
Employee Survey Results

Norhart - Employee Comments



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Employee Survey Results

This report contains comments from your employees about what they love at Norhart – and what they'd like to see improved.

We ask each employee 3 of our 47 comment questions based on their individual responses to survey statements. This strategy allows us to dig into the topics that matter most to them or those where their perspective was unique from the rest of your organization.

We grouped the comments by topic and attributed each comment to the employee's department if there were at least 8 responders from that department.

Visit <https://info.energage.com/report-resources> for more information about this report.

Engagement

- Recruiting
- Productivity
- Retention

Align

Perform

Connect

Coach

The Basics

Regional

I love my job because...

Norhart Engagement Comments

Why would you recommend working at Norhart?

Positive Comments

1. The team is great.
- an employee in Business
2. They understand that life is not only work and your home life can affect your work life.
- an employee in Electrical
3. I believe Norhart is a great place to work. Working for a company that has so much to offer is unheard of in construction. Benefits are beyond what most companies even come close to offering. Working with mostly employees makes the job run so much smoother. It is like a big family.
- an employee in Painting/Drywall
4. Positive culture, good compensation.
- an employee in HVAC
5. Because of the great culture.
- an employee in Electrical
6. Great pay, good benefits and a culture unlike any other in the construction industry.
- an employee in Framing Carpentry
7. Maybe work on building more self-believe (as a leadership role). I would propose that leaders can take some master classes about leadership skills and soft skills once in a while with an expert.
- an employee in Business
8. Top of Market Pay and Benefits. Great Culture.
- an employee in Construction
9. Great benefits, great environment, competitive pay, satisfaction/ pride in your work, great employee appreciation.
- an employee in Painting/Drywall

Norhart Engagement Comments

What makes you hesitate to recommend working at Norhart?

Improvement Comments

1. Some new employees do not know what they are getting into with the hard work and dedication that is needed to fit in at Norhart.
- an employee in Maintenance
2. Not everyone can be a self starter and you need to be.
- an employee in Maintenance
3. Exterior Forman.
- an employee in Framing Carpentry
4. The trial is a hard thing for people to commit to. Especially if they don't get hired, putting at risk their current employment. I understand the necessity of a trial but we had a recent case of an trial that was referred but we knew after the first few days that it wouldn't work out. I see that poor performance in the beginning will ultimately result in poor performance throughout the entire trial... ultimately wasting the "new guys" time as well as the company's. Training isn't easy and ultimately slows down the crews performance.
- an employee in Electrical

Norhart Engagement Comments

What about Norhart is motivating to you?

Positive Comments

1. The lean process and the goals set forth by the owner.
- an employee in Finish Carpentry
2. Growth mindset.
The owner mentioned being able to decrease rent once we get big enough to make the resident experience even better. This shows his definition of great isn't just rich.
- an employee in HVAC
3. We are allowed to make mistakes because we are human. We learn from them and grow and with more practice we get better. We are all working towards one goal.
- an employee in Painting/Drywall
4. Creating a better way for people to live and enjoy A home provided by Norhart Construction.
- an employee in Finish Carpentry
5. I like the work that I do.
- an employee in Painting/Drywall
6. The Culture and Growth plan.
- an employee in Construction
7. Growth.
- an employee in Construction
8. Nice place to work. Good people.
- an employee in Finish Carpentry
9. The drive to do better.
- an employee in Business

Norhart Engagement Comments

What gets in the way of you feeling motivated at Norhart?

Improvement Comments

1. Other trades materials unorganized. Being pulled off task to do other work outside of my trade (it means something in our planning is off or unaccounted for). The times I dont feel like part of the team within trade.
 - an employee in Electrical
2. Nothing, I am self motivated.
 - an employee in Construction
3. Exterior Forman.
 - an employee in Framing Carpentry
4. - Lack of transparency
- Not knowing where to put the right effort, lack of visibility.
 - an employee in Business

Norhart Engagement Comments

What contributes most to you wanting to stay with Norhart?

Positive Comments

1. Overall work place atmosphere. We are like a family. We are all working together to accomplish greater goals. The pay is also good.
- an employee in Painting/Drywall
2. For me, is the life/balance and the values part of norhart. I am really grateful for a job at Norhart and I hope that I can stay here for a long time.
- an employee in Business
3. Having a part in the team to accomplish Norhart goals.
- an employee in Rental
4. Growing as a carpenter and I want to see where this company
Is
At 10 years from now.
- an employee in Framing Carpentry
5. The work environment.
- an employee in Construction
6. The work culture.
- an employee in HVAC
7. The education.
- an employee in Electrical
8. Their vision, the room for growth, and the fact that they encourage communication that is heard.
- an employee in Business
9. Benefits, pay, environment.
- an employee in Electrical

Norhart Engagement Comments

Besides higher pay, what would make you less likely to leave Norhart?

Improvement Comments

1. Wild benefits (car, discount housing, phone ect).
- an employee in Construction
2. Less favoritism amongst trades and individuals.
- an employee in HVAC
3. If I was working full-time and my position could be more highly relied on by others.
- an employee in Electrical
4. Adding more on site staff for our team.
- an employee in Rental
5. Better benefits, and a better job title.
- an employee in Framing Carpentry
6. More employees to make a stronger team.
- an employee in Maintenance
7. More benefits. Better training. More employee activities within the company, building relationships.
- an employee in Framing Carpentry
8. Having realistic deadlines.
- an employee in Construction
9. Consistent 8 hour work days M-F.
- an employee in Framing Carpentry

Engagement

Align

- Values
- Direction
- Interdepartmental Cooperation
- Meetings

Perform

Connect

Coach

The Basics

Regional

I love my job because...

