer to work for a manager, or a		Manager - 7%		Manager - 8%	Manager - 7%	Manager - 8%	40(1	Manager - 8%
leader?	Leader - 92%	Leader - 93%	+1% Leader	Leader - 92%	Leader - 93%	Leader - 92%	-1% Leader	Leader - 92%
How would you rate your relationship with the person you report to?	7.2	7.4	0.2	7.2	6.8	7.2	0.4	7.2
The person I report to is a great leader	5.8	5.9	0.1	5.9	5.6	6.0	0.4	5.9
The person I report to inspires me…	5.6	5.7	0.1	5.8	5.7	6.0	0.3	5.8
The person I report to is authentic, they actually do what they ask of others	6.5	6.7	0.2	6.6	6.2	6.6	0.4	6.6
The person I report to is visionary, and describes a vision for our organisation that I can understand, and subscribe to	5.8	5.8	0	5.8	5.7	5.9	0.2	5.8
The person I report to is supportive, and cares about me as a person	6.8	6.9	0.1	6.8	6.5	6.9	0.4	6.8
The person I report to communicates clearly and regularly	6.1	6.3	0.2	6.1	5.9	6.1	0.2	6.1
The person I report to gives me regular feedback on my performance, and helps me improve	5.5	5.7	0.2	5.6	5.4	5.6	0.2	5.6
Average of the 8 questions above (9 questions in 2020 & 2021 - Covid specific question was removed in 2022)		6.3	0.1	6.2	6.0	6.3	0.3	6.2
In the last 12 months, have you had a performance appraisal?	Yes - 60% No - 40%	Yes - 70% No - 30%	+10% Yes	Yes - 67% No - 33%	Yes - 54% No - 46%	Yes - 64% No - 36%	+10% Yes	Yes - 67% No - 33%
In the last 12 months, have you had the opportunity to appraise the performance of the person you report to?	Yes - 19% No - 81%	Yes - 23% No - 77%	+4% Yes	Yes - 19% No - 81%	Yes - 17% No - 83%	Yes - 16% No - 84%	-1% Yes	Yes - 19% No - 81%
In the last 12 months, have you considered leaving your job because of the person you report to?	Yes - 36% No - 64%	Yes - 30% No - 70%	-6% Yes	Yes - 36% No - 64%	Yes - 41% No - 59%	Yes - 40% No - 60%	-1% Yes	Yes - 36% No - 64%



Job Satisfaction & My Leadership & Climate Change Views...

	Male Respondents 2021	Male Respondents 2022	Change YOY	Overall 2022	Female Respondents 2021	Female Respondents 2022	Change YOY	Overall 2022
	Average Seere	Average Seere	Average Seere	Avorago Saora	Average Seere	Avorago Soora	Augrage Seere	Average Seere
	Average Score	Average Score	Average Score	Average Score	Average Score	Average Score	Average Score	Average Score
		Job Satisfa	action, My Leaders	hip & Climate Char	nge			
			WWORK IITO DOIODCO X.	Work life balance				Work life balance
	Work life balance &		flexible working	& flexible working				-
	flexible working -	flexible working -	1%	- 66%	flexible working -	flexible working -	+1%	- 66%
	60%	59%	170		70%	71%		
			Leadership that	Leadership that			Leadership that	Leadership that
	Leadership that	Leadership that		inspires me - 51%	Leadership that	Leadership that	inspires me - -3%	inspires me - 51%
	inspires me - 56%	inspires me - 51%	-7%	An organisation	inspires me - 55%	inspires me - 52%	-3%	An organisation
	An organisation	An organisation		with values that	An organisation	An organisation	An organisation	with values that
	with values that	with values that	An organisation	align with my own	U U	with values that	5	align with my own
	align with my own -		with values that	- 45%	align with my own -			- 45%
	44%	44%	align with my own -		44%	47%	+3%	
			0%	Salary & Benefits				Salary & Benefits
	Salary & Benefits -	Salary & Benefits -	Salary & Benefits -	- 49%	Salary & Benefits -	Salary & Benefits -	Salary & Benefits -	- 49%
	52%	51%	_10/_		47%	45%	-2%	
			170	Company Culture				Company Culture
	Company Culture -		Company Culture -	- 45%		Company Culture -		- 45%
	38%	40%	+2%	Development 0	35%	49%	+14%	Development 0
	Development 8	Development 9		Development &	Dovelopment 8	Dovelopment 9	Development 9	Development &
	Development &	Development &	Development &	Progression - 31%	Development &	Development & Progression - 30%	Development &	Progression - 31%
	F10918551011 - 51 /6	FT0918551011 - 52 /6	Development & Progression - +1%	5170	F10918551011 - 20 /6	FI0918551011 - 30 /6	- Tugiessiun - +2 /6	51/0
Of the options below, which 3 would give you				Job Security -	Job Security - 21%	Job Security - 6%	Job Security	Job Security -
the greatest job satisfaction?			Job Security - +6%	14%	200 200 anty 2170	ces coounty 070	15%	14%
Overall, how would you rate yourself as a	7.1	7.1	0		6.7	6.8		7.1
leader?	1.1	/.1	0	7.1	0.7	0.0	0.1	/.1
Do you believe the leadership of your		Yes - 53%		Yes - 47%		Yes - 44%		Yes - 47%
organisation are taking the challenges of	n/a	No - 47%	n/a	No - 53%	n/a	No - 56%	n/a	No - 53%
climate change seriously enough?								





	Those who report to a Male Boss 2021	Those who report to a Male Boss 2022	Change YOY	Overall 2022	Those who report to a Female Boss 2021	Those who report to a Female Boss 2022	Change YOY	Overall 2022
	Average Score	Average Score	Average Score	Average Score	Average Score	Average Score	Average Score	Average Score
Percentage gender breakdown	62%	61%	-1%	n/a	35%	36%	+1%	n/a



My Organisation...

	Those who report to a Male Boss 2021	Those who report to a Male Boss 2022	Change YOY	Overall 2022	to a	Those who report to a Female Boss 2022	Change YOY	Overall 2022
		- -						
	Average Score	Average Score	Average Score	Average Score	Average Score	Average Score	Average Score	Average Score
			My Organis	ation				
How would you rate the overall quality of leadership within your organisation?	5.9	6.0	0.1	6.0	6.0	6.2	0.2	6.0
How would you rate the overall culture within your organisation?	6.1	6.2	0.1	6.2	6.1	6.3	0.2	6.2
How diverse are the Senior Management Team within your organisation?	4.6	4.9	0.3	5.2	5.2	5.5	0.3	5.2
Would you describe the CEO within your organisation as more of a manager, or a leader?	Manager - 48% Leader - 52%	Manager - 49% Leader - 51%	-1% Leader	Manager - 45% Leader - 55%	Manager - 53% Leader - 47%	Manager - 38% Leader - 62%	+15% Leader	Manager - 45% Leader - 55%



Who I Report To...

