

Leadership Guide: Using Climate Check-In Data

Purpose: This guide helps officers turn anonymous survey results into meaningful actions that improve retention, morale, and culture.

Review the Data Promptly


- **Who reviews it?** Chief, captains, or a designated retention officer/committee.
- **When?** Within 1–2 weeks of survey close.
- **How?** Start by scanning summary averages and reading open-ended comments.

Key Metrics

- Average **overall satisfaction**
- % of members who **feel valued**
- % reporting **burnout concerns**
- **Communication scores** (do members feel heard?)
- **Pride in department** levels

Look for Trends

- Compare results to **previous quarters** (up, down, or stable?).
- Watch for **patterns**:
 - Burnout rising?
 - Communication scores dropping?
 - Morale tied to leadership turnover or recent conflicts?

 *Tip: A simple line graph can make trends easy to see.*

Identify 1–3 Priority Areas

Don't try to fix everything at once. Focus on the **top issues members care about**:

- If **recognition is low** → implement a monthly award or shout-out system.
- If **burnout is rising** → adjust call load distribution, add wellness checks.
- If **communication is poor** → increase officer updates, create a suggestion follow-up process.

Acknowledge & Share Results

- Share **key themes** with members. Example:
 - *“Survey feedback shows strong pride in the department, but concerns about burnout and communication. Here’s what we’ll work on.”*
- Public acknowledgment builds trust that surveys are taken seriously.

Take Visible Action

For each priority area, set at least **one concrete action** to implement before the next quarter. Example actions:

- Start a **peer recognition board**.
- Add a **5-minute burnout check-in** at drills.
- Hold **quarterly Q&A sessions** with officers.
- Improve scheduling fairness.

Track & Document Changes

Keep a **Retention Action Log** (simple spreadsheet or notebook):

- *Q1 2025 → Members asked for more recognition → Added monthly milestone shout-outs.*
- *Q2 2025 → Burnout up → Started mentorship program.*

This shows progress and creates accountability.

Close the Loop

Before launching the next quarter’s survey, **remind members of what changed** because of their feedback. Example:

“Last quarter, you said recognition needed improvement. This quarter, we added milestone shout-outs and two new awards. Keep the feedback coming.”

This builds buy-in and encourages honest participation.

Quarterly Climate Survey Leadership Debrief Form

Quarter: Q1 Q2 Q3 Q4 Year: _____

Reviewed by: _____ Date Reviewed: _____

Key Takeaways	
Overall Satisfaction Score	_____ / 5
% Members Reporting Burnout Concern	_____ %
Top Strengths	1. 2. 3.
Top Challenges	1. 2. 3.

Priority Issues This Quarter
<i>Choose 1-2 to focus on</i>
Recognition/Appreciation
<ul style="list-style-type: none"> ● Communication/Leadership
<ul style="list-style-type: none"> ● Burnout/Workload
<ul style="list-style-type: none"> ● Training/Development
<ul style="list-style-type: none"> ● Camaraderie/Culture
<ul style="list-style-type: none"> ● Other:

Action Plan

	Action Step(s)	Responsible Person(s)	Deadline
Priority 1			
Priority 2			
Priority 3			

Communication Back to Members

How will we share results & actions with the department?

At next meeting

- Email/Newsletter
- Bulletin board update
- Informal crew discussions
- Other:

Climate Check-In Update

Notes on changes implemented this quarter

Reminder: Share at least one visible change with members before the next survey to build trust and encourage continued participation.