"The measure of success for leaders is the health and effectiveness of their organizations."
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.
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
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
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
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
ORGANIZATIONAL EFFECTIVENESS SURVEY™

THE OES PREDICTS KEY PERFORMANCE OUTCOMES

### ALIGN PEOPLE

**LEADERSHIP**
1. Achievement Driven
2. Trustworthiness / Ethics
3. Transparency
4. Collaborate Customer Relationships
5. Develops People
6. Promote Innovation
7. Foster Open Communication
8. Mitigate Change Efforts
9. Resolve Conflict

**PEOPLE**
10. Clear Roles / Responsibilities
11. Autonomy / Work Environment
12. Job Training
13. Skills / Talent
14. Recognition / Promotion
15. Relationships / Wellbeing
16. Influence / Impact
17. Teamwork / Collaboration
18. Career Growth Opportunities
19. Fairness
20. Satisfactory Benefits
21. Overall Employee Satisfaction

### EFFECTIVE PRACTICES

**STRATEGIES**
22. Inspirational Purpose / Mission
23. Communicate Future Vision
24. Identify Strategic Goals
25. Implement Action Plans

**PERFORMANCE**
26. Evaluate Customer Satisfaction
27. Perform annual Performance Appraisal
28. Track Continuous Improvement

**CHANGE READINESS**
Leadership Willing to take action on results

<table>
<thead>
<tr>
<th>VALUES GAP ANALYSIS</th>
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<tr>
<td>Efficiency</td>
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<td>Excellence</td>
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<td>Performance - No Excuses</td>
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<td>Tenacity</td>
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<td>Respect</td>
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<td>People Focus</td>
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*Client Business Outcome data gleaned from:
1. 3rd party validated research and Performance Dashboard's case studies
2. Performance Dashboard's case studies
ORGANIZATIONAL EFFECTIVENESS SURVEY

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