Norhart Align Comments

Share an example of Norhart operating by strong values:

Positive Comments

1. My trade has a once a week class. This gives us the knowledge we need to be industry leading employees and create high quality buildings. The better equipped and capable we are as employees, the better product we can give our residents.
- an employee in HVAC
2. Great team leaders, Large ownership expectations.
- an employee in Construction
3. We strive to improve something every week, but that transitions into daily improvements.
- an employee in Electrical
4. The recruiting team does a great job of ensuring we are hiring people who fit the values of Norhart.
- an employee in Business
5. Always encouraging us to do what feels right.
- an employee in Rental
6. Norhart agreed to raise starting pay rate so that they can attract the best of the best without short changing them.
- an employee in Business
7. Base on the ideal of not wanting touching the grey area of certain business transaction shows a great value in integrity.
- an employee in Construction
8. Choosing to slow down in order to do things in a better more cost effective way and in a way that allows room for people to be people and have off days.
- an employee in Electrical

Norhart Align Comments

What do you like about the direction Norhart is going?

Positive Comments

1. I like our Lean improvements and the new values are much better.
- an employee in Electrical
2. We're investing in employees and listening to them when they say what they need to meet our goals.
- an employee in HVAC
3. Major changes all show signs towards a very positive and growing company.
- an employee in Finish Carpentry
4. It is inspiring. Transparency ties in here, knowing that Norhart has clear concise long term goals, this then transpires as motivation for their workers. Norhart's direction trickles down to each employee and it shows.
- an employee in Business
5. Bringing trades in house for better quality.
- an employee in Framing Carpentry
6. Confident in owners mindset.
- an employee in Construction
7. I am excited for Norhart to become Design Led.
- an employee in Construction
8. I like that the company has a clear path and takes the time to communicate its employees its goals for the near future.
- an employee in Business

Norhart Align Comments

What are your concerns about the direction Norhart is going?

Improvement Comments

1. I would like to see Norhart look to the problem of housing as a problem Humanity as a whole is facing. Hence this would be the drive to reinvent this whole concept and integrate a holistic and sustainable approach to the new era we are obviously stepping into.
- an employee in Business
2. Trying to grow to fast.
- an employee in Finish Carpentry
3. Expanding.
- an employee in Framing Carpentry
4. We are growing very fast and it feels like some of the older buildings / projects are being left in the dust or neglected.
- an employee in Rental
5. Have none.
- an employee in Maintenance

Norhart Align Comments

Which departments at Norhart cooperate together best?

Positive Comments

1. At this time I feel like the onsite teams are all cooperating very well. We might have some breakdowns in communication but overall we seem to be looking out for each other.
- an employee in Painting/Drywall
2. I do not feel I can accurately answer this question with the knowledge I have at this time.
- an employee in Finish Carpentry
3. I believe that they all do.
- an employee in Maintenance
4. Electricians.
- an employee in Electrical
5. Leasing and Maintenance.
- an employee in Rental
6. Paint-finish carp
finish carp- framing

Generally all departments work and cooperate well together.
- an employee in Finish Carpentry
7. All cooperate pretty well.
- an employee in Business

Norhart Align Comments

Which departments need to cooperate better with other departments at Norhart?

Improvement Comments

1. Everyone does a great job. No improvements.
- an employee in Painting/Drywall
2. I think we get along just fine.
- an employee in Finish Carpentry
3. Maintenance and construction.
- an employee in Construction
4. Construction / Rental.
- an employee in Maintenance
5. Electric and carpentry.
- an employee in Painting/Drywall

Norhart Align Comments

What do you like about meetings at Norhart?

Positive Comments

1. Moving towards openness and honesty in expressing concerns.
- an employee in Rental
2. Most people are open and engaged in rigorous discussion.
- an employee in Business
3. There is always relivent information being given and often we can bring up problems and brainstorm ideas as a collective group.
- an employee in HVAC
4. We have the tough conversations, and for that we have very productive meetings.
- an employee in Finish Carpentry
5. They allow for an efficient flow of communication across the team.
- an employee in Framing Carpentry
6. It is very informative about the direction the company is going.
- an employee in Painting/Drywall
7. I think they are productive and a great chance for people to voice their opinion. It opens the floor up for people to speak. It informs everyone what is going on and what needs to be done.
- an employee in Painting/Drywall
8. Efficient use of time and informative.
- an employee in Construction
9. They are structure well and repetitive.
- an employee in Construction
10. Everyone gets to share good ideas.
- an employee in Framing Carpentry
11. Well organized and formatted.
- an employee in Finish Carpentry
12. Transparency of the company.
- an employee in HVAC
13. I like how they actually improve our work style and we discuss what is right/ wrong with our process.
- an employee in Framing Carpentry
14. They are to the point.
- an employee in Business

What do you dislike about meetings at Norhart?

Improvement Comments

1. It is not always directly relevant to me or my field , which can feel like an obstacle to getting more relevant tasks accomplished.
- an employee in Construction
2. Sometimes when we don't have problems/issues the meetings can be a waste of time.
- an employee in Painting/Drywall
3. Sometimes they turn too long for the things they want to communicate.
- an employee in Business
4. I think meetings should kept at an hour to 45mins be precise to the point. Unless it is something more a conversational meeting.
- an employee in Construction
5. I find some value in every meeting I attend but parts of some meetings are not relevant to myself or all in attendance.
- an employee in HVAC
6. Sometimes compete for time with keeping on schedule.
- an employee in HVAC
7. Not all are necessary for my specific group.
- an employee in Painting/Drywall
8. Not in a central location for some employees.
- an employee in Maintenance
9. Side talk takes over and we get off track.
- an employee in Electrical
10. They are long I get a little out of them. Same stuff we talk about and a lot of times nothing happens.
- an employee in Electrical
11. They tend to Drag on sometimes about things that really don't matter.
- an employee in Maintenance
12. For mangers, there can be a lot.
- an employee in Painting/Drywall
13. Most are a waste of time. Lean videos are unnecessary. As a good employee you should be constantly looking for ways to improve your work. The lean videos are a high school thing. We don't need to show off just make the change and tell your team and move on.
- an employee in Construction
14. They can sometimes be a bit long.
- an employee in Construction
15. Takes me away from work not enough people, to have me away from them.
- an employee in Framing Carpentry
16. They could be 25% shorter.
- an employee in Painting/Drywall

Engagement

Align

Perform

- Execution
- Clued-in Leaders
- Open-mindedness
- Innovation

Connect

Coach

The Basics

Regional

I love my job because...

