



Thank you for requesting a 360 Feedback Report

Organization Climate Sample Report

Introduction

This is a Sample of an **“Organizational Report”** for a fictitious Company.

Advanced Technologies, Inc. has conducted a climate survey to determine how their employees feel about the organization, and where improvements need to be made in order to keep turnover to a minimum. They are interested in how perspectives differ between the various departments of the company, as well as the management. In addition, they also want a complete picture that includes all employees.

There are five sections in the report. Each section name appears in the top right hand corner of the report page. Below are explanations of each report section. Each Section has an introduction that explains how to read that particular section.

How we can help you with your survey needs?

OUR SERVICE

Feedback is our specialty. We have the experience and expertise to handle all your feedback and survey administration needs. We take time to find out exactly what you need, and then we create the survey according to your specifications.

- Save valuable internal staff time for other priorities
- Get efficient and very cost-effective services
- Relax, knowing that all feedback is kept confidential and stored securely off-site
- Make it easy and fast for participants with an Internet connection to access their assessments from anywhere in the world

OUR REPORTS ARE CUSTOMIZABLE AND FLEXIBLE

We can tailor almost any aspect of a feedback project – add your competencies, use or modify ours – or any combination. With this unprecedented flexibility, we can provide *many* different types of surveys for your organization. A few examples:

- A baseline of behaviors, feedback to participants and measurable results to management
- Leadership and individual skill development
- Needs analysis
- Team and organizational effectiveness
- Organizational Climate surveys – an insight into the feelings of staff
- Customer feedback –how your customers are reacting to your business.

Our software contains everything you need - for everyone involved in the feedback process:

- More than 1,200 items in a massive library – easily customized – or we can incorporate your competencies
- Ability to not only collect open-ended responses at the end of the survey but also get optional explanatory comments for each item rated, providing extraordinary coaching and personal growth material

Dozens of powerful reports can be generated. Compare previous to current results to measure improvements. Produce consolidated reports with summary data for the entire organization.

FOLLOW-UP SERVICES

A 31-page booklet and online performance analysis tool for each feedback recipient to help them create and implement a personal development plan

We can also provide online webinars and individual coaching sessions to maximize the benefit of the feedback provided.

Request Your FREE ESTIMATE Today

Visit www.norquestsolutions.com/ or contact us below.

For further information please contact:



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Phone: 1-800-842-5857

20/20 Insight Special Confidential Report



Advanced Technologies

June 3, 2006

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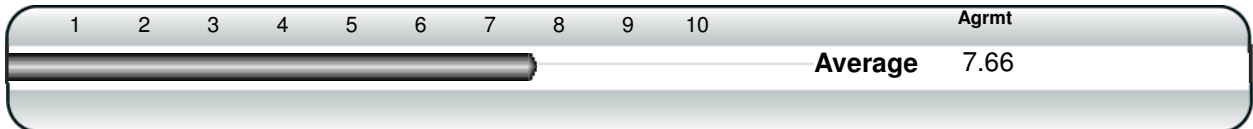
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This report section displays all category scores.

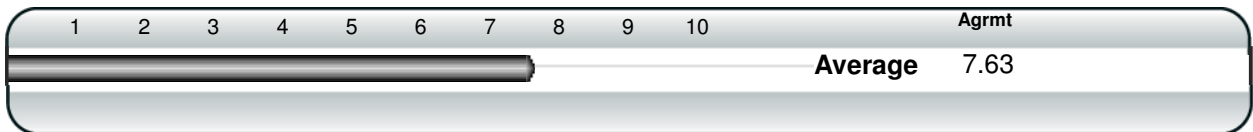
Results are displayed both as a bar graph and in numerical form. The category names appear on the left side of the page.

Column 1: Displays scores for the primary scale from highest to lowest. It represents the average of all item scores within each category; the bar graph also shows these averages.