CUSTOMER EXPERIENCE EXPERT	Those who report	These whe report				Those who report		
	•	•	Change YOY	Overall 2022		to a	Change YOY	Overall 2022
	to a Male Boss 2021	to a Male Boss 2022	Change 101	Overall 2022	to a Econolo Boss 2021	Female Boss 2022		Overall 2022
						Female DUSS 2022		
	Average Score	Average Score	Average Score	Average Score	Average Score	Average Score	Average Score	Average Score
			Who I Repo	rt To…				
Would you describe the person you report to	Manager - 58%	Manager - 62%	-4% Leader	Manager - 58%	Manager - 58%	Manager - 51%	+7% Leader	Manager - 58%
as more of a manager, or a leader?	Leader - 42%	Leader - 38%	-4% Leader	Leader - 42%	Leader - 42%	Leader - 49%	+7% Leader	Leader - 42%
Would you prefer to work for a manager, or a	Manager - 8%	Manager - 8%	0% Leader	Manager - 8%	Manager - 8%	Manager - 7%	+1% Leader	Manager - 8%
leader?	Leader - 92%	Leader - 92%		Leader - 92%	Leader - 92%	Leader - 93%		Leader - 92%
How would you rate your relationship with the person you report to?	7.1	7.3	0.2	7.2	6.8	7.2	0.4	7.2
The person I report to is a great leader	5.7	5.8	0.1	5.9	5.8	6.0	0.2	5.9
The person I report to inspires me	5.6	5.6	0	5.8	5.7	6.1	0.4	5.8
The person I report to is authentic, they	6.4	6.6	0.0	<u> </u>	6.3	6.6	0.3	<u> </u>
actually do what they ask of others	6.4	0.0	0.2	6.6	0.3	0.0	0.3	6.6
The person I report to is visionary, and								
describes a vision for our organisation that I	5.7	5.8	0.1	5.8	5.8	5.9	0.1	5.8
can understand, and subscribe to…								
The person I report to is supportive, and cares	6.6	6.7	0.1	6.8	6.5	7.0	0.5	6.8
about me as a person…	0.0	0.1	0.1	0.0	0.0	7.0	0.0	
The person I report to communicates clearly	5.9	6.0	0.1	6.1	6.0	6.4	0.4	6.1
and regularly								
The person I report to gives me regular	50		0.0	5.0	F 7		0.4	5.0
feedback on my performance, and helps me	5.3	5.5	0.2	5.6	5.7	5.8	0.1	5.6
improve								
Average of the 8 questions above (9 questions in 2020 & 2021 - Covid specific		6.2	0.2	6.2	6.1	6.4	0.3	6.2
guestion was removed in 2020		0.2	0.2	0.2	0.1	0.4	0.5	0.2
In the last 12 months, have you had a	/ Yes - 59%	Yes - 65%		Yes - 67%	Yes - 55%	Yes - 71%		Yes - 67%
performance appraisal?	No - 41%	No - 35%	+6% Yes	No - 33%	No - 45%	No - 29%	+16% Yes	No - 33%
In the last 12 months, have you had the		110 0070						
opportunity to appraise the performance of the	Yes - 18%	Yes - 18%	0% Yes	Yes - 19%	Yes - 17%	Yes - 19%	+2% Yes	Yes - 19%
person you report to?	No - 82%	No - 82%		No - 81%	No - 83%	No - 81%		No - 81%
In the last 12 months, have you considered	N/ 000/			N		N/ 000/		N
leaving your job because of the person you	Yes - 38%	Yes - 34%	-4% Yes	Yes - 36%	Yes - 42%	Yes - 39%	-3% Yes	Yes - 36%
report to?	No - 63%	No - 66%		No - 64%	No - 58%	No - 61%		No - 64%



My Leadership...

Those who report Tho to a Male Boss 2021 Ma	ose who report to a ale Boss 2022	Change YOY	Overall 2022	Those who report to a Female Boss 2021	Those who report to a Female Boss 2022	Change YOY	Overall 2022
---	---	------------	--------------	---	---	------------	--------------

	Average Score								
My Leadership									
Overall, how would you rate yourself as a leader?	7.0	7.0	0	7.1	6.7	6.8	0.1	7.1	





	Male Respondent Male Boss 2022	Male Respondent Female Boss 2022	Female Respondent Female Boss 2022	Female Respondent Male Boss 2022
	Average Score	Average Score	Average Score	Average Score
Percentage gender breakdown	34%	12%	25%	28%



My Organisation...

	Male Respondent Male Boss 2022	Male Respondent Female Boss 2022	Female Respondent Female Boss 2022	Female Respondent Male Boss 2022	Overall 2022					
	Average Score	Average Score	Average Score	Average Score	Average Score					
My Organisation…										
How would you rate the overall quality of leadership within your organisation?	6.1	6.1	6.3	5.9	6.0					
How would you rate the overall culture within your organisation?	6.2	6.2	6.3	6.2	6.2					
How diverse are the Senior Management Team within your organisation?	5.2	6.4	5.2	4.6	5.2					
Would you describe the CEO within your organisation as more of a manager, or a leader?	Manager - 50% Leader - 50%	Manager - 45% Leader - 55%	Manager - 33% Leader - 67%	Manager - 44% Leader - 56%	Manager - 45% Leader - 55%					



Who I Report To...

	Male Respondent Male Boss 2022	Male Respondent Female Boss 2022	Female Respondent Female Boss 2022	Female Respondent Male Boss 2022	Overall 2022	
	Average Score	Average Score	Average Score	Average Score	Average Score	
	N	/ho I Report To…				
Nould you describe the person you report to as more of a nanager, or a leader?	Manager - 59% Leader - 41%	Manager - 56% Leader - 44%	Manager - 49% Leader - 51%	Manager - 62% Leader - 38%	Manager - 58% Leader - 42%	
Vould you prefer to work for a manager, or a leader?	Manager - 8% Leader - 92%	Manager - 4% Leader - 96%	Manager - 9% Leader - 91%	Manager - 8% Leader - 92%	Manager - 8% Leader - 92%	
ow would you rate your relationship with the person you report	7.4	7.3	7.2	7.2	7.2	
he person I report to is a great leader	5.9	5.8	6.1	5.8	5.9	
he person I report to inspires me	5.8	5.4	6.3	5.6	5.8	
he person I report to is authentic, they actually do what they ask f others	6.8	6.5	6.7	6.4	6.6	
he person I report to is visionary, and describes a vision for our rganisation that I can understand, and subscribe to	6.0	5.4	6.1	5.7	5.8	
he person I report to is supportive, and cares about me as a erson	6.9	6.9	7.1	6.7	6.8	
he person I report to communicates clearly and regularly	6.2	6.5	6.4	5.8	6.1	
he person I report to gives me regular feedback on my erformance, and helps me improve	5.7	5.7	5.8	5.3	5.6	
Average of the 8 questions above 9 questions in 2020 & 2021 - Covid specific question was removed in 2022)	6.3	6.2	6.5	6.1	6.2	
	Yes - 70%	Yes - 73%	Yes - 70%	Yes - 58%	Yes - 67%	
the last 12 months, have you had a performance appraisal?	No - 30%	No - 27%	No - 30%	No - 42%	No - 33%	
the last 12 months, have you had the opportunity to appraise	Yes - 22%	Yes - 24%	Yes - 17%	Yes - 13%	Yes - 19%	
ne performance of the person you report to?	No - 78%	No - 76%	No - 83%	No - 87%	No - 81%	
n the last 12 months, have you considered leaving your job	Yes - 29%	Yes - 35%	Yes - 42%	Yes - 38%	Yes - 36%	
because of the person you report to?	No - 71%	No - 65%	No - 58%	No - 62%	No - 64%	



My Leadership...

|--|

	Average Score								
My Leadership									
Overall, how would you rate yourself as a leader?	7.1	6.9	6.8	6.9	7.1				





	Male Respondent Male Boss 2021	Male Respondent Male Boss 2022	Change YOY	Overall 2022		Male Respondent Female Boss 2022	Change YOY	Overall 2022
	Average Score	Average Score	Average Score	Average Score	Average Score	Average Score	Average Score	Average Score
Percentage gender breakdown	38%	34%	-4%	n/a	7%	12%	+5%	n/a



My Organisation...