Norhart Perform Comments

What does Norhart do inefficiently or poorly?

Improvement Comments

1. Rushing jobs just to reduce it 2 or 3 more times. Allowing a HALT to a task and understand the urgency at hand, why work twice as hard to get done just to wait 2 weeks for the rest to be done.
- an employee in Construction
2. I think we jump into new ideas to quickly at times without the proper information to accomplish them.
- an employee in Painting/Drywall
3. Safety. Safety is overlooked at multiple levels. From fall dangers to not properly supplying proper protection equipment.
- an employee in Framing Carpentry
4. Lots of waste material.
- an employee in Construction
5. Material storage- we still are using the garage, certain products can not be left outside.
- an employee in Finish Carpentry

Norhart Perform Comments

What does Norhart do efficiently and well?

Positive Comments

1. Encouraging new ideas, interdepartmental cooperation.
- an employee in Construction
2. Communications, employee engagement, growth and expansion.
- an employee in HVAC
3. Own our mistakes and make continuous improvements.
- an employee in Business
4. Advancing to a higher goal.
- an employee in Construction
5. Listens to its employees.
- an employee in Finish Carpentry
6. Make new improvements.
- an employee in Electrical
7. Lean.
- an employee in Construction

What do senior managers do to show they know what's really going on?

Positive Comments

1. They generally have or get answers to our questions. Which helps us stay on track.
- an employee in Construction
2. They spend time with all of the staff in orientation, follow-up orientation, construction meetings, events, and annual meetings.
- an employee in Business
3. Consistent one-on-ones and meetings to stay involved with the daily concerns.
- an employee in Construction
4. Inform us about upcoming decisions, developments, events.
- an employee in HVAC
5. They lead from the front and serve beside their teams.
- an employee in Business
6. Company meetings to keep everyone involved and have weekly one on one meeting with crews.
- an employee in Painting/Drywall
7. Weekly meetings and always willing to go the extra mile to make sure we also know what's going on.
- an employee in Painting/Drywall
8. They are consistently in the building and will always ask about things to improve within the building. They physically check on their team members to check the work that has been done. In addition to that, they give pointers and suggestions to improve the work efficiently and effectively.
- an employee in HVAC
9. Relentlessly ensuring they are actively included in the decision making.
- an employee in Business

Norhart Perform Comments

What is happening at Norhart that senior managers do not understand?

Improvement Comments

1. Not understanding the work load.
- an employee in Rental
2. Sometimes they may not understand the needs and concerns of those in the field.
- an employee in Framing Carpentry
3. The effort and time many employees put in to get the job done.
- an employee in Maintenance
4. The needs of the teams first over the bigger picture things.
- an employee in Finish Carpentry
5. Things that are happening in the building. I rarely if ever see them in the buildings. Which means they have to rely on the foreman/managers about what's happening in the building.
- an employee in Painting/Drywall
6. Maybe logistics between big picture and day to day.
- an employee in Finish Carpentry
7. How long some units take to get back rent ready.
- an employee in Maintenance
8. Internal factors that happen on a daily basis- for example, the subcontractors. I know leadership knows about them and the issues that have been brought up in foreman meetings but they don't have the daily interactions or see the complications face to face. Many issues arose such as laziness, safety problems and not completing or maintaining a deadline or schedule.
- an employee in Painting/Drywall

Norhart Perform Comments

How are different points of view encouraged at Norhart?

Positive Comments

1. I feel that everyone is heard and that our opinions matter.
- an employee in Construction
2. We all discuss our issues together with our teams.
- an employee in Painting/Drywall
3. It is asked of us quite often from the managers to the boss Mike to give them our opinion.
- an employee in Construction
4. All views are welcomed and encouraged.
- an employee in Maintenance
5. Wanting me as an individual provide options on material that's used for the projects.
- an employee in Construction
6. Strongly.
- an employee in Construction
7. We are encourage to share our thoughts into making things better in the workplace.
- an employee in Rental

Norhart Perform Comments

Why might someone hesitate to share a different point of view at Norhart?

Improvement Comments

1. Fear of embarrassment, being "wrong" typical stuff people deal with.
- an employee in Construction
2. Looking stupid in the eyes of leads.
- an employee in Electrical
3. Exterior Forman does value different points of view.
- an employee in Framing Carpentry
4. Feeling like you are dumb.
- an employee in Electrical
5. Afraid to speak up.
- an employee in Finish Carpentry

Norhart Perform Comments

How are new ideas encouraged at Norhart?

Positive Comments

1. We are given opportunity to bring up ideas in team meetings which get passed up the chain of command. All employees are empowered to share ideas.
- an employee in Finish Carpentry
2. Through Mike K's leadership.
- an employee in Construction
3. All ideas can be challenged and improved upon. We are not laborers but designers of a better way to work.
- an employee in HVAC
4. Weekly lean videos.
- an employee in Finish Carpentry
5. Lean video's.
- an employee in Framing Carpentry
6. Lean ideas.
- an employee in Electrical
7. At least try to find out.
- an employee in Finish Carpentry
8. Lean.
- an employee in Finish Carpentry

What gets in the way of new ideas at Norhart?