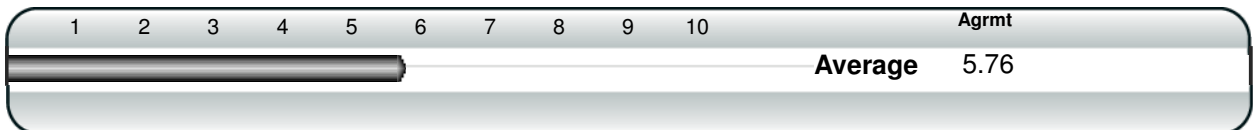
Training and Development



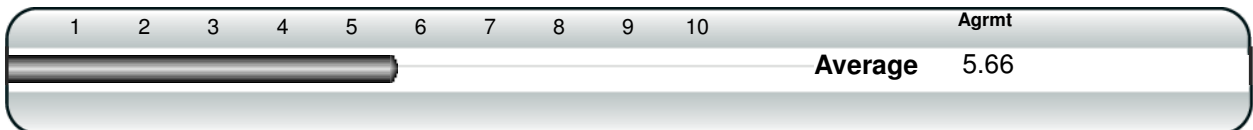
Change Management



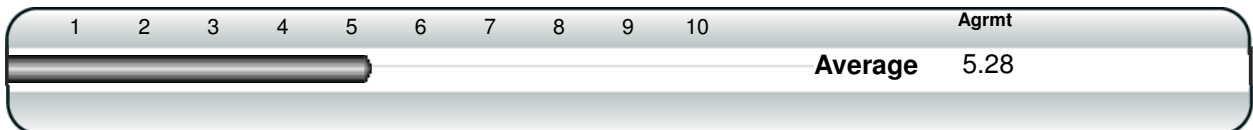
Rewards and Recognition



Communication



Leadership



Item Ratings - Relationships/Comments

This section displays detailed information about the individual items, organized by category.

Results are displayed both as a bar graph and in numerical form.

The category name appears on the left, and the items related to the category are listed in the order in which they appeared in the assessment.

Directly beneath each item statement is the distribution of ratings, which shows the number of respondents who gave ratings at each point on the scale (e.g., 2 people may have given a rating of 4, 3 people gave a rating of 5, etc.).

The horizontal bar graphs and corresponding number to the right display the item score on the primary scale, based on the relationship type. The first bar shows the overall score from all respondents. The remaining bars show the average ratings given by each rater relationship (e.g., peer, manager, etc.).

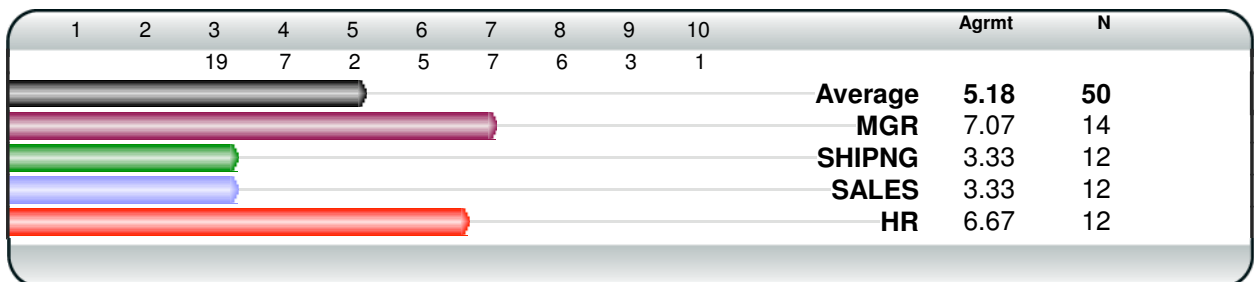
Column 1: Displays the scores for each item on the primary scale.

Column 2: Displays the total number of individuals who rated this item. This number can vary across items because some respondents may have skipped some items.

If any respondents wrote comments about a particular item, the comment appears immediately below the bar graphs. Each dash (-) represents a comment from a different person. This section may be customized to group comments by rater relationship.

