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MAY 13 2021

LABOR RELATIONS



May 11, 2021

Mr. Brian J. Wagner  
President  
National Association of Postal  
Supervisors  
1727 King Street, Suite 400  
Alexandria, VA 22314-2753

Dear Mr. Wagner:

By letter dated March 25, as a matter of general interest, you were notified that the Postal Service would administer the Postal Pulse Survey from May 11 through June 11. This will be the eighth administration of the Postal Pulse Survey.

Please find enclosed for your review two documents with information concerning the Postal Pulse Survey.

Please contact Bruce Nicholson at extension 7773 if you have questions concerning this matter.

Sincerely,

A handwritten signature in blue ink, appearing to read "David E. Mills", with a stylized flourish at the end.

David E. Mills  
Manager  
Labor Relations Policies and Programs

Enclosures



**Survey opens  
May 11th – June 11th**

## Postal Pulse Survey Myth Busters

**1. The survey isn't confidential. Everyone will know who filled it out.**

**The Postal Service doesn't administer the survey, Gallup does. Gallup's brand is built on confidentiality.** The Postal Pulse survey is completely confidential. Gallup uniquely identifies each survey participant in order to properly analyze a team's response. Because Gallup has been contracted to administer the survey and tabulate the results, they do not share the individual responses with USPS. By making the survey confidential, the Postal Service wants to make sure employees use the survey to offer their candid feedback.

**2. The Postal Service will use the results against us.**

**The results are only used to provide a measurement of the current engagement levels across every level in our organization.** This measurement will show how respondents feel their essential workplace needs (Q12 elements) are being met in the workplace. The Postal Service will continue to address employee engagement; however, your input will help make sure we focus on the engagement elements that will best respond to each employee's needs. The survey results are a starting point for discussion, actions and follow-up that can strengthen the work environment going forward.

**3. The survey is sent out multiple times so the Postal Service can get a better score.**

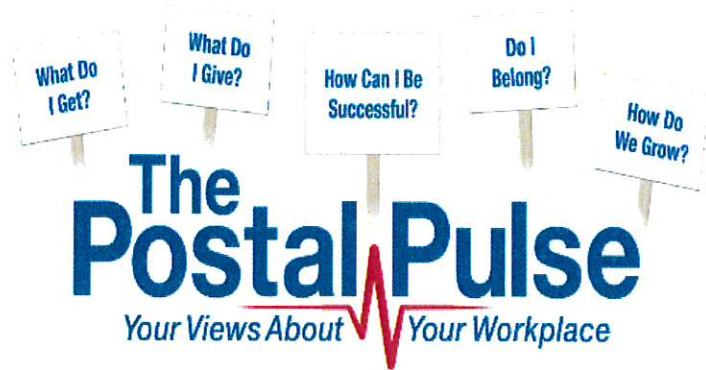
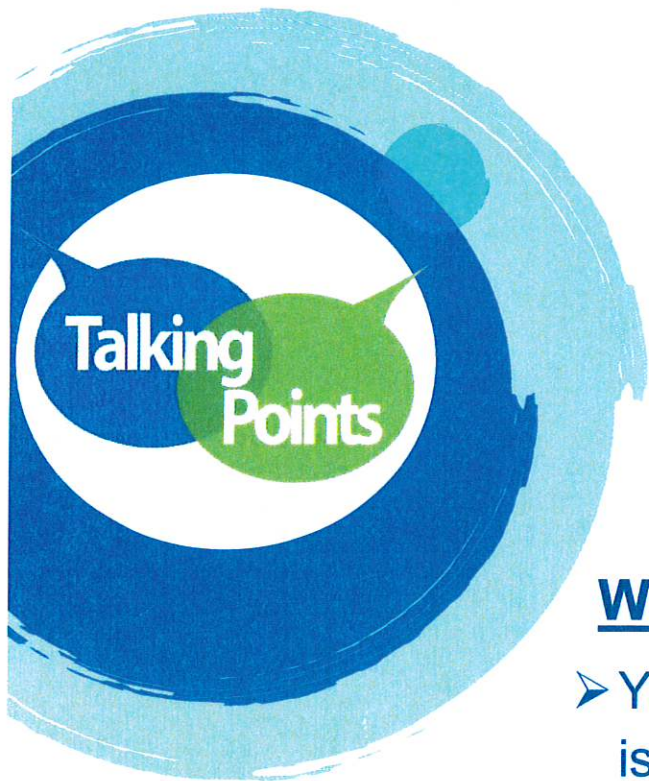
**Gallup only records the first survey response received from an employee.** We created these multiple survey options based on the feedback from previous surveys. There are several ways to complete the Postal Pulse survey. Bargaining-unit employees with a postal Outlook email account will receive an email invitation to take the survey and paper surveys sent to their office and home address. Nonbargaining-unit employees will only receive an email invitation to take the survey. Lastly, there is a link available on LiteBlue to take the survey. Regardless of how you take the Postal Pulse survey, we want your input.

**4. Nothing will change if I take the survey.**

Based, in part, on your feedback from previous surveys, the Postal Service has implemented several initiatives and training programs to improve communication for all leaders, enhance employee safety, and reinforce a culture that respects diversity and fosters employee collaboration and engagement. **A few examples include promoting more supportive one-on-one conversations between leaders and team members, creating more ways to develop skills and knowledge, and increasing recognition of behaviors that promote an engaging work environment.** Your input provides insight on what essential needs may need some attention — as well as those that are working well for us that we can use to make things better. Together, we can create a work environment where all employees feel valued and engaged.

For more information on the Postal Pulse or Engagement visit:  
[Employee Engagement Page](#)  
Email: [engagment@usps.gov](mailto:engagment@usps.gov)





**Postal Pulse Survey opens  
May 11th – June 11th**

### **Why Should I Take the Survey?**

- Your participation in taking the survey is a personal investment you can make to improve the work environment in our organization.
- Taking the survey will ensure leaders at all levels know how to support your essential needs and help us forge unity to strengthen the employee experience.
- Your participation will let us know — what we don't know.

**Take  
the Survey**

Together, we have a responsibility to create a work environment where all employees feel valued and engaged.