Improvement Comments

1. Follow through or foreman arguing new ideas. Old school ways not changing. Do as I say, not as I do.
- an employee in Framing Carpentry

Engagement

Align

Perform

Connect

- Clued-in Employees
- Appreciation
- Meaningfulness
- Potential
- Inclusion

Coach

The Basics

Regional

I love my job because...

What do you most value being well informed about at Norhart?

Positive Comments

1. That it makes me feel included.
- an employee in HVAC
2. Batch progression and when other trades interfere.
- an employee in Construction
3. That the company is growing and not down-sizing.
- an employee in HVAC
4. Any decision that will affect the employees. Whether it is big or small, i'd still like to know.
- an employee in Construction
5. Senior management activities. Nothing is hidden, everything is transparent.
- an employee in Maintenance
6. Our plans for the future.
- an employee in Maintenance
7. My opinion matters.
- an employee in Construction
8. Timelines.
- an employee in Electrical
9. It makes you feel you're part of something and it makes you feel your opinion or thoughts mean something.
- an employee in Business
10. How the company is growing.
- an employee in Maintenance

Norhart Connect Comments

What would you like to be more informed about at Norhart?

Improvement Comments

1. Why certain decisions are made and the goals and plans for the future of the company. Sometimes we are not aware of what is going on.
- an employee in Rental
2. How to go about being a leader when the manager is gone.
- an employee in Painting/Drywall
3. Office Colleagues and team members in all the different teams apart from my own Office Hierarchy.
- an employee in Construction
4. Batch schedule changes. Oakdale building plans.
- an employee in HVAC
5. Big decisions.
- an employee in Framing Carpentry
6. Benefits.
- an employee in Painting/Drywall
7. Planning.
- an employee in Framing Carpentry
8. - The activities of the other teams
- The new horizons in mind that are being shared among the leadership team
- Important personal news of people in the company. (Marriage, Newborns, Even sad big news as compassion from others can ease things up ...)
-
- an employee in Business
9. Because I feel such a high level of ownership in Norhart, I wish that I knew about things before they are finalized. I used to be included in a lot of high-level discussion and I felt like my opinion mattered, but now that we've hired so many people whose degrees say that they should be making the decisions single-handedly, I'm left feeling like I got downgraded a little. Now I find out about decisions that affect the entire company from people who have only been here a few months, maybe a year. I guess I just wish there was more weight or even any weight at all to the years that some of us have been here. From employees that I'm working with not responding for a couple weeks only for me to find out they were fired, to policy changes that affect every crew's day-to-day, I only find out about things after they're done and even then, when I ask questions about them, I mostly hit a brick wall of things being on a need-to-know basis. It doesn't align with the transparency that I know we're supposed to be keeping. When the big decisions happen and I find out after the fact, I feel a little like coming home to my house and finding out that my wife decided to knock a wall down. It makes me feel like it's not my house and that my opinion isn't warranted.
- an employee in Electrical
10. Our objectives as a company overall.
- an employee in Construction
11. Pay scale/range for remote workers.
- an employee in Business

Norhart Connect Comments

What makes you feel appreciated at Norhart?

Positive Comments

1. Leadership listened and found a way to bring our teams and their families awesome benefits!
- an employee in Business
2. Most of the benefits, work/home life balance, and employee events.
- an employee in Maintenance
3. When I'm recognized for my accomplishments and growth as a worker.
- an employee in Framing Carpentry
4. Comments by fellow workers.
- an employee in Construction
5. The trust and respect everyone has at Norhart.
- an employee in Finish Carpentry
6. My coworkers.
- an employee in Construction
7. Overall employee appreciation efforts like friday donuts, weekly team and 1on1 meetings, and employee appreciation events.
- an employee in Painting/Drywall
8. My input.
- an employee in Finish Carpentry

Norhart Connect Comments

What gets in the way of you feeling genuinely appreciated at Norhart?

Improvement Comments

1. Constant pressure to "be better", little praise for what we have contributed.
- an employee in Rental
2. Only focusing on the outcome and not seeing the effort and work that actually went into accomplishing even the small wins along the way.
- an employee in Business
3. Distance.
- an employee in Construction

Norhart Connect Comments

What do you find most meaningful about working at Norhart?

Positive Comments

1. It is a progressive company where the organization is growing and trying new ideas. It celebrates creativity and innovative ideas.
- an employee in Rental
2. The trust to do what you think is right...even if it is wrong.
- an employee in Maintenance
3. Using my talents to help make a better life for someone.
- an employee in Maintenance
4. The ability to own a piece of the company (to be entrusted with my own little slice of Norhart to run and perfect the best I can, at my own discretion).
- an employee in Construction
5. That everyone believes in the goal and values.
- an employee in Business
6. My colleagues are meaningful and wonderful.
- an employee in HVAC
7. That we are doing something that people appreciate. And the job is diverse as well.
- an employee in Electrical
8. Help people with their new home.
- an employee in Maintenance
9. The kind of work that is expected.
- an employee in Maintenance

What's getting in the way of your job feeling more meaningful?

Improvement Comments

1. Exterior Forman has a lack of leadership skills.
Creates an unhealthy work environment.

Asking for opinions and ideas and never implementing them.

Lack of communication.
- an employee in Framing Carpentry
2. I think we focus a bit too much on the aesthetic of our buildings and could put more into the functional resident experience. We do good with functionality but there's room to grow.
- an employee in HVAC
3. More realistic time lines. Being pushed and stretched helps us as teams and individuals, at the same time there are always problems and issues that throw the schedule off. Coming up with a schedule that accounts for those things would make a huge difference.
- an employee in Painting/Drywall
4. More pay for the work load running multiple fields and installing.
- an employee in Framing Carpentry

How does Norhart empower you to use your full potential?

