



ORGANIZATIONAL EFFECTIVENESS SURVEYSM (OES) THE OES PREDICTS KEY PERFORMANCE OUTCOMES

Client Business Outcomes

	CUSTOMER SATISFACTION	PROFITABILITY	PRODUCTIVITY	EMPLOYEE RETENTION
	X	X		
	X	X		X
X	X	X		X
X	X	X		
X	X	X		X
X	X	X		
X	X	X		X
X	X	X		
		X		X

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<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	X
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	<input type="radio"/>	<input type="radio"/>	
			X
			X
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		<input type="radio"/>	
	X	X	
	X	X	
	X	X	

X	X		
<input type="radio"/>	X	<input type="radio"/>	X
X	X	X	

X	X	X	
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X	X	X	
X	X	X	
X	X	X	
		X	
		X	
	X	X	X
	X	X	X
	X	X	X

ALIGN PEOPLE

LEADERSHIP

- 1. Achievement Driven } TRUSTWORTHY / DRIVEN
- 2. Trustworthy / Ethical }
- 3. Empathetic } EMPLOYEE / CUSTOMER RESPONSIVENESS
- 4. Cultivates Customer Relationships }
- 5. Develops People } SOCIAL / LEADERSHIP SKILLS
- 6. Promotes Innovation }
- 7. Fosters Open Communication }
- 8. Mobilizes Change Efforts }
- 9. Resolves Conflict }

PEOPLE

- 10. Clear Roles / Responsibilities } CLEAR ROLES
- 11. Adequate Work Environment } JOB TRAINING
- 12. Job Training }
- 13. Skills / Talent } SENSE OF BELONGING / CAREER GROWTH
- 14. Recognition / Praise }
- 15. Relationships / Wellbeing }
- 16. Influence / Impact }
- 17. Teamwork / Collaboration }
- 18. Career Growth Opportunities }
- 19. Fair Salary } EMPLOYEE SATISFACTION
- 20. Satisfactory Benefits }
- 21. Overall Employee Satisfaction }

EFFECTIVE PRACTICES

STRATEGIES

- 22. Inspirational Purpose / Mission } PURPOSE/ MISSION
- 23. Communicates Future Vision } VISION / GOALS
- 24. Identifies Strategic Goals }
- 25. Implements Action Plans } TACTICAL PLANS

PERFORMANCE

- 26. Evaluates Customer Satisfaction } MEASURE & MONITOR PERFORMANCE
- 27. Helpful Performance Appraisal }
- 28. Tracks Continuous Improvement }

CHANGE READINESS

- Leadership Willing to take action on results } ADAPTABILITY

VALUES GAP ANALYSIS

- Efficiency } DESIRED VS. CURRENT VALUES
- Excellence }
- Performance - No Excuses }
- Tenacity }
- High Energy }
- Integrity }
- Respect }
- People Focus }

*Client Business Outcomes data gleaned from:

- 3rd party validated research and Performance Dashboard's case studies
- X Performance Dashboard's case studies