THE ORGANIZATIONAL EFFECTIVENESS SURVEY (OES)^{SM}

DETECTION

Knowing what your employees think about working in the organization allows leadership to respond more quickly with focused accuracy to retain key people and boost productivity.

The OES will assess what is going well, what's not going well, and offer warning signs of organizational "At Risk" behaviors and practices that if not caught soon enough can negatively impact overall performance, growth, and financial results.

DIAGNOSIS

The OES identifies relational behaviors and operational practices within 4 functions of the organization:

Relational BEHAVIORS

1.**Leadership:** Achievement Driven, Trustworthy, Responsiveness, Emotional/Social Skills

2.**People:** Employee Engagement and Satisfaction

Operational PRACTICES

3.**Strategy:** Mission/Purpose, Vision, Goals, Tactical Plans

4.**Performance:** Evaluates Customer Satisfaction, Employee Appraisal, and Track Improvement.
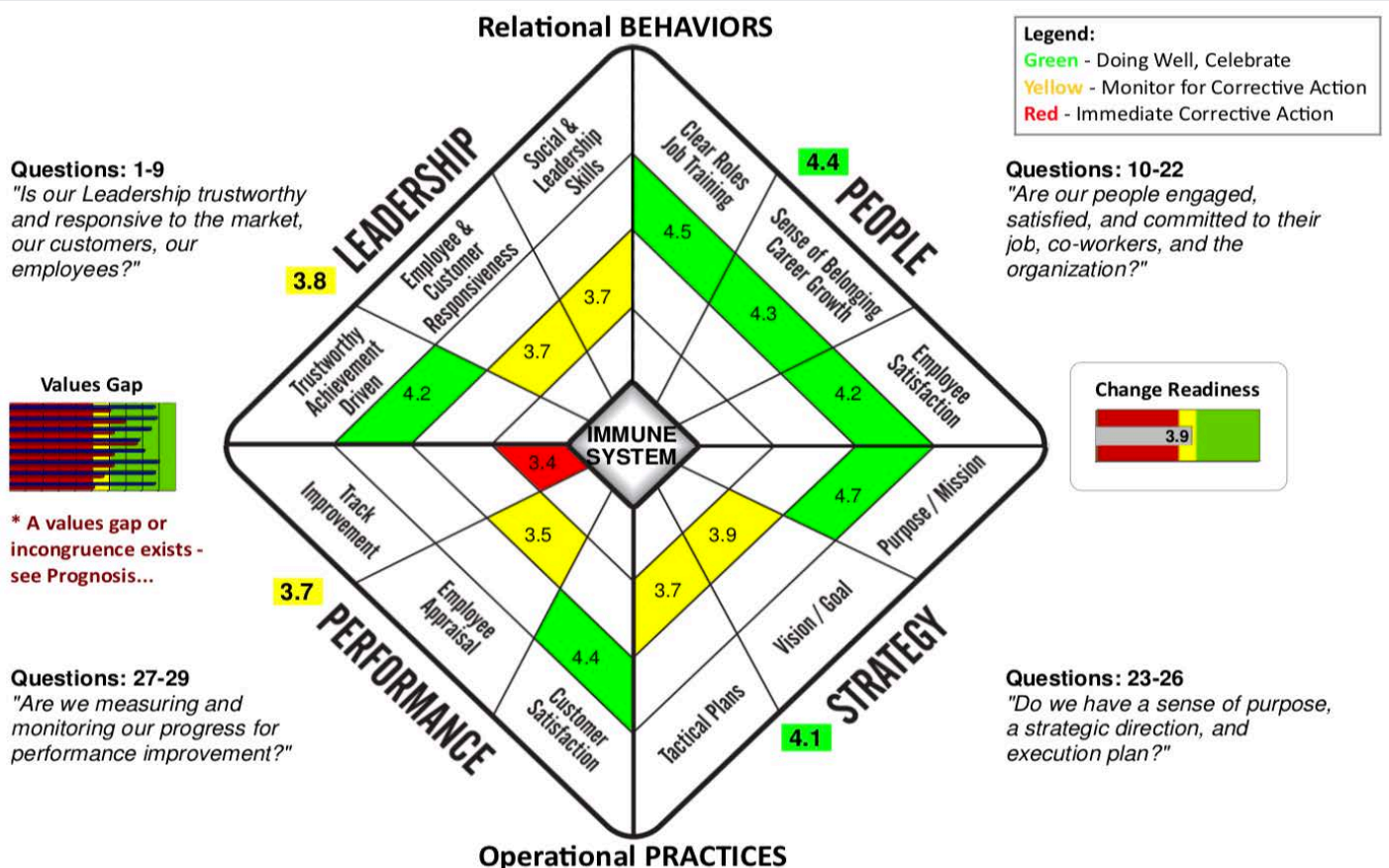
PROGNOSIS

The OES predicts work force readiness and willingness to tackle new initiatives and change activities from the results of 2 functions at the center or core of the organization.

IMMUNE SYSTEM

1.**Change Readiness:** Adaptability /Flexibility to take action on OES results.

2.**Values Gap Analysis:** Are we walking the talk? Is the Organization's immune system Congruent, Healthy and Strong, or Incongruent, Toxic and Weak?

Relational BEHAVIORS

Legend:
Green - Doing Well, Celebrate
Yellow - Monitor for Corrective Action
Red - Immediate Corrective Action

Questions: 1-9
"Is our Leadership trustworthy and responsive to the market, our customers, our employees?"