Positive Comments

1. They give us the freedom to not only do our jobs but do more than what's expected.
- an employee in Painting/Drywall
2. By being part of the decision making in our setup process.
- an employee in Construction
3. Very positive culture of high performers.
- an employee in Construction
4. Pushing us towards a higher goal and seeking to increase our knowledge of what we do.
- an employee in Construction
5. The openness of new ideas, communication and the willingness of employees to help me learn when I have questions.
- an employee in HVAC
6. Gets the tools we need to work the most efficient.
- an employee in Painting/Drywall
7. Listens to the changes we want to make.
- an employee in Business
8. Abundant resources and advice.
- an employee in Painting/Drywall
9. They set me free to do my best.
- an employee in Finish Carpentry

Norhart Connect Comments

What gets in the way of you using your full potential at Norhart?

Improvement Comments

1. Sometimes feeling like you have to go through someone to do something. And getting told your stupid for doing wrong or doing it a different way someone else would. Going through a bunch of hoops to do something.
- an employee in Electrical
2. Lack of training procedures.
- an employee in Rental
3. Too many meetings at times. Smaller crews Really suffer when the Foreman are gone. We have almost unattainable deadlines. I spend close to 7 hours per week in meetings, 1 on 1's and group meetings. For a small crew. This Really SLOWS US DOWN!!!!
- an employee in Construction
4. Working remotely makes it hard to build connections with other departments.
- an employee in Business
5. Exterior Forman trying to do my job at eve.
- an employee in Framing Carpentry
6. Micromanagement.
- an employee in Construction
7. More training.
- an employee in Maintenance
8. Not having more experienced and proficient employees to share the work load involved with teaching and mentoring new less experienced employees.
- an employee in Framing Carpentry
9. In my department, results aren't always fruitful, and requires repetitive tries in the same area... which also may not be fruitful. This can be discouraging at times. I don't necessarily think this is caused By Norhart. However, we do have the pressure of bringing forth fruitful results.
- an employee in Business

What helps you feel included at Norhart?

Positive Comments

1. Sharing about the future of Norhart, upcoming projects, targets, and having senior manager answering questions you asked regarding the company.
- an employee in Construction
2. We share information transparently are empowered to make decisions.
- an employee in Business
3. The managements constant push towards a higher ideal.
- an employee in Construction
4. I feel included in the weekly meetings and huddles. A lot of questions are discussed open;y and opinions are always welcome! There is no limit to the transparency in this company. That really built my trust.
- an employee in Electrical
5. The big 3, the finishing leaders, framing leaders. Having open conversations about day to day tasks.
- an employee in Framing Carpentry
6. Company events, the general respect of co-workers.
- an employee in HVAC
7. Being apart of decisions that effect the project.
- an employee in Finish Carpentry
8. Being the center piece of the construction site.
- an employee in Construction
9. Being noticed and recognized for my successes.
- an employee in HVAC
10. Having a team that cares about each other.
- an employee in HVAC
11. Being included in different events that Norhart puts on throughout the year.
- an employee in Maintenance
12. The mix of everything mentioned above.
- an employee in Business
13. Everyone is truly a genuinely nice person. Willing to help at anytime.
- an employee in Construction
14. Meetings, Fridays, and multiple get-togethers each year.
- an employee in Finish Carpentry
15. Our crew meeting has been taken more seriously by everyone and it helps stay in the loop. As well as our forman asking for volunteers to help with other trades and not just pulling certain people.
- an employee in Electrical
16. Management, meetings and Lean videos/ideas. More so the lean ideas. I think lean videos are good but feel forced. We are very busy in the buildings and sometimes it feels like our time would be better spent working verses making and editing videos. With that said, coming up with lean ideas is needed and I personally push people to come up with them.
- an employee in Painting/Drywall
17. The one on ones, 360 peer review and the overall culture of the company.
- an employee in HVAC
18. Many oppourtunities to engage with co-workers by having parties and get togethers. Book clubs, master mind classes, etc.
- an employee in Rental
19. Daily and weekly meetings with trade team. And company meeting once a week. Also including team members in book clubs and providing the books to learn and grow with the company.
- an employee in Finish Carpentry
20. Being appreciated, team events, working with strong peers.
- an employee in Finish Carpentry
21. That someone provides me feedback constantly and asks for my opinion. Being heard whenever I have a personal or work related issue. Working with people that actually listen and are able to put themselves in other people's shoes.
- an employee in Business
22. The efforts to include remote workers with book club, coffee time and appreciation day are great ideas to make me feel included. So far I feel a part of the team.
- an employee in Business

Norhart Connect Comments

23. Being told the big company changes before they happen.
- an employee in Electrical
24. Leadership empowers everyone to be successful.
- an employee in HVAC
25. Always being included in learning new things.
- an employee in Painting/Drywall
26. Volunteering with work people outside of work. It's a whole new way to get to know people.
- an employee in Business
27. The stuff they do to show their appreciation.
- an employee in Electrical
28. The trust and sense of camaraderie that exists between all departments at Norhart.
- an employee in Framing Carpentry
29. Less confrontation more equal discussion.
- an employee in Maintenance
30. Knowing about upcoming building plans.
- an employee in Electrical
31. Great people, great work environment.
- an employee in Construction
32. The respect and kindness of people.
- an employee in Business
33. Weekly briefs of the business side of the operation. Company values. Team meetings.
- an employee in HVAC
34. The culture of great people.
- an employee in Construction
35. Weekly meeting with my peers.
- an employee in Construction
36. All the employee activities.
- an employee in Framing Carpentry
37. Know the big picture. Not having anything hidden.
- an employee in Electrical
38. My team and management.
- an employee in Maintenance
39. Being asked to do more.
- an employee in Maintenance
40. Included in decisions.
- an employee in Framing Carpentry
41. Weekly team meetings.
- an employee in HVAC
42. Donuts/Lean videos, out of work activities.
- an employee in Painting/Drywall
43. Company events/sports.
- an employee in Construction
44. Coworkers and manager.
- an employee in Finish Carpentry
45. Caring team members.
- an employee in Maintenance
46. Weekly team meetings.
- an employee in Maintenance
47. One on one meetings.
- an employee in Framing Carpentry
48. When I'm recognized for my work.
- an employee in Framing Carpentry
49. Communication. Team meetings.
- an employee in Rental
50. Good coworkers.
- an employee in Construction
51. Crew meetings.
- an employee in Construction
52. Team meetings.
- an employee in Finish Carpentry
53. Team meetings.
- an employee in Electrical
54. My coworkers.
- an employee in Construction
55. The people.
- an employee in Framing Carpentry

