

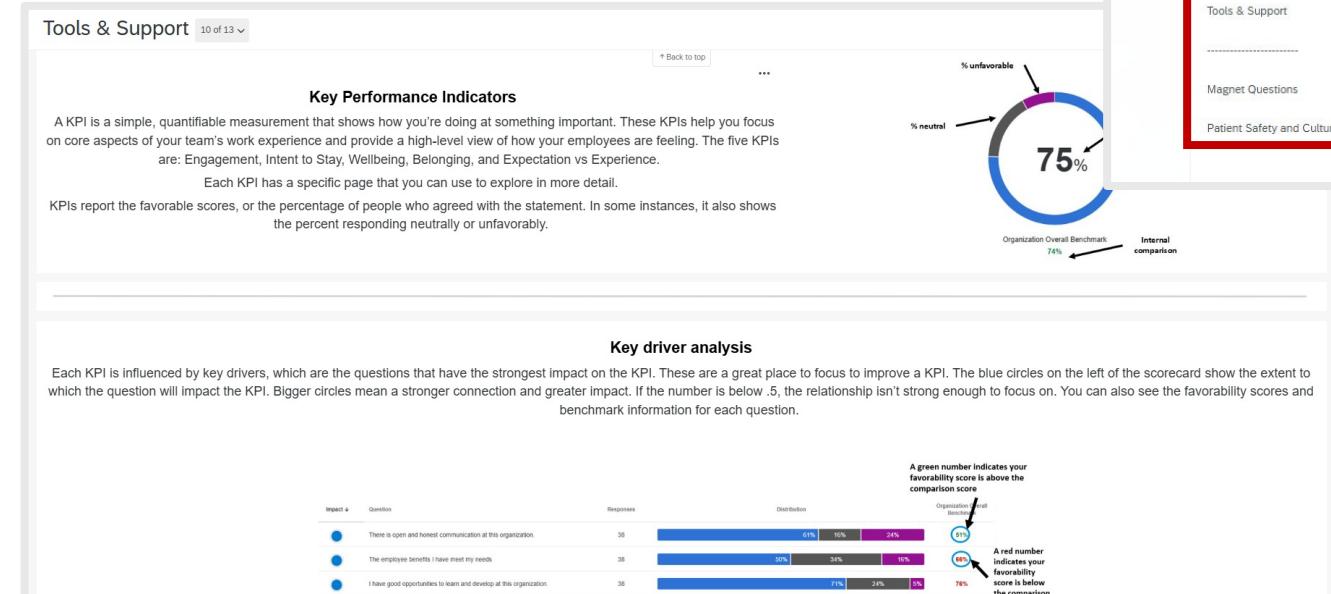
# Tools & Support

The Tools & Support page offers several valuable resources to help you along the way.

1. Open the **Page Navigation** drop-down menu in the upper-left of the dashboard and select the **Tools & Support** page.
2. Click on **Tools & Support**.

Scroll down the page for:

- Key Dashboard Terms
- Quick Reference User Guides
- Training
- FAQs
- Manager's Toolkit



**Key Performance Indicators**

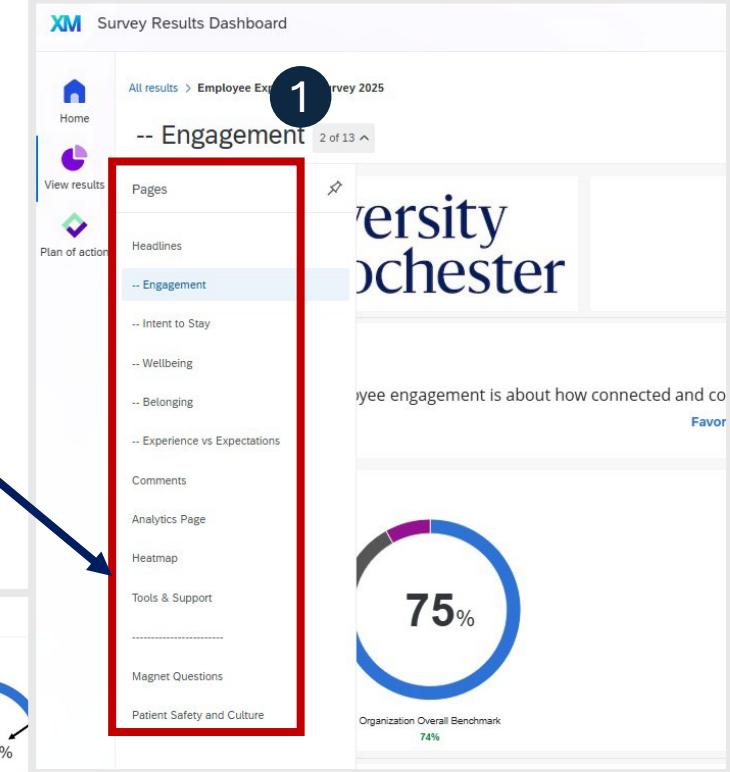
A KPI is a simple, quantifiable measurement that shows how you're doing at something important. These KPIs help you focus on core aspects of your team's work experience and provide a high-level view of how your employees are feeling. The five KPIs are: Engagement, Intent to Stay, Wellbeing, Belonging, and Expectation vs Experience.

Each KPI has a specific page that you can use to explore in more detail. KPIs report the favorable scores, or the percentage of people who agreed with the statement. In some instances, it also shows the percent responding neutrally or unfavorably.

**Key driver analysis**

Each KPI is influenced by key drivers, which are the questions that have the strongest impact on the KPI. These are a great place to focus to improve a KPI. The blue circles on the left of the scorecard show the extent to which the question will impact the KPI. Bigger circles mean a stronger connection and greater impact. If the number is below .5, the relationship isn't strong enough to focus on. You can also see the favorability scores and benchmark information for each question.

Impact	Question	Responses	Distribution	Comparison
High	There is open and honest communication at this organization.	38	61% 10% 26%	Organization Overall Benchmark: 74% Internal comparison: 81%
Medium	The employee benefits I have meet my needs.	38	50% 34% 16%	Organization Overall Benchmark: 74% Internal comparison: 65%
Low	I have good opportunities to learn and develop at this organization.	38	71% 24% 5%	Organization Overall Benchmark: 74% Internal comparison: 76%



**XM Survey Results Dashboard**

All results > Employee Experience Survey 2025

-- Engagement 2 of 13 ^

**Engagement**

Pages

Headlines

-- Engagement

-- Intent to Stay

-- Wellbeing

-- Belonging

-- Experience vs Expectations

Comments

Analytics Page

Heatmap

Tools & Support

Magnet Questions

Patient Safety and Culture

Organization Overall Benchmark: 74%

75% Organization Overall Benchmark