

Outcomes & Organisational Benefits

The benefits of implementing the performance initiatives described in the High Performance Pipeline are substantial:

Increased Employee Engagement

By ensuring that employees have “fit” to their respective roles and that your management team are confident leaders and coaches, employee engagement will increase as a result.

Towers Perrin/ISR, one of the world’s premier employee research and consulting firms, conducted what it refers to as one of the most extensive Employee Engagement studies ever. Using survey data from more than 664,000 employees at numerous company types across 50 countries worldwide, ISR compared the financial performance of organisations with highly engaged workforces to their peers, with a less-engaged workforce, over a one-year period.

In ISR’s own words, the findings were “striking.” Companies with high levels of employee engagement enjoyed:

- 19.2% increase in operating income in the 12 months (vs a 32.7% decline)
- 13.7% rise in net income (vs a 3.8% decline)
- 27.8% increase in earnings-per-share (EPS) (vs an 11.2% decline)

Increased Productivity

Productivity issues are generally due to one, or a combination, of the following:

- * Inadequate capability
- * Poor JobFit
- * Fuzzy goals and accountabilities
- * Poor relationship with manager
- * Poor relationship with co-workers
- * Health and wellness issues
- * Physical and environmental factors

Individuals who have “fit” to their role and therefore possess the required knowledge, skills, abilities, traits and interests will be more engaged (give discretionary effort), deliver better quality work, are less susceptible to workplace stress and will be happier and more content.

Considering that high performing employees are twice as productive as poor performing employees, the positive impact on the financial bottom line, by reducing the number of sub-standard employees, is substantial.



For more information, please contact us:

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Increased Customer Service Levels

A study by Professor Oakley (Purdue University) uncovered a direct link between employee satisfaction, and customer satisfaction and also between customer satisfaction and improved financial performance.

He discovered that organisations with engaged employees have customers who use their products more and that increased customer usage led to higher levels of customer satisfaction.

Further, he discovered that it was the organisation's employees who had the greatest influence on the behaviour and attitudes of customers and it is customers who drive an organisation's profitability through the purchase and use of its products.

In the end, customers who are more satisfied with an organisation's products are less expensive to serve, use the product more and, hence, are more profitable customers.

Increased Profitability

There have been numerous studies that have measured the financial impact of:

- Early failure rate
- High employee turnover
- The cost of poor performers
- The cost of losing high performers

Each study consistently measures the cost to be between half and three times the base salary. This is a substantial cost to business that largely goes unchecked because it does not appear as a line item in the P&L, Cash Flow or Balance Sheet.

By implementing JobFit assessments as part of the High Performance Pipeline, our clients enjoy:

- Up to a 300% increase in the success rate of selecting future top performers
- 46% average reduction in early failure rate
- 47% average reduction in employee turnover
- Based on 25 quantifiable studies, the average ROI was \$26.30 returned for every dollar invested



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TIP:

Traditional recruitment processes (resume, interview & references) only deliver 26% of the relevant information, therefore it should be no surprise that those tasked with selection only get it totally right (that is select a future top performer) about a quarter of the time.

Through the integration of the ProfileXT JobFit assessment, and using the High Performance Role Benchmark developed from the proven top performers, we can increase the amount of relevant information from 26% to 75%. This represents a three fold increase in the success rate of selecting a future top performer. The ability to use robust, proven, valid and reliable scientific assessments provides organisations and their management teams with the ability to better predict the “fit” and subsequent performance of recruitment candidates.

Some of the tools we use to attract and select future top performers are:

Role Benchmarks

Job Description Reports provide an in-depth review of the success attributes (abilities, traits and interests) required if an individual is to be a high performer in a given role.

Targeted Job Advertisements

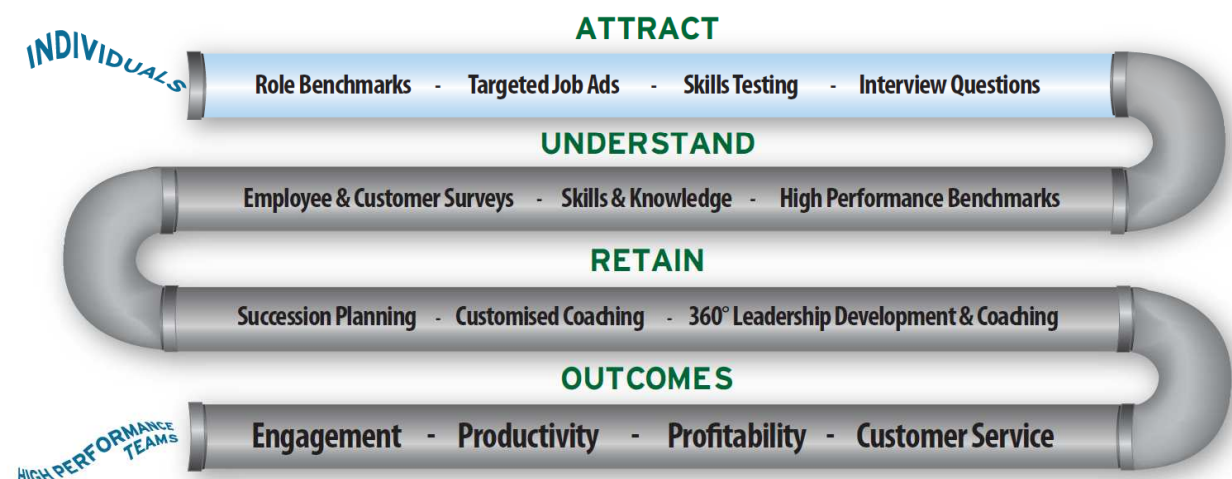
Traditional job advertisements are all about the employer, not about the candidate. By incorporating the critical success attributes into the job advertisement we are able to answer the principal question that all candidates want an answer to, “What’s in it for me?”