Norhart Connect Comments

56. Warm people.
- an employee in Construction
57. Everyone I work with.
- an employee in Painting/Drywall
58. The team Camaraderie.
- an employee in Framing Carpentry
59. Open Communication.
- an employee in Rental
60. Great staff/coworkers along with a fun work environment where everyone shares a common goal.
- an employee in Painting/Drywall
61. Empowering myself and others to make decisions and provide new ideas or ways of doing things.
- an employee in HVAC
62. The fact that the owner of the company keeps asking us for feedback, on a regular basis....!!!
- an employee in HVAC
63. Employee appreciation and questions about how we want things to go and tools or products we need.
- an employee in Painting/Drywall
64. Working on side projects like trying to increase employee engagement and incorporating remote employees.
- an employee in Business
65. At the meetings we hear about the problems the company has and the good things happening and are asked for advice.
- an employee in Construction
66. Zoom and Teams Calls.
- an employee in Construction
67. Interacting with other trades and helping others when needed. Doing what needs to be done to the best of my ability ensures that I have given Norhart my all. By doing this I know I am included in norhart because I worked hard to accomplish something. Friday meetings are also important as it is a time where we can all get together and interact with one another.
- an employee in Painting/Drywall
68. The work.
- an employee in Construction
69. Meetings.
- an employee in Finish Carpentry
70. My peers.
- an employee in Painting/Drywall
71. Relationships with the team - being able to spend time and build relationships.
- an employee in Rental
72. Open and continuous opportunities to communicate.
- an employee in Business
73. Annual meeting with overview of company's goals.
- an employee in Painting/Drywall
74. Being allowed to give your opinion.
- an employee in Maintenance
75. Meetings and parties.
- an employee in Electrical
76. They know my name.
- an employee in Finish Carpentry
77. Employee events.
- an employee in Business

Norhart Connect Comments

How could we help you feel more included at Norhart?

Improvement Comments

1. Creating more activities for remote workers to participate in. Maybe using better audio so we could here people talking on site during meetings.
- an employee in Rental
2. If I could work full-time and be more heavily relied upon. This summer will be a very good example of that, I hope.
- an employee in Electrical
3. Listen more.

Rotate people into situations

Stop the behind the back chatter

Hold leaders accountable.
- an employee in Framing Carpentry
4. Better communication.
- an employee in Construction
5. I feel included.
- an employee in Construction

Engagement

Align

Perform

Connect

Coach

- Development
- Concerns

The Basics

Regional

I love my job because...

How does your manager help you learn and grow?

Positive Comments

1. By always looking for how we can improve, not accept the default answer.
- an employee in Construction
2. Supports educational activities and provides opportunities to learn and grow.
- an employee in HVAC
3. He pushes us to be the best in the world.
- an employee in Framing Carpentry
4. Gives great advice. Works on personal development along side of team members.
- an employee in Finish Carpentry
5. Providing access and encouraging growth.
- an employee in Construction
6. Through apprenticeship classes and being involved in different parts of the building.
- an employee in HVAC
7. Been doing this a long time .I can still learn new tricks.
- an employee in Finish Carpentry
8. Weekly one to one meetings.
- an employee in Business

Norhart Coach Comments

What could your manager do to better support your learning and growth?

Improvement Comments

1. I feel I need to go to them verses them coming to me. They have so much on their plate that they don't seem to have enough time for their peers.
- an employee in Painting/Drywall
2. More consistent one on ones.
- an employee in Finish Carpentry
3. If we had enough people on our crew would help with that.
- an employee in Painting/Drywall
4. Be more available for questions.
- an employee in Rental
5. I'd like a little more collaboration, which I know is hard to do with a busy schedule. Sometimes I feel like I'm going after a task alone.
- an employee in Electrical

How does your manager show they care about your concerns?

Positive Comments

1. They listen and respond respectfully to any raised concern or opinion.
They are transparent and straightforward. Space is always available for sharing and discussing stuff.
- an employee in Business
2. Always listens. Cheerful attitude. Gets back to me.
- an employee in Rental
3. He asks and listens to the best of their ability and looks for ways to help.
- an employee in Painting/Drywall
4. Always responds to my question and concerns almost immediately.
- an employee in HVAC
5. Respond to me quickly and address what is needed.
- an employee in Maintenance
6. By giving me the chance to speak my mind.
- an employee in Framing Carpentry
7. They listen and do their best to help.
- an employee in HVAC
8. Weekly 1 on 1.
- an employee in Finish Carpentry
9. I go to my managers all the time and almost always they drop what they are doing and listen to me.
- an employee in Construction

Norhart Coach Comments

What would help make you more likely to share concerns with your manager?

