people first

powered by MHR

From sentiment to action

Powering performance with employee insight

Most organizations do a great job of measuring employee sentiment. Thanks to surveys, one-to-ones, and other methods, you probably have tons of fresh data that reveals how your people feel about work.

The question now is what to do with all that information. How do you turn raw data into clear insights, fix the problems you've identified, and tie initiatives to measurable business improvements?

Here's how to use employee sentiment data to address your biggest workforce challenges and strengthen organizational performance.

❯

1 Prevent burnout

Burnout is often the result of months of intense pressure, inadequate support, or unclear responsibilities. Sentiment data can uncover signs of stress or dissatisfaction even before productivity and wellbeing suffer.

Decoding the data

Things like short pulse surveys and regular check-ins with team members help expose early indicators of burnout including low motivation, withdrawal from colleagues, and negative perceptions of managers. People First's AI-powered sentiment analysis turns complex data into practical insights your team can act on quickly.

Digging further into the data, you could segment results by team, role, or location to reveal issues within specific parts of the organization. Combining sentiment data with metrics like absence and performance can also help distinguish temporary pressures from chronic problems.

Turning insight into action

Once you've identified clear **burnout risks**, you can make targeted interventions. Depending on the cause, this might involve expanding teams, unblocking process bottlenecks, or helping managers plan and prioritize workloads.

As well as surfacing issues, People First offers engagement tools that nurture employee wellbeing and reduce stress.
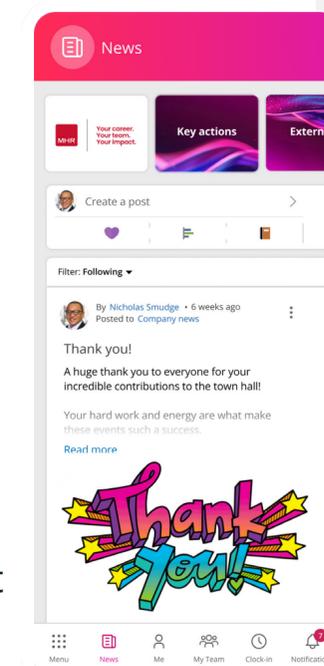
The impact on your organization

Continue to measure sentiment as you make changes so you know what's working. Over time, you should see stronger engagement, fewer unplanned absences, and even higher levels of productivity.

2 Reduce employee turnover

Exit interviews tell you why employees have already gone. But sentiment data helps you understand who might be next, and why.

Decoding the data

Most people don't leave their job out of the blue. If you look closely enough, you'll spot recognizable patterns long before someone puts in their notice, whether it's slower career progression, less discretionary effort, or general disengagement.