	Male Respondent Male Boss 2021	Male Respondent Male Boss 2022	Change YOY	Overall 2022	Male Respondent Female Boss 2021	Male Respondent Female Boss 2022		Overall 2022	
	Average Score	Average Score	Average Score	Average Score	Average Score	Average Score	Average Score	Average Score	
My Organisation									
How would you rate the overall quality of leadership within your organisation?	6.0	6.1	0.1	6.0	6.2	6.1	-0.1	6.0	
How would you rate the overall culture within your organisation?	6.2	6.2	0	6.2	6.1	6.2	0.1	6.2	
How diverse are the Senior Management Team within your organisation?	4.6	5.2	0.6	5.2	5.6	6.4	0.8	5.2	
Would you describe the CEO within your organisation as more of a manager, or a leader?	Manager - 48% Leader - 52%	Manager - 50% Leader - 50%	-2% Leader	Manager - 45% Leader - 55%	Manager - 50% Leader - 50%	Manager - 45% Leader - 55%	+5% Leader	Manager - 45% Leader - 55%	



Who I Report To...

Γ	Male Respondent Male Boss 2021	Male Respondent Male Boss 2022	Change YOY	Overall 2022		Male Respondent Female Boss 2022	Change YOY	Overall 2022
	Average Score	Average Score	Average Score	Average Score	Average Score	Average Score	Average Score	Average Score
			Who I Repor	t To				
Would you describe the person you report to as more of a manager, or a leader?	Manager - 63% Leader - 37%	Manager - 59% Leader - 41%	+4% Leader	Manager - 58% Leader - 42%	Manager - 50% Leader - 50%	Manager - 56% Leader - 44%	-6% Leader	Manager - 58% Leader - 42%
Would you prefer to work for a manager, or a leader?	Manager - 9% Leader - 91%	Manager - 8% Leader - 92%	+1% Leader	Manager - 8% Leader - 92%	Manager - 6% Leader - 94%	Manager - 4% Leader - 96%	+2% Leader	Manager - 8% Leader - 92%
How would you rate your relationship with the person you report to?	7.2	7.4	0.2	7.2	7.1	7.3	0.2	7.2
The person I report to is a great leader	5.7	5.9	0.2	5.9	6.4	5.8	-0.6	5.9
The person I report to inspires me…	5.6	5.8	0.2	5.8	5.9	5.4	-0.5	5.8
The person I report to is authentic, they actually do what they ask of others	6.6	6.8	0.2	6.6	6.6	6.5	-0.1	6.6
The person I report to is visionary, and describes a vision for our organisation that I can understand, and subscribe to…	5.8	6.0	0.2	5.8	6.0	5.4	-0.6	5.8
The person I report to is supportive, and cares about me as a person	6.7	6.9	0.2	6.8	7.1	6.9	-0.2	6.8
The person I report to communicates clearly and regularly	6.0	6.2	0.2	6.1	6.2	6.5	0.3	6.1
The person I report to gives me regular feedback on my performance, and helps me improve	5.4	5.7	0.3	5.6	6.0	5.7	-0.3	5.6
Average of the 8 questions above (9 questions in 2020 & 2021 - Covid specific question was removed in 2022)		6.3	0.2	6.2	6.4	6.2	-0.2	6.2
In the last 12 months, have you had a performance appraisal?	Yes - 61% No - 39%	Yes - 70% No - 30%	+9% Yes	Yes - 67% No - 33%	Yes - 56% No - 44%	Yes - 73% No - 27%	+17% Yes	Yes - 67% No - 33%
In the last 12 months, have you had the opportunity to appraise the performance of the person you report to?	Yes - 19% No - 81%	Yes - 22% No - 78%	+3% Yes	Yes - 19% No - 81%	Yes - 16% No - 84%	Yes - 24% No - 76%	+8% Yes	Yes - 19% No - 81%
In the last 12 months, have you considered leaving your job because of the person you report to?	Yes - 37% No - 63%	Yes - 29% No - 71%	-8% Yes	Yes - 36% No - 64%	Yes - 31% No - 69%	Yes - 35% No - 65%	+4% Yes	Yes - 36% No - 64%



My Leadership...

	Male Respondent Male Boss 2021	Male Respondent Male Boss 2022	Change YOY	Overall 2022		Male Respondent Female Boss 2022		Overall 2022
	Average Score	Average Score	Average Score	Average Score	Average Score	Average Score	Average Score	Average Score
			My Leaders	ship				
Overall, how would you rate yourself as a leader?	7.2	7.1	-0.1	7.1	6.8	6.9	0.1	7.1



Female Respondents Breakdown

	Female Respondent Female Boss 2021	Female Respondent Female Boss 2022	Change YOY	Overall 2022	Female Respondent Male Boss 2021	Female Respondent Male Boss 2022	Change YOY	Overall 2022
	Average Score	Average Score	Average Score	Average Score	Average Score	Average Score	Average Score	Average Score
Percentage gender breakdown	29%	25%	-4%	n/a	26%	28%	+2%	n/a



My Organisation...

F	Female Female Respondent Responden emale Boss 2021 Female Boss 2		Overall 2022	Female Respondent Male Boss 2021	Female Respondent Male Boss 2022	Change YOY	Overall 2022	
---	--	--	--------------	--	--	---------------	--------------	--

	Average Score	Average Score	Average Score	Average Score	Average Score	Average Score	Average Score	Average Score
			-					
			My Organisa	ation				
How would you rate the overall quality of leadership within your organisation?	6.1	6.3	0.2	6.0	5.8	5.9	0.1	6.0
How would you rate the overall culture within your organisation?	6.1	6.3	0.2	6.2	6.1	6.2	0.1	6.2
How diverse are the Senior Management Team within your organisation?	5.1	5.2	0.1	5.2	4.5	4.6	0.1	5.2
Would you describe the CEO within your organisation as more of a manager, or a leader?	Manager - 52% Leader - 48%	Manager - 33% Leader - 67%	+19% Leader	Manager - 45% Leader - 55%	Manager - 46% Leader - 54%	Manager - 44% Leader - 56%	+2% Leader	Manager - 45% Leader - 55%



Who I Report To...