Improvement Comments

1. I already share my concerns.
- an employee in Finish Carpentry
2. More consistent one on ones.
- an employee in Electrical
3. If it were anonymous.
- an employee in Electrical
4. Open to new ideas.
- an employee in Framing Carpentry

Engagement

Align

Perform

Connect

Coach

The Basics

- Formal training
- Benefits
- Work-life
- Expectations

Regional

I love my job because...

What formal training have you found most valuable?

Positive Comments

1. Everything I have learned about my trade since starting!
- an employee in Painting/Drywall
2. Hands on hvac even though it is not my specialty.
- an employee in Maintenance
3. Training that has been about my trade directly.
- an employee in Electrical
4. Once a week classes.
- an employee in Construction
5. Crane operator, efis installation, framing skills from Ryan Matt and Eric.
- an employee in Framing Carpentry
6. Have not had any.
- an employee in Finish Carpentry
7. Classes on electrical preparing me for the journeyman test.
- an employee in Electrical
8. Three-week period of theory and practice.
- an employee in Business

What kind of formal training would you value most?

Improvement Comments

1. Just the time to take advantage of leadership training and other equipment training. Having all the resources is awesome but if you don't have the time it's wasted.
- an employee in Construction
2. Processes and procedures to reference as a guide in making determinations.
- an employee in Rental
3. Weekly formal training to educate me in my field like other trades have.
- an employee in Construction
4. Class time where we can discuss different methods and materials.
- an employee in Finish Carpentry
5. More understanding of the architecture and construction code within the US architecture and construction industry.
- an employee in Construction
6. Fair Housing.
- an employee in Rental
7. Welding.
- an employee in Construction
8. Official work training to begin with, and other personal improvement training would be very helpful.
- an employee in Rental

What aspects of your benefits package do you find most valuable?

Positive Comments

1. The health insurance is most valuable to me. Having the ability to have a well paying job as well as healthcare benefits. Provides a source of income in our household to allow my wife to be a stay at home mom and get the healthcare she needs.
- an employee in HVAC
2. Some that I value are the vision and dental. I currently have a benefit plan with my parents as I am still young enough to qualify. However, I decided to go with norhart for vision and dental which I awesome as it is a great package.
- an employee in Painting/Drywall
3. Pto and healthcare reimbursement.
- an employee in Construction
4. Health insurance.
- an employee in HVAC
5. Free healthcare.
- an employee in Framing Carpentry
6. Unlimited pto.
- an employee in Maintenance
7. Health Care/PTO.
- an employee in Construction

What change in your benefits package would be most valuable to you?

Improvement Comments

1. Better health plan.
Much better retirement plan!
- an employee in Construction
2. Better retirement plan.
- an employee in Framing Carpentry
3. Retirement.
- an employee in Maintenance
4. Looking at my pay as a remote worker and comparing it to apprentice level 1's, my package is below that of the entry level employees based in Minnesota. If I compare my benefits package to what I could be making in my home country, it is below entry level, despite me having several years experience. I would expect that remote worker packages were more in line with the US pay scales.
- an employee in Business
5. Dental.
- an employee in Painting/Drywall
6. I dont have benefits.
- an employee in Construction

How does Norhart help you balance work and life?

Positive Comments

1. Able to work hours that allows me to spend time with family and friends.
- an employee in Maintenance
2. I am able to go to medical appointments. I am able to spend time with my family. I do these things with the knowledge of giving my best at work to repay the kindness this company has shown me.
- an employee in HVAC
3. Normal work hours and flexible pto.
- an employee in Construction
4. Very understanding.
- an employee in Framing Carpentry
5. Unlimited PTO.
- an employee in Finish Carpentry
6. Unlimited pto allows me to take care of the things i need even when they need to be taken care of during work hours.
- an employee in Electrical
7. Having my own control over my schedule.
- an employee in Business

What improvements to work/life flexibility would you value most?

Improvement Comments

1. More Man Power, to achieve individuals to stay on task and complete the task and not take all day bouncing around.
- an employee in Construction
2. I would most value a 40 hour work week to allow for more of a home life balance.
- an employee in Construction
3. Consistent 40 hour work weeks, more time outside of work to get things done.
- an employee in Framing Carpentry
4. The goal to reach 192,000 units in the next 10 years is putting a lot of strain on the leaders. Trying to hit unrealistic goals and asking people to give up their personal lives to work more is going to lead to burnout.
- an employee in Business

What makes this job better than you expected when you started?

Positive Comments

1. Working with employees instead of other sub contractors/companies.
- an employee in Painting/Drywall
2. The ability to make decisions.
- an employee in Maintenance
3. The growth over a short time and not feeling like a grunt.
- an employee in HVAC
4. The people/culture/benefits/opportunities.
- an employee in Construction
5. The amount of Responsibility.
- an employee in Construction
6. The continuous improvements to all aspects of the company have turned this job into a career.
- an employee in HVAC
7. People.
- an employee in Framing Carpentry
8. Their level of transparency and drive to maintain a culture of good people.
- an employee in Business

How has this job not met your expectations?

Improvement Comments

1. Work expectations don't adjust deadlines when external delays happen.
- an employee in Finish Carpentry
2. Was hoping for the opportunity to live in the apartments I'm working at for a discounted rate.
- an employee in Maintenance
3. Hiring was misleading, I assumed I would be well trained and ended up having to learn on my own.
- an employee in Rental
4. Lots of side projects I didn't know about when I started, meetings, budgets, one on one's, ect.
- an employee in Construction
5. Had no expectations about the Job.
- an employee in Construction
6. They could improve something different during the orientation meeting, and with some processes.
- an employee in Business
7. Yes and some.
- an employee in Electrical

Engagement

Align

Perform

Connect

Coach

The Basics

Regional

I love my job because...

Norhart Regional Comments

How does Norhart demonstrate dedication to diversity and inclusiveness?