Consider segmenting your data to see whether turnover is higher among employee groups such as high performers, new managers, or entire functions. And don't forget to look at root causes as well; has someone's workload increased, or has their role or department undergone drastic changes, for example?
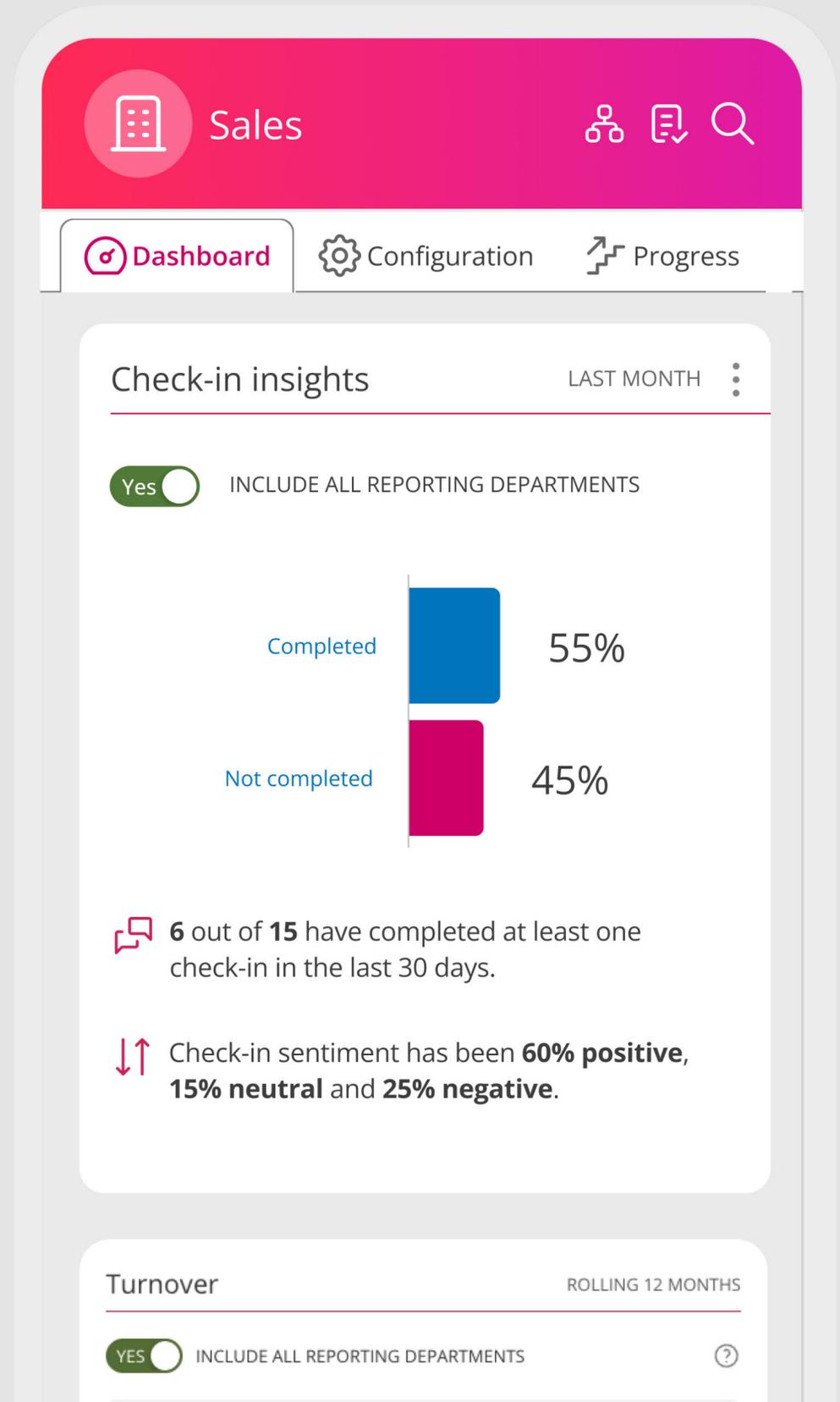
Turning insight into action

People leave for all sorts of reasons, but the good news is there's plenty you can do to turn things around. For instance, if employees report limited development opportunities, focus on clearer learning pathways and progression routes. If manager capability scores are low, coaching or leadership development programs may be the solution.

People First lets you track sentiment and attrition side by side so you can tackle real factors rather than relying on assumptions.

The impact on your organization

When talented people stick around for longer, it preserves valuable knowledge and creates stronger, more motivated teams, not to mention cutting recruitment spend.

Sales

Dashboard | Configuration | Progress

Check-in insights — LAST MONTH

Yes — INCLUDE ALL REPORTING DEPARTMENTS

Completed — 55%
Not completed — 45%

6 out of 15 have completed at least one check-in in the last 30 days.

Check-in sentiment has been **60% positive**, **15% neutral** and **25% negative**.

Turnover — ROLLING 12 MONTHS

YES — INCLUDE ALL REPORTING DEPARTMENTS

3 Make better hiring decisions

Recruitment success isn't measured by the number of new employees, but by how well they settle in and the impact they make. Sentiment data gives you a better idea of how effective your hiring strategy is.

Decoding the data

Data from the first few months reveals not only how well a new hire is performing, but how they feel about their role and how likely they are to stay.

Feedback from that initial period can highlight any gaps in role clarity, manager support, or cultural alignment. If new hires consistently report confusion about expectations or limited guidance, the issue may sit within recruitment messaging or the onboarding process.

