

# State of Employee Listening in Canadian Municipalities – 2026

Canada's first national benchmark on how municipalities listen to, and act on, employee feedback — conducted by TalentMap with 20 years of Canadian public sector expertise.

## PURPOSE OF THE STUDY

This independent benchmarking study examines how Canadian municipalities currently listen to employees — how feedback is collected, how it reaches leadership and elected councils, and what action planning and culture change follows. Results will be published in the *2026 State of Employee Listening Strategic Report*, giving every participating municipality a clear picture of where they stand relative to national peers.

## WHO SHOULD PARTICIPATE

- ▶ Chief Administrative Officers (CAOs)
- ▶ HR and People & Culture leaders
- ▶ Organizational development leads
- ▶ Communications and engagement staff
- ▶ Any municipal leader responsible for employee feedback programs

## TIMELINE

- **STUDY OPEN**  
February 2026 — accepting registrations now
- **STUDY CLOSES**  
**end of May 2026** — final deadline to participate
- **REPORT RELEASE**  
Summer 2026 — Strategic Report + national findings session

## WHAT PARTICIPANTS RECEIVE

- ✓ **National peer benchmarking** on employee listening practices using Canadian municipal data
- ✓ **Invitation to a national findings session** reviewing key insights from all participating municipalities

- ✓ **Early access** to the *2026 State of Employee Listening Strategic Report*

Participation is **free**, **fully anonymous**, and carries **no sales follow-up**. Completing the study takes approximately 10–15 minutes.

## 30+ MUNICIPALITIES ALREADY CONTRIBUTING

City of Kitchener

City of Maple Ridge

City of Mission

County of Oxford

District of Lake Country

Halifax Regional Municipality

Municipality of Crowsnest Pass

Region of Waterloo

Regional Municipality of York

Resort Municipality of Whistler

The Corporation of the City of Owen Sound

+ more joining weekly

## SUPPORTED BY PROVINCIAL MUNICIPAL ASSOCIATIONS ACROSS CANADA

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