Positive Comments

1. Norhart is always looking for ways to improve and get better at what it does as a company. Asking every5 within the company to bring up ideas to improve. Will not shut away from exploring new ideas.
- an employee in HVAC
2. Norhart is welcoming, friendly, positive in encounters. Encouraging of ideas from everyone.
- an employee in Rental
3. Each trial period is given the same opportunity; furthermore, the TEAM in which that individual is trialing for has a say as a whole on whether or not that person is hired. That's about as inclusive as you can get!
- an employee in Finish Carpentry
4. The employees strive respect and welcome all our tenants despite our differences.
- an employee in Maintenance
5. I am uncertain.
- an employee in Construction
6. To be honest, I haven't heard many times the word "diversity" around the company, and I am not aware what actions Norhart takes regarding that point. Regarding inclusiveness, I would think that the work environment makes people feel included within the company and the human group.
- an employee in Business
7. Since the fact that they hire people from different countries.
- an employee in Business
8. Hires who fits the role best.
- an employee in Business

Norhart Regional Comments

How could Norhart better demonstrate dedication to diversity and inclusiveness?

Improvement Comments

1. I've heard comments from some employees that we only hire some employees because they are minority hires. This is often before they have even had a chance to see the person work and prove themselves.
Those people need to be addressed directly.
- an employee in HVAC
2. Leaders being better about displaying inclusivity even in smaller groups.
- an employee in Finish Carpentry
3. Communicate that there is a dedication to diversity and inclusiveness.
- an employee in HVAC
4. They do a good job.
- an employee in Electrical
5. There should be some sort of policy or statement that shows we are inclusive to all people and this should be promoted much like the values.
- an employee in Business
6. Hire more women and BIPOC.
- an employee in Construction
7. I dont even know how to answer this question .You need to define diversity and inclusiveness. Sounds political.
- an employee in Finish Carpentry
8. Try hiring hispanic people.
- an employee in Painting/Drywall

Engagement

Align

Perform

Connect

Coach

The Basics

Regional

I love my job because...

Norhart I love my job because... Comments

I love my job because:

Positive Comments

1. I know that everyone along side of me is working as hard as I am every day, without question. We are here for each other.

I have the freedom to take care of life and work without stressing over the balance.
- an employee in Finish Carpentry
2. The people I work with are very happy doing what they do, that makes me happy and makes my job easier.
- an employee in HVAC
3. The culture, benefits, people and personal growth.
- an employee in HVAC
4. It's brand new division to this company and I get the opportunity to be creative in setup process.
- an employee in Construction
5. I get paid for the experience that I bring to the company. The people here are all awesome to work with!!!
- an employee in Painting/Drywall
6. My coworkers are amazing.
- an employee in Business
7. I'm pushed to be the best I can be. The right amount of pressure.
- an employee in Construction
8. It affords me to be with my family and learn a new trade to help others and work as a team member.
- an employee in HVAC
9. I am allowed to top my full potential and deliver consist results every day.
- an employee in HVAC
10. They want you to be the best you can be and help you every step of the way.
- an employee in Electrical
11. It's a place where employees can trust their teamwork and their leader. A place where I can feel respected as a person and encouraged to keep growing.
- an employee in Business
12. Great people, vision, support and culture.
- an employee in Finish Carpentry
13. I am encouraged, not pushed to do better.
- an employee in Maintenance
14. I like being apart of something bigger.
- an employee in Framing Carpentry
15. Every day is different and I love where the company is heading.
- an employee in Maintenance
16. Because of the culture, everybody here treats me like Family.
- an employee in Framing Carpentry
17. The people and the leadership.
- an employee in Painting/Drywall
18. The team members I work with make it a very easy and joyful place to work. The atmosphere at Norhart is outstanding and I would recommend Norhart to anyone.
- an employee in HVAC
19. Norhart provides whatever I need to succeed everyday I come to work.
- an employee in Finish Carpentry
20. It's challenging.
- an employee in Business
21. I love what I do!
- an employee in Construction
22. We all have the opportunity to work with other trades and learn new things every day.
- an employee in Painting/Drywall
23. I get to work with amazing people every day, and i am pushed to learn and improve myself in everything i do.
- an employee in Construction

Norhart I love my job because... Comments

24. I have learned so much in the last 7 months. It makes it exciting to work everybody and better myself for Norhart and where I plan to go later in life. I have built great relationships which in turn help the daily work cycle. The pay is great and I have great hours and on top of that I get to take time off.

- an employee in Painting/Drywall

25. I freaking love my job! I think the best reason why is that I honestly feel like my own boss. I'm given challenging tasks and jobs and hard deadlines and full latitude to complete them how I feel is best. The autonomy given to each of the teams is amazing and freeing. It makes us all really buy in to the jobs because we're setting our own tasks and deadlines to complete the projects on time. Dan once said that if he won the lottery today, he'd still be at work tomorrow and I agree with that sentiment 100%. My wife makes sure that we don't go broke, but I honestly don't even know what my paycheck is because that's how much I truly love working here. I've been salary for months and never even checked what that looks like because it doesn't matter to me. If I won the lottery today, I'd still come to work tomorrow because the work is so fulfilling. I love my job!!

- an employee in Electrical

26. I have the opportunity to lead and grow to my full potential.

- an employee in Electrical



Energage™ is a culture technology company that helps you realize the full potential of your workforce by building a stronger culture and connections across the organization – with speed and at scale. Our CultureTech platform combines more than a decade of Top Workplaces™ research, neuroscience principles, expert guidance, and a patented approach to survey insights to give you clear next steps for an employee-centric approach to success. With higher employee engagement levels and intentional cultures, Energage customers are reducing turnover costs, increasing productivity, and improving teamwork.

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