Leadership

1. Our leaders provide vision and direction for this organization.

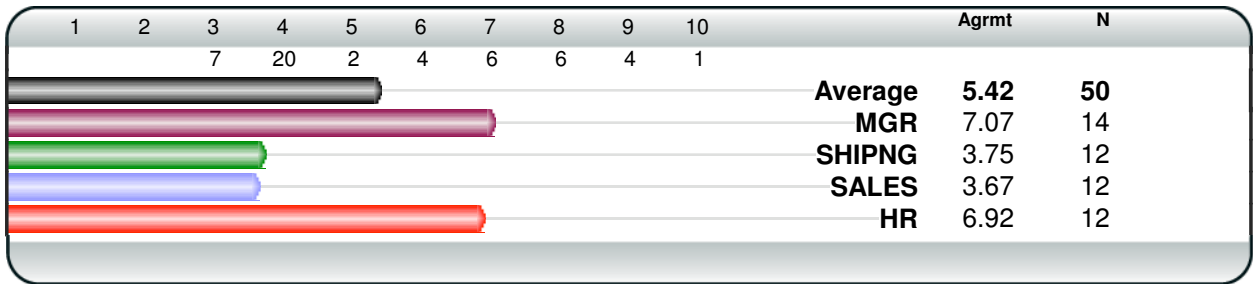


My suggestion for improvement: - Describe in detail your suggestion.

- *No need for improvement*
- *I am not real sure what their vision is.*
- *They seem to be unreachable to me.*
- *Good job here*
- *None needed*
- *This would be something new to try*

Item Ratings - Relationships/Comments

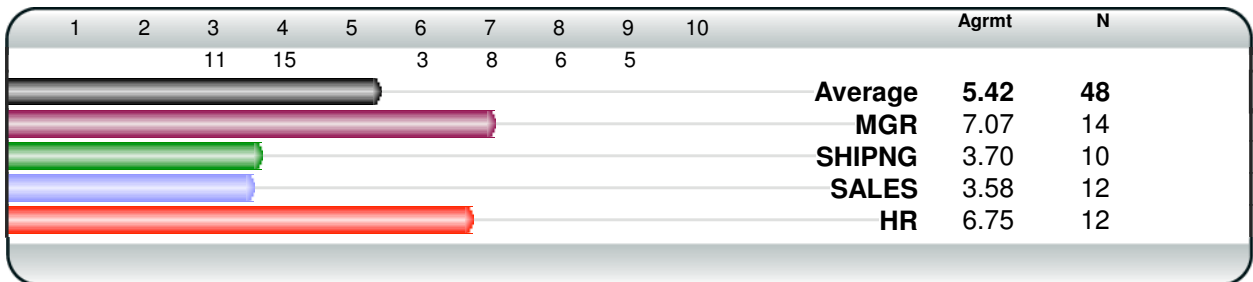
2. Top management communicates its vision for the future.



My suggestion for improvement: - Describe in detail your suggestion.

- We are a great company at doing this
- We may want to publish a newsletter that talks about our ongoing plans.
- Again, this is not communicated well to us as employees.
- I really don't know what their vision is.
- They should do better at this.
- Be more open to others ideas
- Make the action happen
- Make the visions happen faster...
- Move faster
- Needs to be done to start with, this is not something employees are asked to be involved in.

3. We are moving in the right direction as an organization.

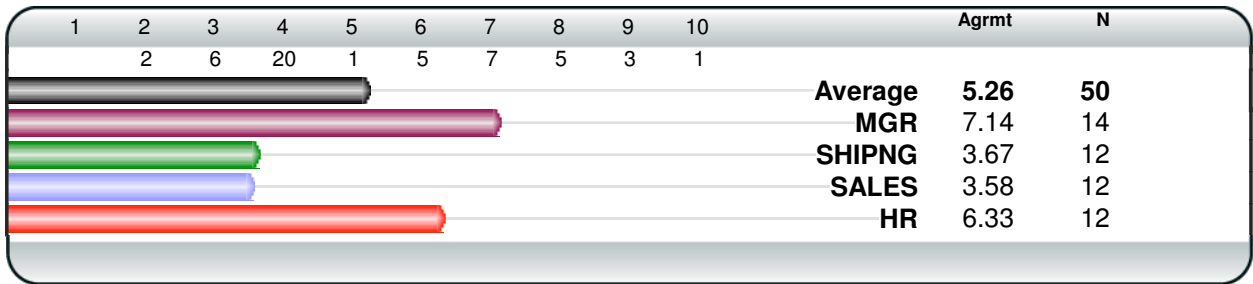


My suggestion for improvement: - Describe in detail your suggestion.

