

HCHO Resources (HCHOConsult.com)

Employee Engagement Checklist for Funeral Homes

This checklist is designed to help funeral service organizations evaluate and improve employee engagement. Use it as a conversation starter or part of a more comprehensive audit.

1. Communication & Feedback

- ☐ We conduct regular team meetings that allow open discussion
- ☐ Staff feel safe bringing up concerns without fear of retaliation
- ☐ We use surveys or one-on-one check-ins to gather honest feedback
- ☐ Performance feedback is timely, constructive, and two-way

2. Recognition & Motivation

- ☐ Employees are recognized regularly for their effort and impact
- ☐ Recognition is personalized and meaningful, not generic
- ☐ We celebrate team and individual milestones (not just work anniversaries)

3. Growth & Development

- ☐ Career advancement paths are clear and realistic
- ☐ We invest in staff training (CEUs, cross-training, grief education, etc.)
- ☐ Employees have input on the skills they want to develop
- ☐ Mentorship is available for new or junior staff

4. Work Environment & Well-being

- ☐ Staff schedules include recovery time after emotionally complex cases
- ☐ The team has access to mental health resources or referrals
- ☐ Breaks are encouraged and respected

5. Leadership & Culture

- ☐ Leadership models the values we promote
- ☐ Expectations are clear and consistently applied
- ☐ Staff know how decisions are made and why
- ☐ There's a shared sense of mission and professionalism

At **HCHO Resources**, we go beyond checklists to help you build a truly engaged, mission-driven team in your funeral home. Whether you're struggling with turnover, burnout, or leadership gaps, I offer services tailored to the realities of deathcare work.