	Female Respondent Female Boss 2021	Female Respondent Female Boss 2022	Change YOY	Overall 2022	Female Respondent Male Boss 2021	Female Respondent Male Boss 2022	Change YOY	Overall 2022
	Average Score	Average Score	Average Score	Average Score	Average Score	Average Score	Average Score	Average Score
		-	Who I Repor	t To				
Would you describe the person you report to as more of a manager, or a leader?	Manager - 60% Leader - 40%	Manager - 49% Leader - 51%	+11% Leader	Manager - 58% Leader - 42%	Manager - 50% Leader - 50%	Manager - 62% Leader - 38%	-12% Leader	Manager - 58% Leader - 42%
Would you prefer to work for a manager, or a leader?	Manager - 9% Leader - 91%	Manager - 9% Leader - 91%	0% Leader	Manager - 8% Leader - 92%	Manager - 5% Leader - 95%	Manager - 8% Leader - 92%	-3% Leader	Manager - 8% Leader - 92%
How would you rate your relationship with the person you report to?	6.8	7.2	0.4	7.2	6.9	7.2	0.3	7.2
The person I report to is a great leader…	5.7	6.1	0.4	5.9	5.6	5.8	0.2	5.9
The person I report to inspires me…	5.7	6.3	0.6	5.8	5.6	5.6	0	5.8
The person I report to is authentic, they actually do what they ask of others	6.3	6.7	0.4	6.6	6.1	6.4	0.3	6.6
The person I report to is visionary, and describes a vision for our organisation that I can understand, and subscribe to	5.8	6.1	0.3	5.8	5.5	5.7	0.2	5.8
The person I report to is supportive, and cares about me as a person	6.4	7.1	0.7	6.8	6.5	6.7	0.2	6.8
The person I report to communicates clearly and regularly	6.0	6.4	0.4	6.1	5.8	5.8	0	6.1
The person I report to gives me regular feedback on my performance, and helps me improve	5.6	5.8	0.2	5.6	5.2	5.3	0.1	5.6
Average of the 8 questions above (9 questions in 2020 & 2021 - Covid specific question was removed in 2022)	6.0	6.5	0.5	6.2	5.9	6.1	0.2	6.2
In the last 12 months, have you had a performance appraisal?	Yes - 56% No - 44%	Yes - 70% No - 30%	+14% Yes	Yes - 67% No - 33%	Yes - 54% No - 46%	Yes - 58% No - 42%	+4% Yes	Yes - 67% No - 33%
In the last 12 months, have you had the opportunity to appraise the performance of the person you report to?	Yes - 17% No - 83%	Yes - 17% No - 83%	0% Yes	Yes - 19% No - 81%	Yes - 17% No - 83%	Yes - 13% No - 87%	-4% Yes	Yes - 19% No - 81%
In the last 12 months, have you considered leaving your job because of the person you report to?	Yes - 44% No - 56%	Yes - 42% No - 58%	-2% Yes	Yes - 36% No - 64%	Yes - 38% No - 62%	Yes - 38% No - 62%	0% Yes	Yes - 36% No - 64%



My Leadership...

	Female Respondent Female Boss 2021	Female Respondent Female Boss 2022	Change YOY	Overall 2022	Female Respondent Male Boss 2021	Female Respondent Male Boss 2022	Change YOY	Overall 2022
	Average Score	Average Score	Average Score	Average Score	Average Score	Average Score	Average Score	Average Score
			My Leaders	ship				
Overall, how would you rate yourself as a leader?	6.6	6.8	0.2	7.1	6.8	6.9	0.1	7.1







My Organisation...

	Board Level 2021	Board Level 2022	Change YOY	Overall 2022
	Average Score	Average Score	Average Score	Average Score
	My Organisatio	n		
How would you rate the overall quality of leadership within your organisation?	6.9	6.5	-0.4	6.0
How would you rate the overall culture within your organisation?	6.8	6.8	0	6.2
How diverse are the Senior Management Team within your organisation?	5.5	5.8	0.3	5.2
Would you describe the CEO within your organisation as more of a manager, or a leader?	Manager - 41% Leader - 59%	Manager - 35% Leader - 65%	+6% Leader	Manager - 45% Leader - 55%



Who I Report To...

-		1		
	Board Level 2021	Board Level 2022	Change YOY	Overall 2022
		i		
	Average Score	Average Score	Average Score	Average Score
	Who I Report T	· •		
Nould you describe the person you report to as more of a manager, or a eader?	Manager - 38% Leader - 63%	Manager - 40% Leader - 60%	-3% Leader	Manager - 58% Leader - 42%
Nould you prefer to work for a manager, or a leader?	Manager - 5% Leader - 95%	Manager - 4% Leader - 96%	+1% Leader	Manager - 8% Leader - 92%
How would you rate your relationship with the person you report to?	7.7	7.7	0	7.2
The person I report to is a great leader	6.5	6.7	0.2	5.9
The person I report to inspires me	6.4	6.6	0.2	5.8
The person I report to is authentic, they actually do what they ask of others	7.1	7.4	0.3	6.6
The person I report to is visionary, and describes a vision for our organisation hat I can understand, and subscribe to	6.7	6.6	-0.1	5.8
The person I report to is supportive, and cares about me as a person	7.3	7.2	-0.1	6.8
The person I report to communicates clearly and regularly	6.5	6.7	0.2	6.1
The person I report to gives me regular feedback on my performance, and nelps me improve	5.6	6.1	0.5	5.6
Average of the 8 questions above (9 questions in 2020 & 2021 - Covid specific question was removed in 2022)	6.7	6.9	0.2	6.2
n the last 12 months, have you had a performance appraisal?	Yes - 54% No - 46%	Yes - 65% No - 35%	+11% Yes	Yes - 67% No - 33%
n the last 12 months, have you had the opportunity to appraise the performance of the person you report to?	Yes - 23% No - 77%	Yes - 26% No - 74%	+3% Yes	Yes - 19% No - 81%
n the last 12 months, have you considered leaving your job because of the person you report to?	Yes - 29% No - 71%	Yes - 37% No - 63%	+8% Yes	Yes - 36% No - 64%



My Leadership & Climate Change Views...

	Average Score	Average Score	Average Score	Average Score
	My Leadership)		
Overall, how would you rate yourself as a leader?	7.6	7.5	-0.1	7.1
	Challenges of Climate	Change		
Do you believe the leadership of your organisation are taking the challenges of climate change seriously enough?	n/a	Yes - 53% No - 47%	n/a	Yes - 47% No - 53%







My Organisation...

Senior Level 2021 Senior Level 2022 Change YOY Overall 2022

	Average Score	Average Score	Average Score	Average Score
		-		
	My Organisatio	n		
How would you rate the overall quality of leadership within your organisation?	6.0	6.1	0.1	6.0
How would you rate the overall culture within your organisation?	6.0	6.2	0.2	6.2
How diverse are the Senior Management Team within your organisation?	4.7	5.0	0.3	5.2
Would you describe the CEO within your organisation as more of a manager, or a leader?	Manager - 42% Leader - 58%	Manager - 44% Leader - 56%	-2% Leader	Manager - 45% Leader - 55%



Who I Report To...

	Senior Level 2021	Senior Level 2022	Change YOY	Overall 2022
	Average Score	Average Score	Average Score	Average Score
	Who I Report T	0		
Nould you describe the person you report to as more of a manager, or a eader?	Manager - 58% Leader - 42%	Manager - 54% Leader - 46%	+4% Leader	Manager - 58% Leader - 42%
Nould you prefer to work for a manager, or a leader?	Manager - 6% Leader - 94%	Manager - 5% Leader - 95%	+1% Leader	Manager - 8% Leader - 92%
low would you rate your relationship with the person you report to?	6.9	7.3	0.4	7.2
The person I report to is a great leader	5.7	6.0	0.3	5.9
The person I report to inspires me	5.6	5.9	0.3	5.8
The person I report to is authentic, they actually do what they ask of others	6.5	6.6	0.1	6.6
The person I report to is visionary, and describes a vision for our organisation hat I can understand, and subscribe to	5.8	6.0	0.2	5.8
The person I report to is supportive, and cares about me as a person	6.6	7.0	0.4	6.8
The person I report to communicates clearly and regularly	6.0	6.2	0.2	6.1
The person I report to gives me regular feedback on my performance, and nelps me improve	5.4	5.6	0.2	5.6
Average of the 8 questions above (9 questions in 2020 & 2021 - Covid specific question was removed in 2022)	6.1	6.3	0.2	6.2
n the last 12 months, have you had a performance appraisal?	Yes - 56% No - 44%	Yes - 67% No - 33%	+11% Yes	Yes - 67% No - 33%
n the last 12 months, have you had the opportunity to appraise the performance of the person you report to?	Yes - 18% No - 82%	Yes - 23% No - 77%	+5% Yes	Yes - 19% No - 81%
n the last 12 months, have you considered leaving your job because of the person you report to?	Yes - 42% No - 58%	Yes - 36% No - 64%	-6% Yes	Yes - 36% No - 64%



My Leadership & Climate Change Views...

