fynl.io

FREE KIT

eNPS survey kit for small teams

The questions, the anonymity rules, the note to send your team and a results sheet.

1. The questions

1. How likely are you to recommend this business as a place to work, to a friend? (0 = not at all likely, 10 = extremely likely)
2. What's the main reason for your score? (optional)
3. Optional second scale: "My job inspires me" (strongly disagree – strongly agree)

2. Anonymity rules

- [ ] No name, email, role, team or start-date questions
- [ ] The open question is optional
- [ ] Score shared only when at least 5 people have answered
- [ ] Reasons shared as themes, never word for word if the wording could identify someone
- [ ] No one is asked afterwards how they answered

3. Message to the team

"We're asking everyone one quick question about working here. It takes under a minute, it doesn't ask your name, and I'll only see the total once at least five people have answered. I'll share the result and one thing we'll change by [date]."

4. Results

Round / month
Answers
Promoters (9–10)
Passives (7–8)
Detractors (0–6)
eNPS = (promoters − detractors) ÷ answers × 100
Main theme
The one change