- I honestly don't know if we are...better communication is needed.
- Not sure about this. We need more information on this type of thing.
- Not sure if we are or not.
- Keep up the good work
- May want to think of some new ways to get our name out there

Item Ratings - Relationships/Comments

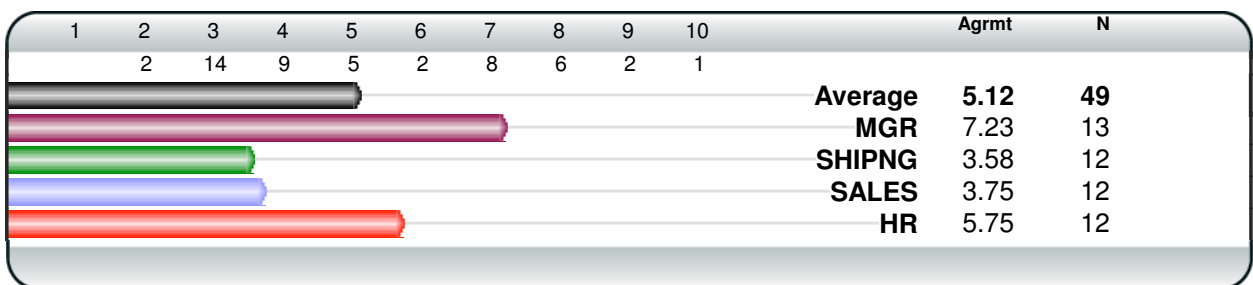
4. Top management is respected for its leadership.



My suggestion for improvement: - Describe in detail your suggestion.

- *I think the management would be respected more if they involved the staff more.*
- *They would be more respected if they would get other staff more involved in processes.*
- *Better listening skills needed here.*
- *No improvement needed*

5. I have confidence in this organization's leadership.

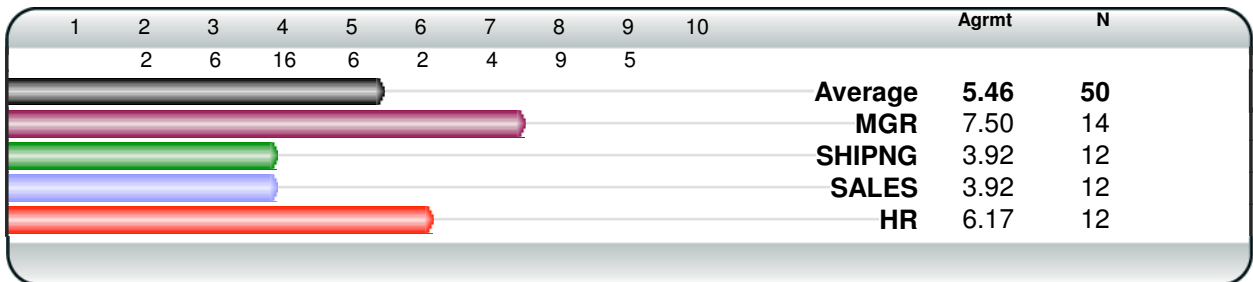


My suggestion for improvement: - Describe in detail your suggestion.

- *I don't know really how things are being run.*
- *If they could be more communicative, then yes, I would have confidence.*
- *Good job*

Communication

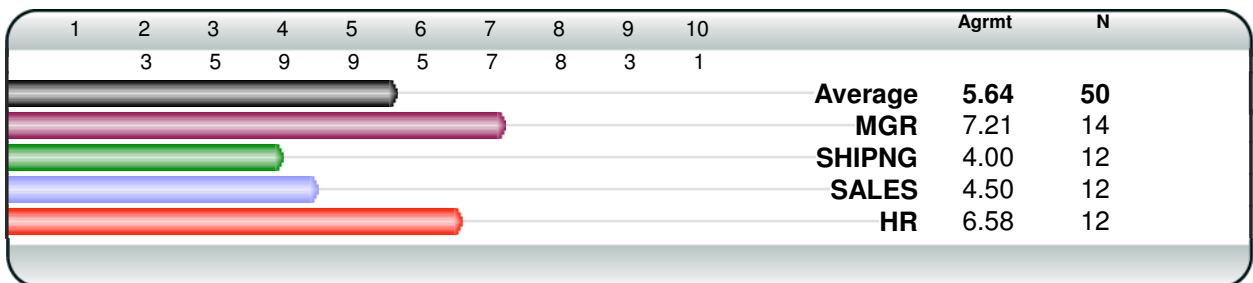
6. Communication is open in this organization.



My suggestion for improvement: - Describe in detail your suggestion.