Skills Testing

Low cost skills and knowledge testing ensures that time is not wasted reading resumes or conducting interviews with candidates who do not possess the basic skills/knowledge required to perform the job.

Interview Questions

JobFit assessment Placement Reports not only provide information about the individual, they also measure each candidate’s “fit” to the role, identify the potential barriers to success and provide customised behavioural interview questions.



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Understanding High Performers

TIP:

Studies show that only 25% of Australian employees are considered to be top performers and usually when managers utter the words "If only I could find another person like..."; they do not realise that the answer to their dilemma is standing right in front of them.

By objectively assessing proven top performers in a role, the JobFit assessment system can take these results and develop High Performance Role Benchmarks that will not only identify, but also quantify the critical success attributes of a particular role. In essence, we are able to extract the success DNA of your greatest assets, your best people.

Some of the tools we use to understand top performers are:

High Performance Benchmarks

By assessing proven top performers we are able to develop High Performance Role Benchmarks that not only identify but also quantify the critical success attributes. By using this information in the selection, training, coaching and mentoring processes, organisations can dramatically increase the number of top performers and reduce the number of sub-standard performers.

Skills and Knowledge Register

The management teams in most organisations do not really have a complete understanding of the skills and knowledge that resides in each of their employees. By developing a comprehensive Skills and Knowledge Register, in the form of an easily accessible database, management can better utilise their human capital and, in many cases, reduce their reliance on external consultants and advisors.

Employee Surveys

Every organisation is different and therefore every survey we create is fully customised so that our client's stated outcomes are achieved. Importantly, we focus on identifying the critical initiatives that would best contribute to increased employee engagement, individual and team performance, profitability and customer service levels.

Customer Surveys

Peoplogica's fully customised customer surveys are not a "tick the box" survey, they are certainly not just about "measuring" past customer service levels. What they do deliver is succinct guidance on the critical initiatives that will increase sales to existing clients by improving how they are sold to, how they are serviced and how to fulfil their future requirements.



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There are many stated reasons why high performers leave, but the three reasons below are the most common:

- | | |
|----------------|--|
| Fit | - don't like the job / job is not what I thought it was going to be / its boring / its too hard |
| Manager | - don't like my boss / boss doesn't like me / don't like working here / thankless |
| Money | - I am not paid what I am worth / I have been offered a job that pays a lot more than I get here |

By improving organisational leadership and people management skills/confidence and by measuring the critical success attributes of your proven top performers, employees will achieve greater success and candidates will be selected based on "fit" not "like". This leads to employees being more engaged, giving higher discretionary effort, producing better quality work and having greater enjoyment in what they do. Overall outcome is the development of high performance team members who are performing roles that suit them, without workplace stress, with far more passion than before and with a greater respect for their managers.

Some of the tools we use to retain top performers are:

Succession and Career Planning

By incorporating JobFit into the succession and career planning processes, management teams are able to access the suitability of future stars against all leadership roles, not just those in the employee's direct organisational structure. By taking a more holistic view, underpinned by objective measurement, the incidence of promoting someone to incompetence is removed and the confidence of employees taking on more responsibilities is increased.

Customised Coaching

JobFit assessments provide operational managers with customised coaching suggestions, for every direct report, based on the proven requirements of the role that they are tasked to perform. These coaching suggestions provide invaluable information for managers and supervisors to overcome their employees' respective barriers to success.

360° Leadership Development and Coaching

Setting aside operational role requirements, the three most important attributes of a manager are leadership, people management and execution. Peoplogica offers two 360 Degree survey platforms, CheckPoint and OurPeople (which is fully customisable), both are implemented using a proven process that drives positive change by clearly identifying the three or four initiatives that will improve a manager's abilities and skills.