	Senior Level 2021	Senior Level 2022	Change YOY	Overall 2022		
	Average Score	Average Score	Average Score	Average Score		
My Leadership						
Overall, how would you rate yourself as a leader?	7.2	7.2	0	7.1		
Challenges of Climate Change						
Do you believe the leadership of your organisation are taking the challenges of climate change seriously enough?	n/a	Yes - 49% No - 51%	n/a	Yes - 47% No - 53%		







My Organisation...

	Middle Level 2021	Middle Level 2022	Change YOY	Overall 2022		
	Average Score	Average Score	Average Score	Average Score		
My Organisation…						
How would you rate the overall quality of leadership within your organisation?	5.7	5.7	0	6.0		
How would you rate the overall culture within your organisation?	6.0	5.9	-0.1	6.2		
How diverse are the Senior Management Team within your organisation?	4.8	5.1	0.3	5.2		
Would you describe the CEO within your organisation as more of a manager, or a leader?	Manager - 58% Leader - 42%	Manager - 47% Leader - 53%	+11% Leader	Manager - 45% Leader - 55%		



Who I Report To...

	Middle Level 2021	Middle Level 2022	Change YOY	Overall 2022
	Average Score	Average Score	Average Score	Average Score
		-		
	Who I Report T	0		
Nould you describe the person you report to as more of a manager, or a eader?	Manager - 66% Leader - 34%	Manager - 70% Leader - 30%	-4% Leader	Manager - 58% Leader - 42%
Nould you prefer to work for a manager, or a leader?	Manager - 9% Leader - 91%	Manager - 12% Leader - 88%	-3% Leader	Manager - 8% Leader - 92%
How would you rate your relationship with the person you report to?	6.7	6.9	0.2	7.2
The person I report to is a great leader…	5.4	5.3	-0.1	5.9
The person I report to inspires me	5.3	5.2	-0.1	5.8
The person I report to is authentic, they actually do what they ask of others	6.0	6.2	0.2	6.6
The person I report to is visionary, and describes a vision for our organisation hat I can understand, and subscribe to	5.4	5.3	-0.1	5.8
The person I report to is supportive, and cares about me as a person	6.2	6.5	0.3	6.8
The person I report to communicates clearly and regularly	5.7	5.7	0	6.1
The person I report to gives me regular feedback on my performance, and nelps me improve	5.3	5.2	-0.1	5.6
Average of the 8 questions above (9 questions in 2020 & 2021 - Covid specific question was removed in 2022)	5.8	5.8	0	6.2
in the last 40 menths have very had a northern and a merical 2	Yes - 56% No - 44%	Yes - 66% No - 34%	+10% Yes	Yes - 67% No - 33%
In the last 12 months, have you had a performance appraisal?	Yes - 16%	Yes - 12%		Yes - 19%
n the last 12 months, have you had the opportunity to appraise the performance of the person you report to?	Yes - 16% No - 84%	No - 88%	-4% Yes	res - 19% No - 81%
In the last 12 months, have you considered leaving your job because of the person you report to?	Yes - 44% No - 56%	Yes - 37% No - 63%	-7% Yes	Yes - 36% No - 64%



My Leadership & Climate Change Views...

	Middle Level 2021	Middle Level 2022	Change YOY	Overall 2022		
Average Score Average Score Average Score						
	My Leadership					
Overall, how would you rate yourself as a leader?	6.6	6.5	-0.1	7.1		
Challenges of Climate Change						
Do you believe the leadership of your organisation are taking the challenges of climate change seriously enough?	n/a	Yes - 43% No - 57%	n/a	Yes - 47% No - 53%		







My Organisation...

	Junior Level 2021	Junior Level 2022	Change YOY	Overall 2022			
	Average Score	Average Score	Average Score	Average Score			
	My Organisatio	on					
How would you rate the overall quality of leadership within your organisation?	6.2	6.1	-0.1	6.0			
How would you rate the overall culture within your organisation?	6.0	6.4	0.4	6.2			
How diverse are the Senior Management Team within your organisation?	5.0	5.4	0.4	5.2			
Would you describe the CEO within your organisation as more of a manager, or a leader?	Manager - 56% Leader - 44%	Manager - 56% Leader - 44%	0% Leader	Manager - 45% Leader - 55%			



Who I Report To...

	Junior Level 2021	Junior Level 2022	Change YOY	Overall 2022
	Average Score	Average Score	Average Score	Average Score
	Who I Report T		·	
Would you describe the person you report to as more of a manager, or a eader?	Manager - 56% Leader - 44%	Manager - 59% Leader - 41%	-3% Leader	Manager - 58% Leader - 42%
Nould you prefer to work for a manager, or a leader?	Manager - 15% Leader - 85%	Manager - 15% Leader - 85%	0% Leader	Manager - 8% Leader - 92%
How would you rate your relationship with the person you report to?	7.5	7.6	0.1	7.2
The person I report to is a great leader	6.3	6.4	0.1	5.9
The person I report to inspires me	6.4	6.1	-0.3	5.8
The person I report to is authentic, they actually do what they ask of others	6.8	7.1	0.3	6.6
The person I report to is visionary, and describes a vision for our organisation hat I can understand, and subscribe to	6.0	6.1	0.1	5.8
The person I report to is supportive, and cares about me as a person	7.3	7.0	-0.3	6.8
The person I report to communicates clearly and regularly	6.6	6.8	0.2	6.1
The person I report to gives me regular feedback on my performance, and nelps me improve	6.3	6.1	-0.2	5.6
Average of the 8 questions above (9 questions in 2020 & 2021 - Covid specific question was removed in 2022)	6.7	6.7	0	6.2
n the last 12 months, have you had a performance appraisal?	Yes - 67% No - 33%	Yes - 71% No - 29%	+4% Yes	Yes - 67% No - 33%
n the last 12 months, have you had the opportunity to appraise the performance of the person you report to?	Yes - 19% No - 81%	Yes - 9% No - 91%	-10% Yes	Yes - 19% No - 81%
n the last 12 months, have you considered leaving your job because of the person you report to?	Yes - 19% No - 81%	Yes - 26% No - 74%	+7% Yes	Yes - 36% No - 64%



My Leadership & Climate Change Views...

	Junior Level 2021	Junior Level 2022	Change YOY	Overall 2022		
	Average Score	Average Score	Average Score	Average Score		
My Leadership						

Overall, how would you rate yourself as a leader?	6.0	5.8	-0.2	7.1	
Challenges of Climate Change					
Do you believe the leadership of your organisation are taking the challenges of climate change seriously enough?	n/a	Yes - 47% No - 53%	n/a	Yes - 47% No - 53%	







Those Who Don't Report To Anyone...