- No need for improvement here
- I feel that there is a level at which it stops, and never gets down to us.
- Not really, only amongst certain close knit groups.
- We need either more staff meetings, a newsletter, or more inter office e-mails to keep in better touch.
- Focus on better listening skills.
- Keep up the good work

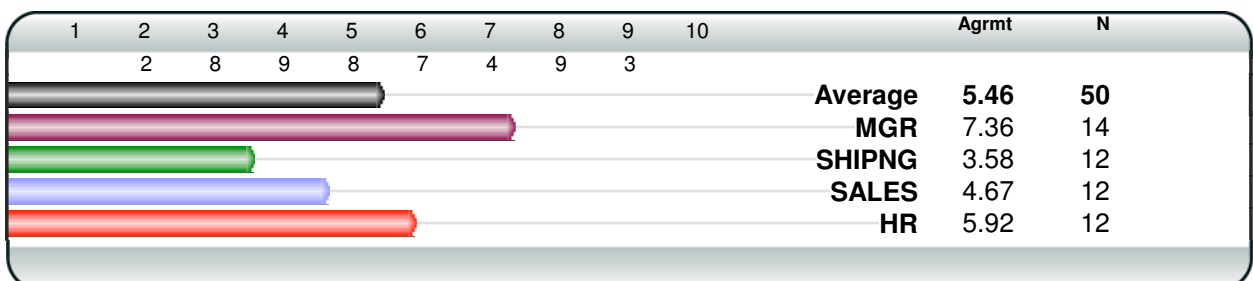
7. I receive news and information in a timely fashion.



My suggestion for improvement: - Describe in detail your suggestion.

- More interoffice e-mails from management.

8. There is good top-down communication in this organization.

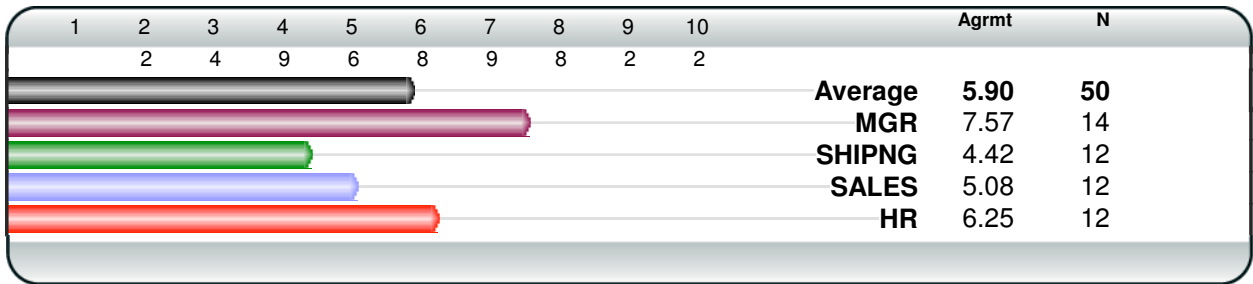


My suggestion for improvement: - Describe in detail your suggestion.

- Need to listen to the employees, I mean really listen.

Item Ratings - Relationships/Comments

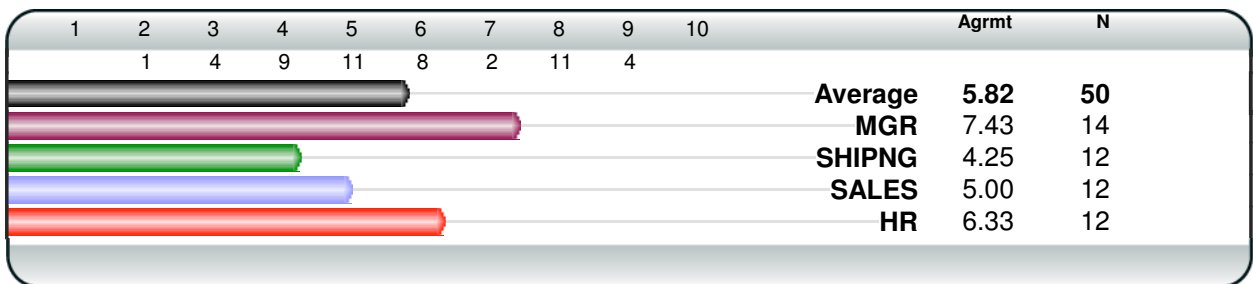
9. There is good bottom-up communication in this organization.