LEADERSHIP — Social & Leadership Skills, Employee & Customer Responsiveness, Trustworthy Achievement Driven

PEOPLE — Clear Roles Job Training, Sense of Belonging Career Growth, Employee Satisfaction

Questions: 10-22
"Are our people engaged, satisfied, and committed to their job, co-workers, and the organization?"

4.4
4.5
3.7
3.7
3.8
4.3
4.2
4.2

Values Gap

IMMUNE SYSTEM 3.4

Purpose / Mission 4.7

Change Readiness 3.9

* A values gap or incongruence exists - see Prognosis...

Track Improvement 3.5 — 3.9
Employee Appraisal 3.7
4.4

Customer Satisfaction — Tactical Plans — Vision / Goal

Questions: 27-29
"Are we measuring and monitoring our progress for performance improvement?"

3.7

PERFORMANCE

STRATEGY

4.1

Questions: 23-26
"Do we have a sense of purpose, a strategic direction, and execution plan?"

Operational PRACTICES

THE ORGANIZATIONAL EFFECTIVENESS SURVEY (OES)SM

The OESSM is a statistically-validated diagnostic assessment that detects healthy, effective, and at risk behaviors and practices for leadership teams, boards, and owners who are seeking to expand growth and sustain enterprise success.

INTERVENTION

The OES provides leadership with suggested improvement action plans that can reduce if not eliminate potentially "At Risk" behaviors and practices to:

- Retain competent and motivated employees
- Increase productivity and employee commitment
- Decrease unwanted turnover and related impact on the organization
- Generate increased earnings

MONITOR

OES clients, as standard practice, re-administer their OES to track and report on progress improvement against initial baseline results.
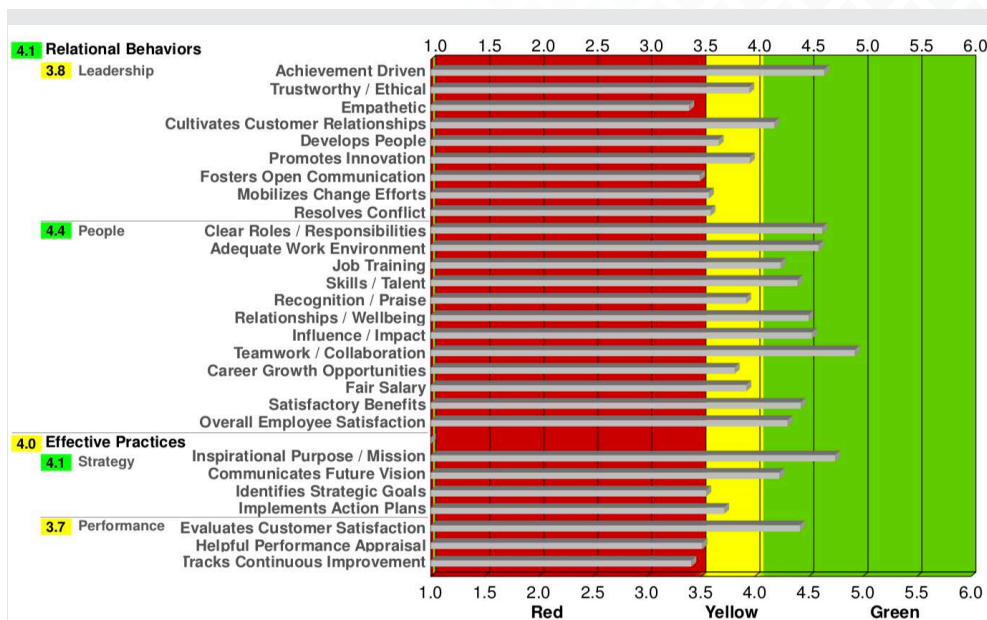
*All information shown can be analyzed and reported by multiple demographics and organizational departments, zones, regions, districts, etc.

Organizational Aggregate by Location

		Relational Behaviors — Leadership									Relational Behaviors — People											Operational Practices — Strategy				Performance			
		Achievement Driven	Trustworthy / Ethical	Empathetic	Cultivates Customer Relationships	Develops People	Promotes Innovation	Fosters Open Communication	Mobilizes Change Efforts	Resolves Conflict	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	Inspirational Purpose / Mission	Communicates Future Vision	Identifies Strategic Goals	Implements Action Plans	Evaluates Customer Satisfaction	Helpful Performance Appraisal	Tracks Continuous Improvement	Total Average
Overall	173	4.6	3.9	3.4	4.2	3.7	4.0	3.5	3.6	3.6	4.6	4.6	4.2	4.4	3.9	4.5	4.5	4.9	3.8	3.9	4.4	4.3	4.7	4.2	3.6	3.7	4.4	3.5	3.4	4.1
Dallas	90	4.7	3.7	3.3	4.1	3.5	3.8	3.4	3.5	3.4	4.5	4.3	4.1	4.2	3.8	4.4	4.6	4.8	3.8	3.9	4.7	4.3	4.8	4.2	3.6	3.7	4.6	3.4	3.3	4.0
New York	12	4.5	4.7	3.7	4.4	4.0	4.1	3.8	4.0	3.5	4.8	4.8	4.7	4.6	4.1	4.7	4.4	4.9	4.3	4.7	3.5	4.6	4.7	4.3	3.7	3.9	3.9	3.7	3.6	4.3
San Diego	71	4.7	4.1	3.5	4.2	3.8	4.1	3.5	3.6	3.8	4.7	4.9	4.4	4.6	4.0	4.6	4.4	5.0	3.7	3.9	4.3	4.3	4.7	4.3	3.5	3.7	4.3	3.7	3.5	4.2

*All information shown can be analyzed and reported by multiple demographics and organizational departments, zones, regions, districts, etc.