	Those who don't report to anyone 2021	Those who don't report to anyone 2022	Change YOY	Overall 2022
	Average Score	Average Score	Average Score	Average Score
Do you report to someone?	Yes - 78% No - 22%	Yes - 76% No - 24%	-2% Reporting to someone	Yes - 76% No - 24%
My Leadership				
Overall, how would you rate yourself as a leader?	7.4	7.5	0.1	7.1









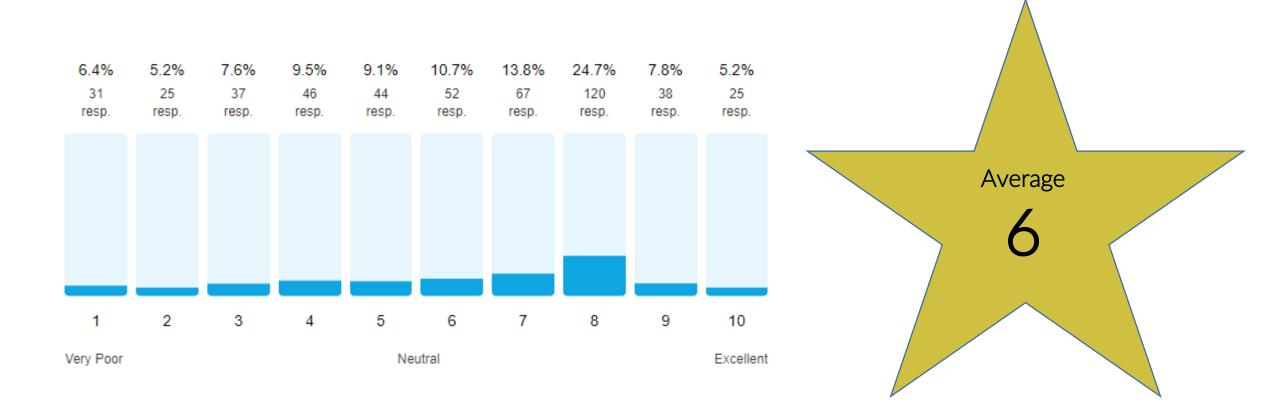
www.allthingscustomer.co.uk

Do you report to someone?



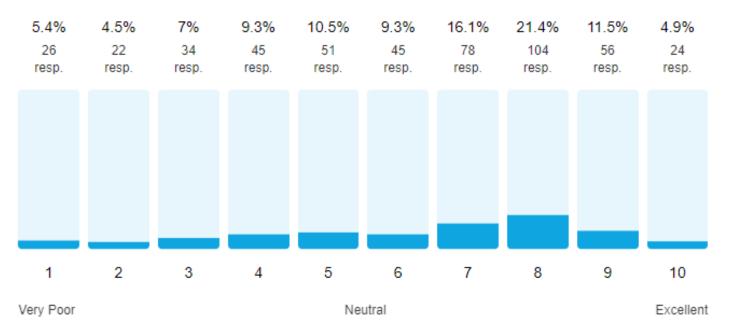


How would you rate the overall quality of leadership within your organisation?





How would you rate the overall culture within your organisation?







Would you describe the person you report to as more of a manager, or a leader?

resp. 57.7%

A Leader; articulates a compelling vision, establishes direction, aligns and influences, coaches, motivates and inspires, focuses on people 205 resp. 42.3%



Would you describe the CEO within your organisation as more of a manager, or a leader?

A Leader; articulates a compelling vision, establishes direction, aligns and influences, coaches, motivates and inspires, focuses on people	269 resp. 55.5%
A Manager; focuses on plans and budgets, organises and allocates resources,	
directs, administers and controls, problem solves, focuses on things	216 resp. 44.5%

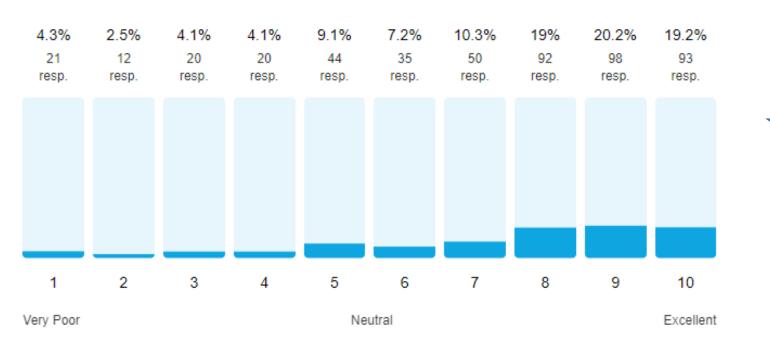


Would you prefer to work for a manager, or a leader?

A Leader; articulates a compelling vision, establishes direction, aligns and influences, coaches, motivates and inspires, focuses on people	447 resp. 92.2%
A Manager; focuses on plans and budgets, organises and allocates resources, directs, administers and controls, problem solves, focuses on things	38 resp. 7.8%



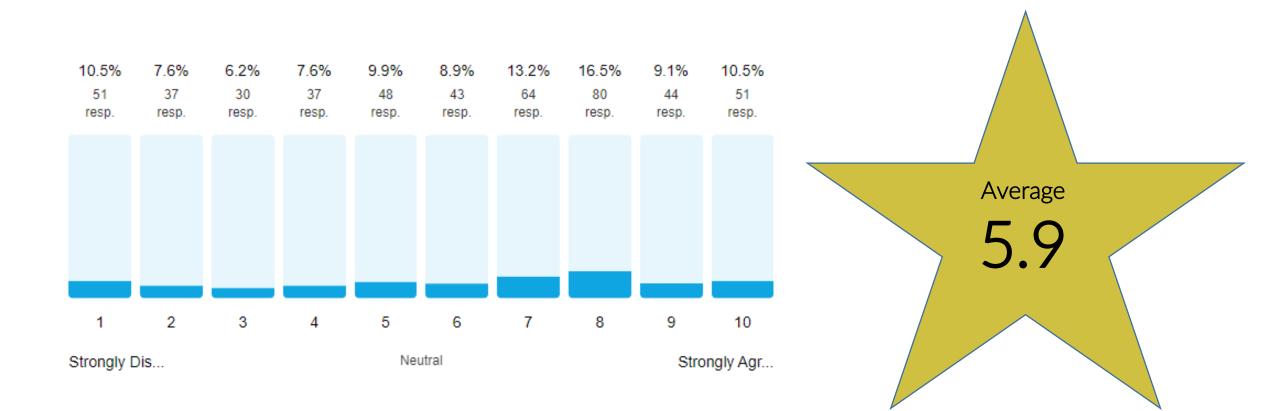
How would you rate your relationship with the person you report to?