My suggestion for improvement: - Describe in detail your suggestion.

- Better than the top-down communication.

10. I am encouraged to speak up and communicate freely.

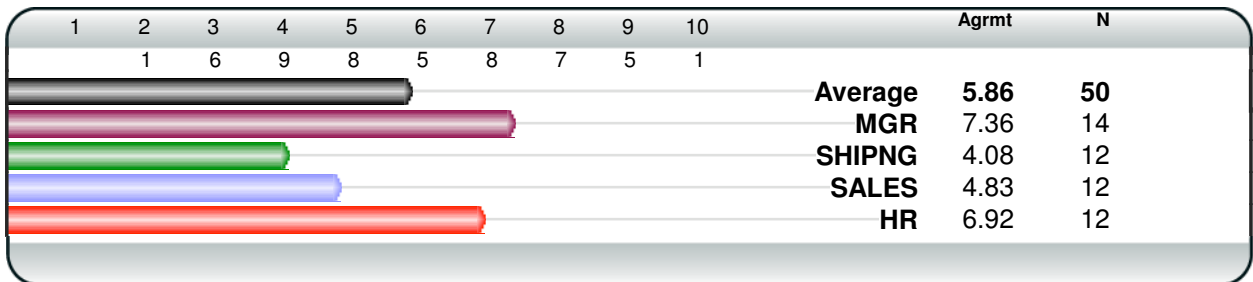


My suggestion for improvement: - Describe in detail your suggestion.

- I am encouraged to do this sometimes, but I can't ever see if I have had an impact.
- Managers should encourage employees to constructively voice opinions.

Rewards and Recognition

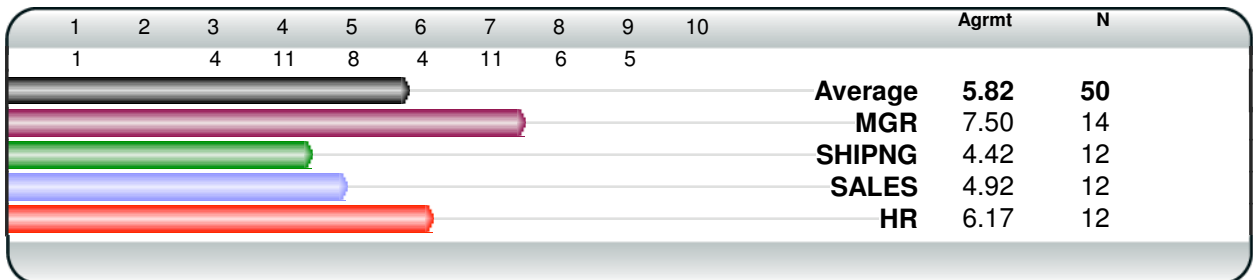
11. I am compensated fairly for my work.



My suggestion for improvement: - Describe in detail your suggestion.

- Sometimes I go above and beyond, but it's not reflected in my pay.
- Have pay only associated to work performance and review this on a quarterly basis.

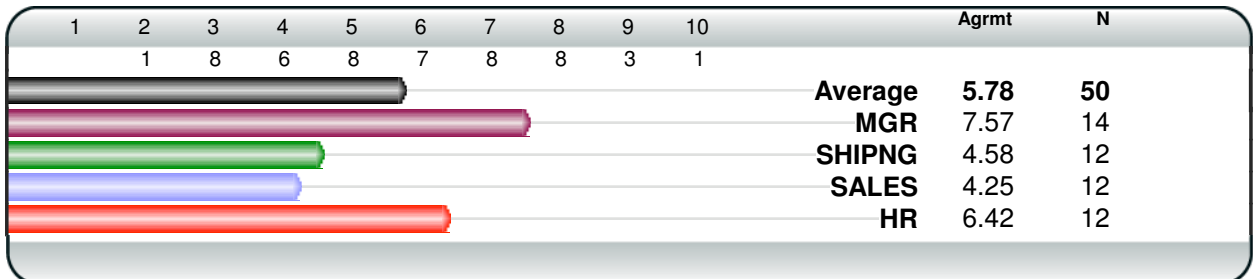
12. I am generally satisfied with the benefits I receive.