117
David Nolan
Lead Design Manager

| Personal | Absence & Time | **Progress** | Pay | Learning |

Check-ins   Goals   **Talent**

Match for job:

Lead Design Manager ⊗

100%

⊕

Matched accomplishments for this job

✓ Core Competency: Achieving and delivering results
Competency level: 1

✓ Core Competency: Managing & Leading Self & Others
Competency level: 1

✓ Core Competency: Strategic Thinking
Competency level: 1

Turning insight into action

People First lets you analyze sentiment data alongside metrics like performance and retention, while also linking these outcomes back to recruitment activity. This way, you can clearly see the impact of hiring decisions on the organization and optimize your approach.

If sentiment data shows that expectations are unclear, refine job descriptions and interview conversations to make sure candidates know exactly what they're signing up for. If the problem is inconsistent onboarding, introduce structured check-ins and clearer accountability for managers.

The impact on your organization

Hiring decisions affect every part of your organization, from culture and productivity to attrition rates. Getting recruitment right means lower costs and stronger long-term performance.

4

Develop effective leaders

Leaders shape day-to-day employee experience more than policies ever will. When leaders are confident and capable, engagement and performance tend to follow.
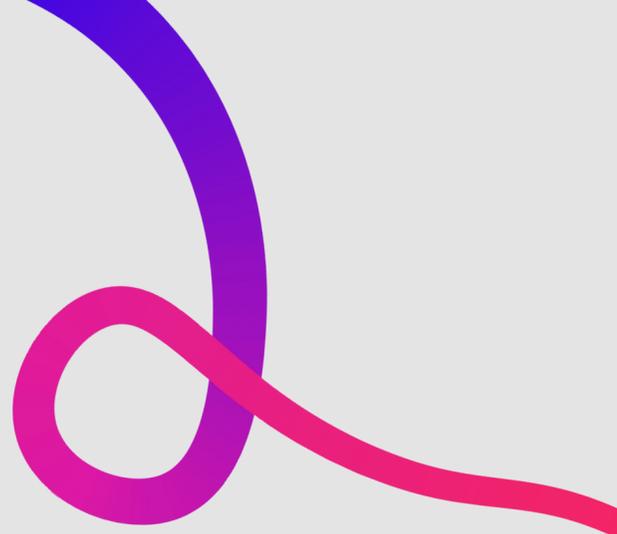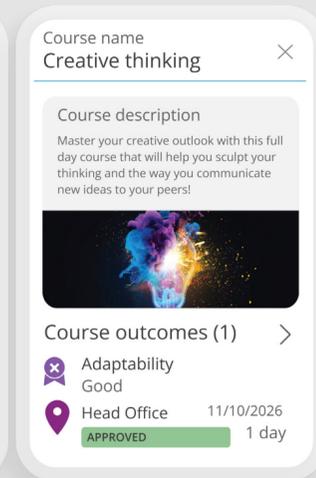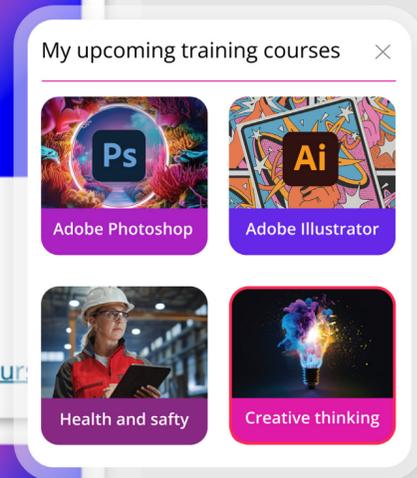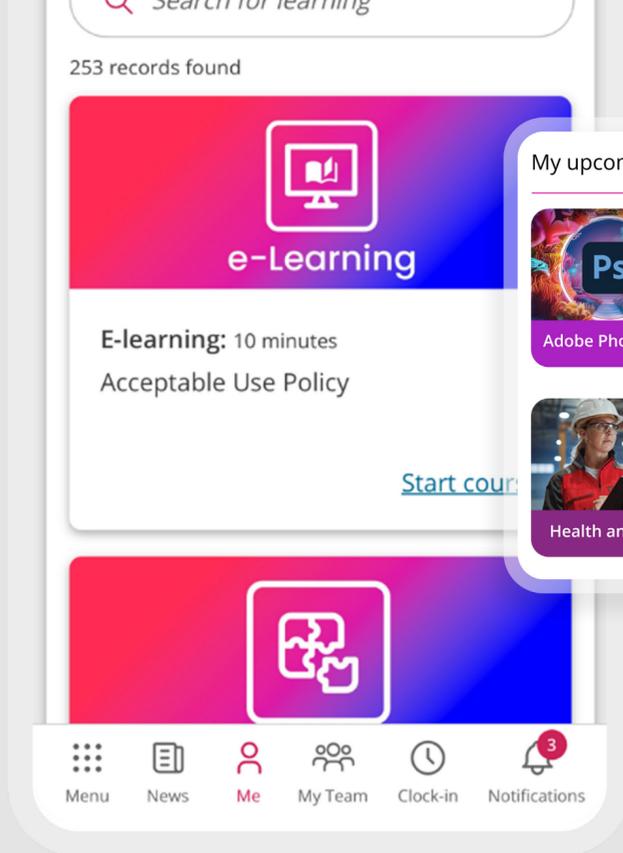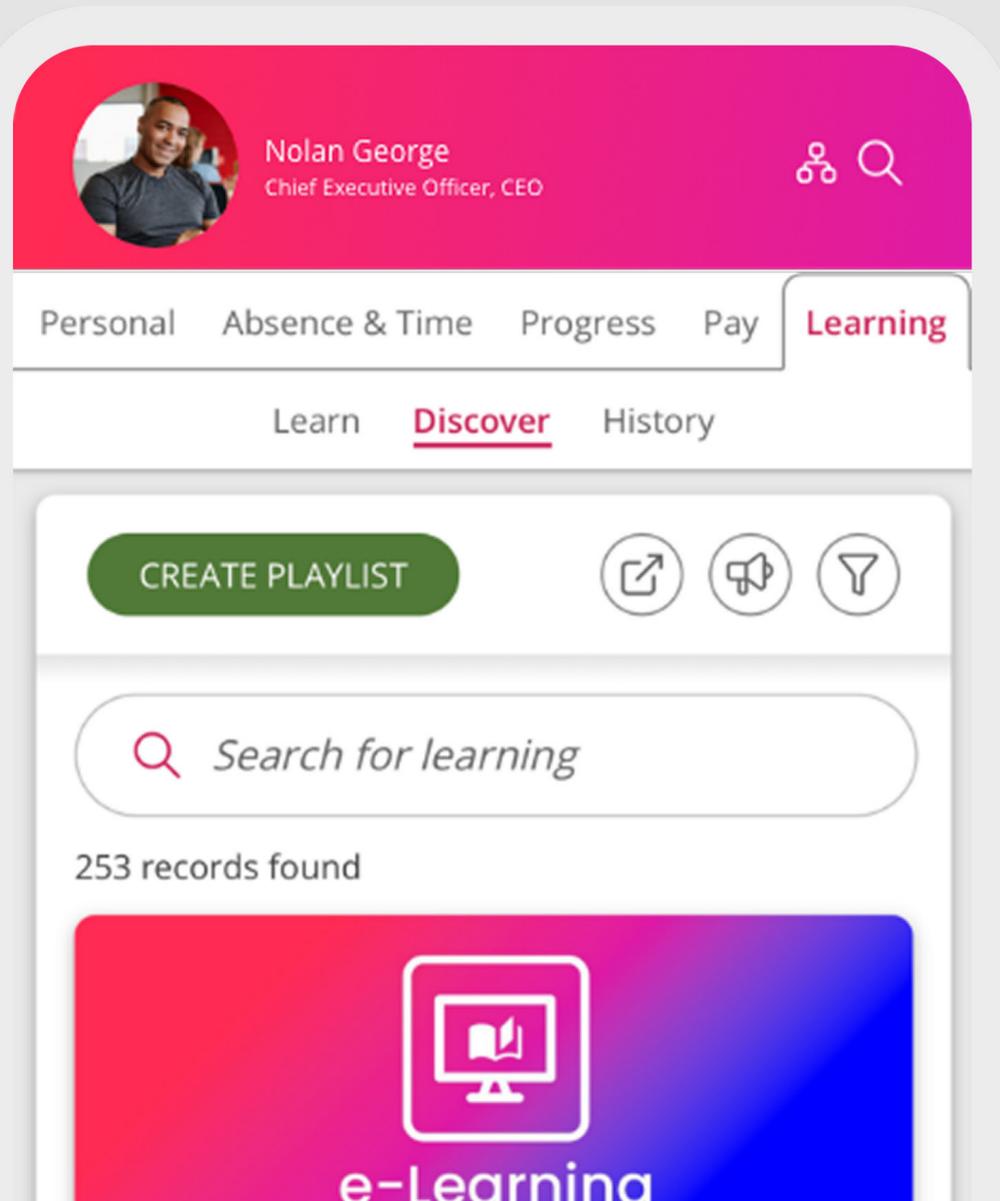
Decoding the data