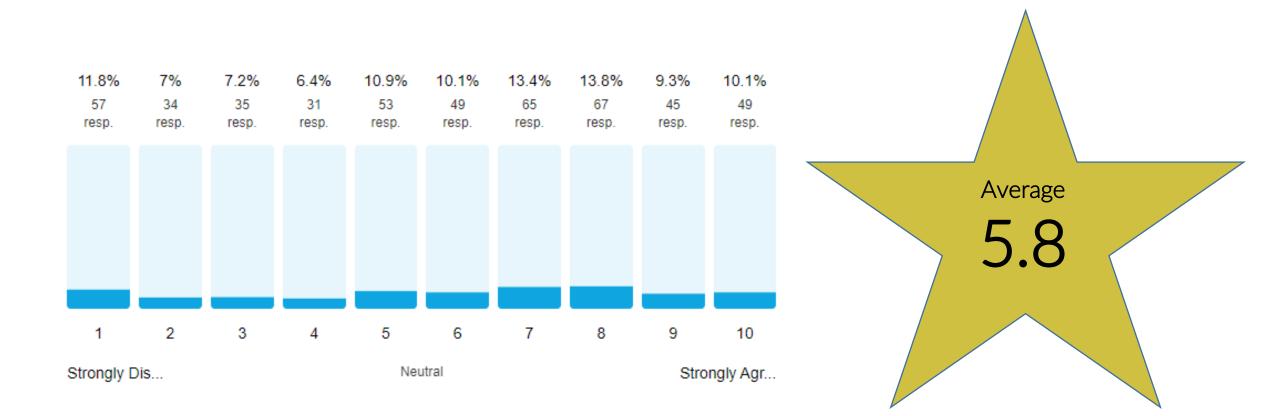


The person I report to is a great leader...



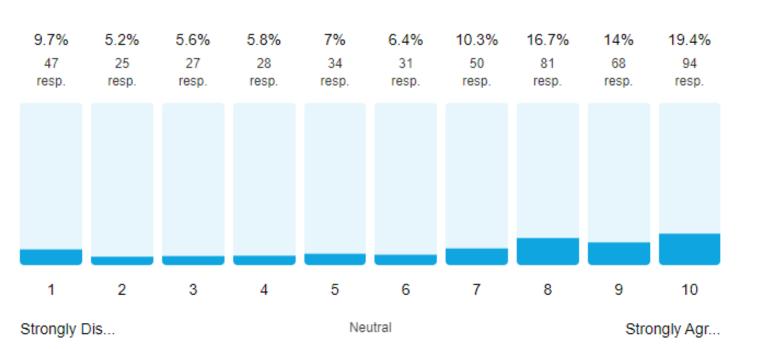


The person I report to inspires me...





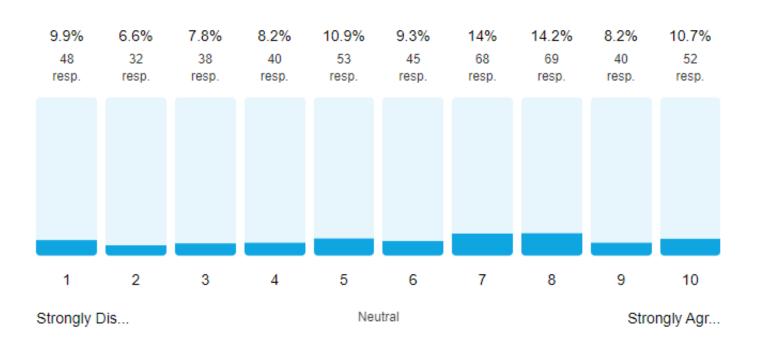
The person I report to is authentic, they actually do what they ask of others...







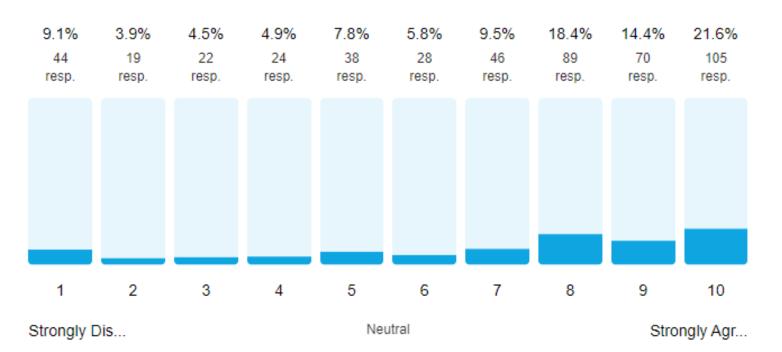
The person I report to is visionary, and describes a vision for our organisation that I can understand, and subscribe to...







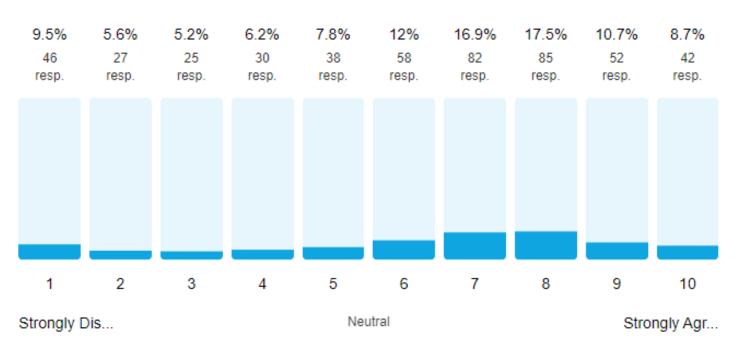
The person I report to is supportive, and cares about me as a person...







The person I report to communicates clearly and regularly...







The person I report to gives me regular feedback on my performance, and helps me improve...





In the last 12 months, have you had a performance appraisal?





In the last 12 months, have you had the opportunity to appraise the performance of the person you report to?





In the last 12 months, have you considered leaving your job because of the person you report to?



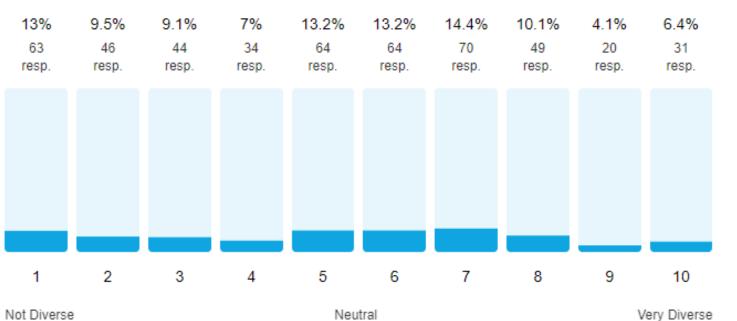


The person I report to is...

Male	296 resp.	61%
Female	173 resp.	35.7%
Prefer not to say	16 resp.	3.3%
Non-Binary	0 resp.	0%



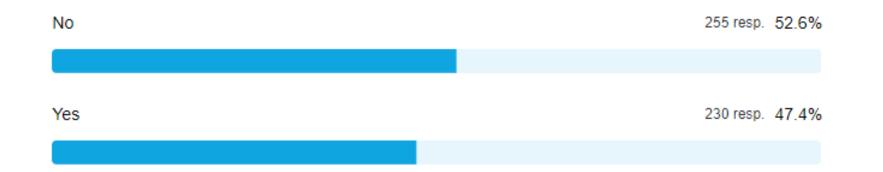
How diverse are the Senior Management Team within your organisation?







Do you believe the leadership of your organisation are taking the challenges of climate change seriously enough?



