



ORGANIZATIONAL EFFECTIVENESS SURVEYSM

*"The measure of success for leaders
is the health and effectiveness of their organizations."*



**PERFORMANCE
DASHBOARD**
THE MEASURE OF SUCCESS FOR LEADERS

ORGANIZATIONAL EFFECTIVENESS SURVEYSM

MARKET STATISTICS

GALLUP SURVEY: An Organization with an Engaged Employee Culture Makes a Difference to the Bottom Line...

Organizations with an average of 9.3 engaged employees for every disengaged employee in 2010-2011 experienced 147% higher earnings per share (EPS) compared with their competition in 2011-2012.

Source - 2013 State of the American Workplace Report- Gallup

Gallup's 2013 Client Database includes data from 2010, 2011, and 2012, with data from 7.8 million respondents, 1,024,000 workgroups, and 352 clients in 179 countries and 13 major industries.



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GALLUP SURVEY: Organizations with Engaged and Thriving Employees are **RESILIENT AND AGILE:**

They report excellent performance.

Are 32% more likely to stay with the company.

Source - 2013 State of the American Workplace Report- Gallup



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MARKET STATISTICS

GALLUP SURVEY: Organizations with Engaged... Customers **AND** Employees:

Experience a 240% boost in performance - related to business outcomes...
as compared with an organization with neither
engaged employees nor engaged customers.

Source - 2013 State of the American Workplace Report- Gallup



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WATSON COMPANY RESEARCH: The better leadership communicates, the better the return on investment (ROI). The fact is that organizations that communicate effectively, over the ones that don't report:

57% higher returns over the last five years

4.5 times higher in reporting levels of employee engagement

20% more likely to report lower turnover rates

Source: 2005/06 data Watson Wyatt Effective communication ROI



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SEARS SURVEY: Employee - Customer - Profit Chain Model

Reported a 4% increase in employee attitudes that...

Drove a 4% increase in customer retention

Generated over 200 million in additional revenues within 12 months.

Source - HBR 2000



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

Client Business Outcomes

	Customer Satisfaction	Productivity	Profitability	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	X	X
	X	X	X	X
	X	X	X	X

ALIGN PEOPLE

LEADERSHIP

- Achievement Driven
- Trustworthy / Ethical
- Empathetic
- Cultivates Customer Relationships
- Develops People
- Promotes Innovation
- Fosters Open Communication
- Mobilizes Change Efforts
- Resolves Conflict

- } TRUSTWORTHY / DRIVEN
- } EMPLOYEE / CUSTOMER RESPONSIVENESS
- } SOCIAL / LEADERSHIP SKILLS

		X		
			X	
			X	
			X	

PEOPLE

- Clear Roles / Responsibilities
- Adequate Work Environment
- Job Training
- Skills / Talent
- Recognition / Praise
- Relationships / Wellbeing
- Influence / Impact
- Teamwork / Collaboration
- Career Growth Opportunities
- Fair Salary
- Satisfactory Benefits
- Overall Employee Satisfaction

- } CLEAR RULES AND TRAINING
- } SENSE OF BELONGING / CAREER GROWTH
- } EMPLOYEE SATISFACTION

	X	X		
	X	X		
	X	X		

EFFECTIVE PRACTICES

STRATEGIES

- Inspirational Purpose / Mission
- Communicates Future Vision
- Identifies Strategic Goals
- Implements Action Plans

- } PURPOSE / MISSION
- } VISION / GOALS
- } TACTICAL PLANS

	X	X		
	X	X	X	X
	X	X	X	X

PERFORMANCE

- Evaluates Customer Satisfaction
- Helpful Performance Appraisal
- Tracks Continuous Improvement

- } MEASURE & MONITOR PERFORMANCE

	X	X	X	
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CHANGE READINESS

- Leadership Willing to take action on results

- } ADAPTABILITY

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

VALUES GAP ANALYSIS

- Efficiency
- Excellence
- Performance - No Excuses
- Tenacity
- High Energy
- Integrity
- Respect
- People Focus

- } DESIRED VS. CURRENT VALUES

*Client Business Outcomes data gleaned from:
 3rd party validated research and Performance Dashboard's case studies
 Performance Dashboard's case studies

THE OES PREDICTS KEY PERFORMANCE OUTCOMES

Organizational Effectiveness SurveySM is a service mark of Performance Dashboard
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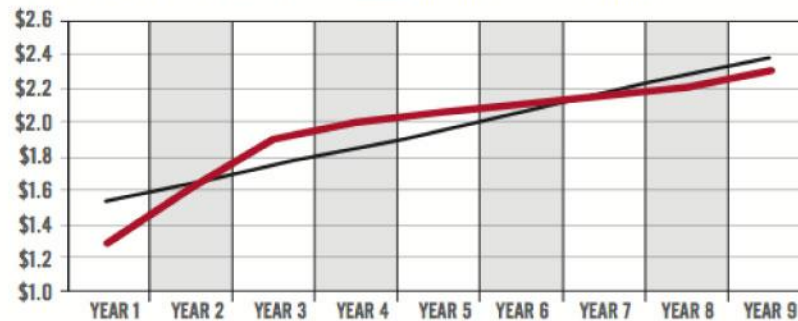
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THE OES CASE STUDY

STAFFING COMPANY –asymptomatic

REVENUES: In billions



INTERVENTIONS

- Executive coaching
- Quarterly team meetings
- Employee celebrations
- On-going staff training
- FAST feedback
- Streamlining processes
- Innovative performance appraisals
- Competitive salary and incentive

OES Diagnosis – Interventions 8 years

OES TARGETED AREAS TO IMPROVE

- IMMEDIATE CORRECTIVE ACTION
- CORRECTIVE ACTION
- LITTLE TO NO ACTION REQUIRED

	YEAR 1	YEAR 2	YEAR 3
Responsive Leadership	Responsive Leadership	Responsive Leadership	Responsive Leadership
Openness to Change	Openness to Change	Openness to Change	Openness to Change
Salary	Salary	Salary	Salary
Job Training-Career Dev.	Job Training-Career Dev.	Job Training-Career Dev.	Job Training-Career Dev.
Customer Satisfaction	Customer Satisfaction	Customer Satisfaction	Customer Satisfaction
Conflict	Conflict	Conflict	Conflict
Process Improvement	Process Improvement	Process Improvement	Process Improvement
Performance Appraisal	Performance Appraisal	Performance Appraisal	Performance Appraisal

OVERALL AVERAGE REPORTED

YEARS 4-9

GREEN



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