Sentiment data is great at revealing how employees feel about things like communication and recognition. Lower scores within specific teams may indicate leadership gaps rather than broader organizational issues, helping you focus your efforts for maximum impact.

People First also shows manager feedback alongside harder metrics like absence and performance so you can see how leadership behaviors influence outcomes.

Turning insight into action

Where capability gaps appear, offer targeted development through individual coaching or group training programs. Ensure these cover the specific factors affecting employee sentiment in your organization.

Giving managers access to real-time engagement information can help them take ownership of improvement rather than relying on you to interpret results and devise interventions.

The impact on your organization

As leadership improves, you should see engagement and morale shoot up. In turn, this will lead to higher retention and more stable teams that do their best work.

5 Demonstrate impact and secure investment

To win trust from leaders and secure ongoing investment in HR initiatives, you need to prove you're helping the organization achieve its goals.

Decoding the data

Engagement scores are most persuasive when looked at alongside operational and financial metrics. People First brings all of this data together to show how shifts in sentiment affect factors like retention, absence, productivity, customer feedback, and even revenue.
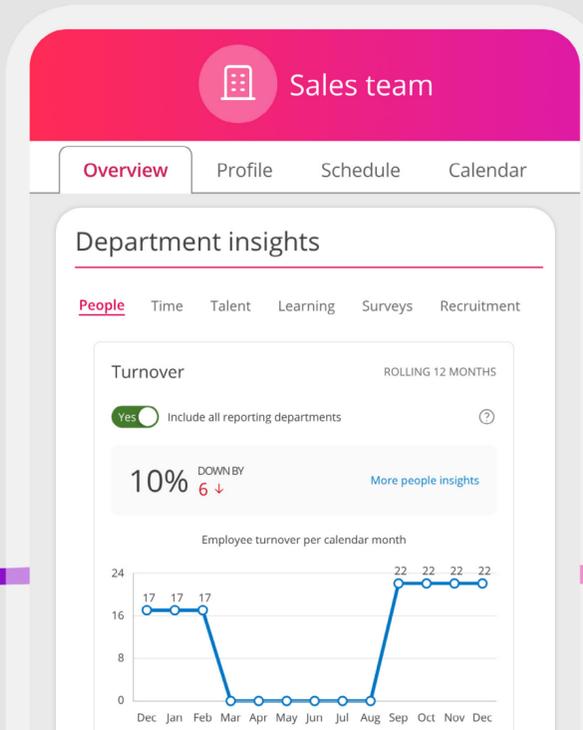
Turning insight into action

Unified HR data and AI-assisted reporting make your wins easy to evidence. With People First, you can share digestible dashboards with busy decision makers to demonstrate how initiatives such as training, onboarding, and engagement campaigns are transforming the business for the better.

And when you know which initiatives are driving measurable change, you can double down on what works and rethink what doesn't to deliver the greatest value.

The impact on your organization

Proving your team's impact makes it easier to ask for what you need, whether that's more headcount, budget, or adoption of tools and benefits that are a hit with employees.

Sales team

Overview | Profile | Schedule | Calendar

Department insights

People | Time | Talent | Learning | Surveys | Recruitment

Turnover   ROLLING 12 MONTHS

Yes   Include all reporting departments

10%   DOWN BY 6 ↓   More people insights

Employee turnover per calendar month

24 — 22 22 22 22 22
16 — 17 17 17
8 —
0 —
Dec Jan Feb Mar Apr May Jun Jul Aug Sep Oct Nov Dec