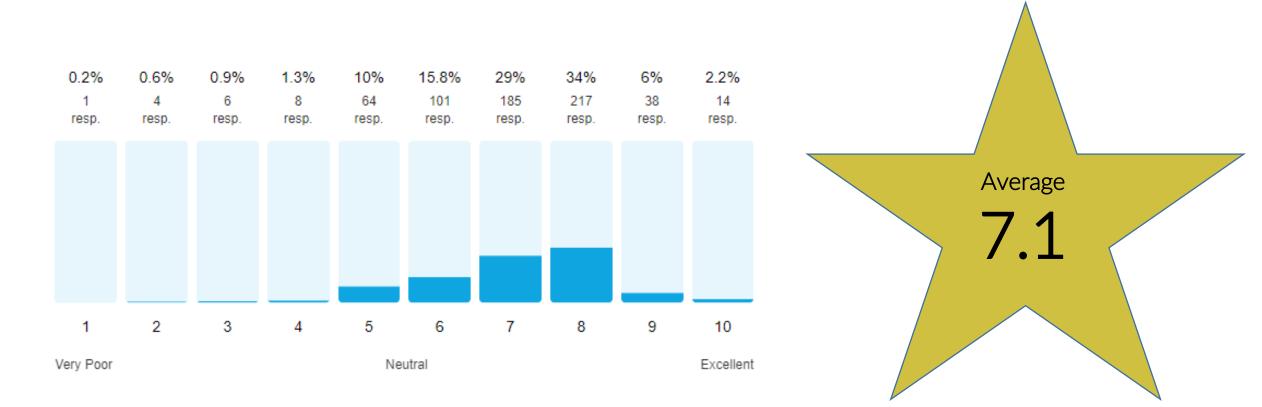


Of the options below, which 3 would give you the greatest job satisfaction?

Work life balance & Flexible working	320 resp.	66%
Leadership that inspires me	247 resp.	50.9%
Salary & Benefits	236 resp.	48.7%
An organisation with values that align with my own	216 resp.	44.5%
Company culture	216 resp.	44.5%
Development & Progression	151 resp.	31.1%
Job security	69 resp.	14.2%

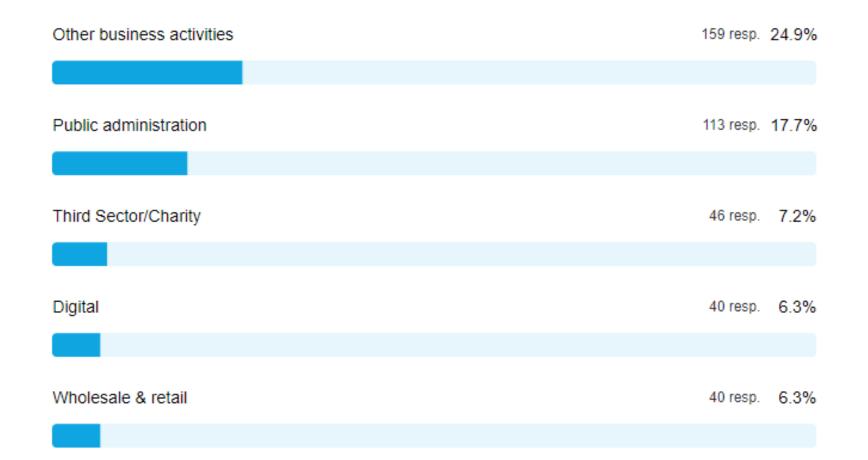


Overall, how would you rate yourself as a leader?





What Sector do you work in? (Slide 1 of 2)





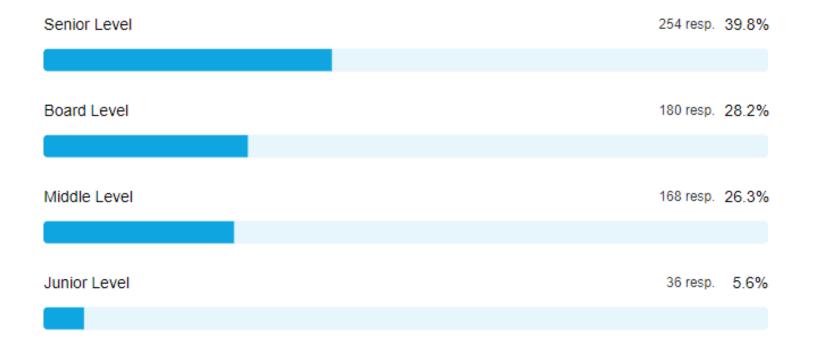
What Sector do you work in? (Slide 2 of 2)



Construction	26 resp.	4.1%
Electricity, gas & water	25 resp.	3.9%
Accountancy	18 resp.	2.8%
Transport storage and communication	15 resp.	2.4%
Manufacturing	4 resp.	0.6%
Agriculture	3 resp.	0.5%

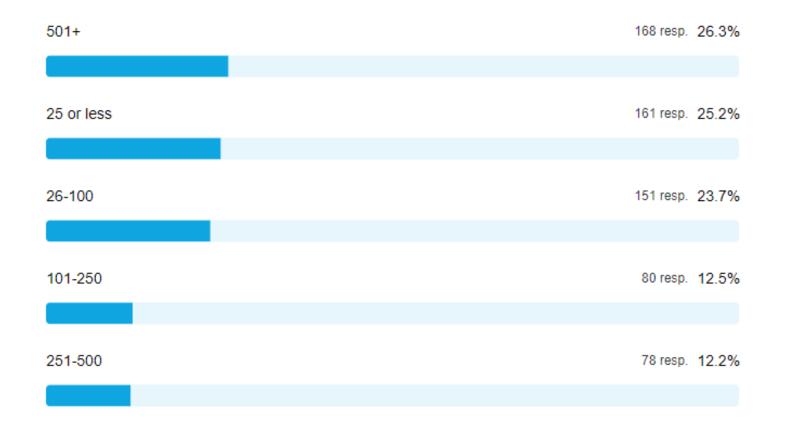


Within your organisation, are you...





What size is your organisation?



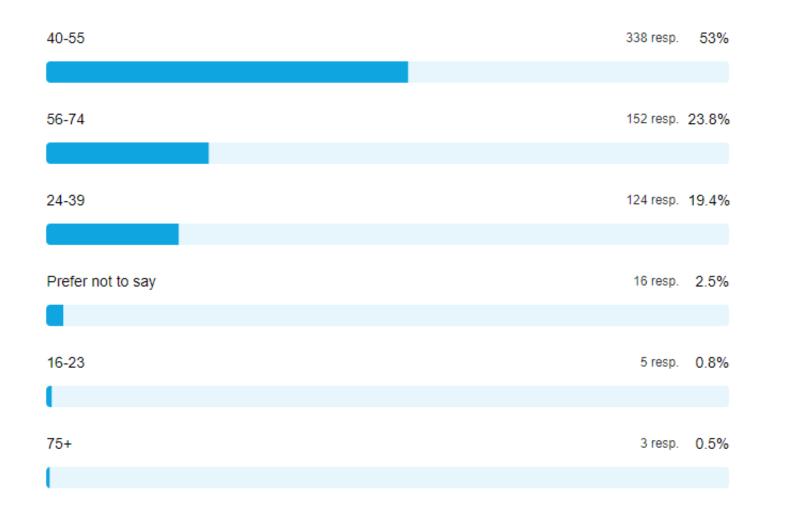


Are you...

Male	309 resp.	48.4%
Female	306 resp.	48%
Prefer not to say	20 resp.	3.1%
Non-Binary	3 resp.	0.5%



Which of the following age brackets do you fall into?





CONTACT

Emma-Louise Veitch CMGR FCMI

Founder & Customer Experience Expert

- 07700 345222
- emma@allthingscustomer.co.uk
- www.allthingscustomer.co.uk