My suggestion for improvement: - Describe in detail your suggestion.

- Good benefits program.

13. Rewards are based on performance and results.

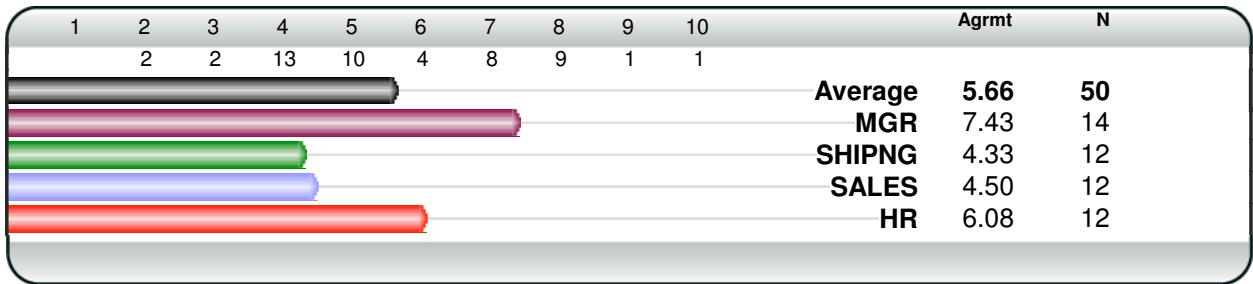


My suggestion for improvement: - Describe in detail your suggestion.

- Sometimes yes, but there is some favoritism as well.

Item Ratings - Relationships/Comments

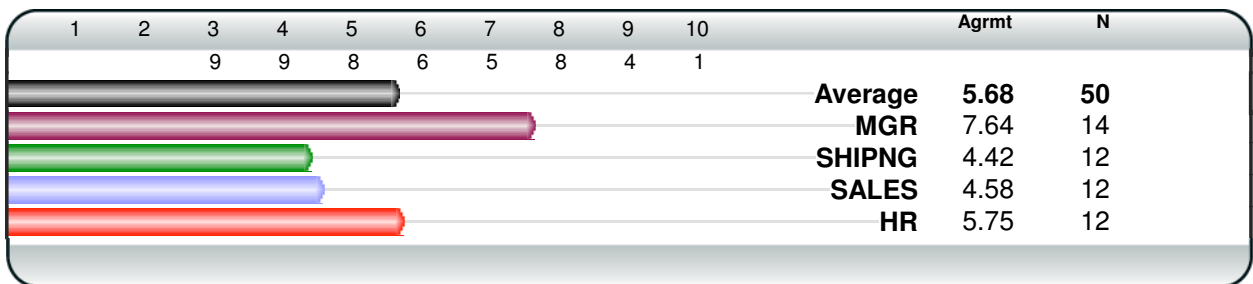
14. The most qualified and competent people are promoted.



My suggestion for improvement: - Describe in detail your suggestion.

- *Not so in all cases.*

15. I have opportunities to advance in this organization.

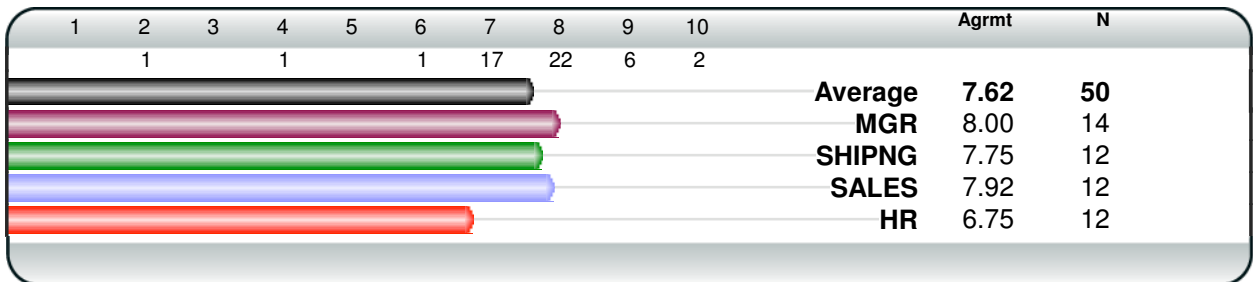


My suggestion for improvement: - Describe in detail your suggestion.

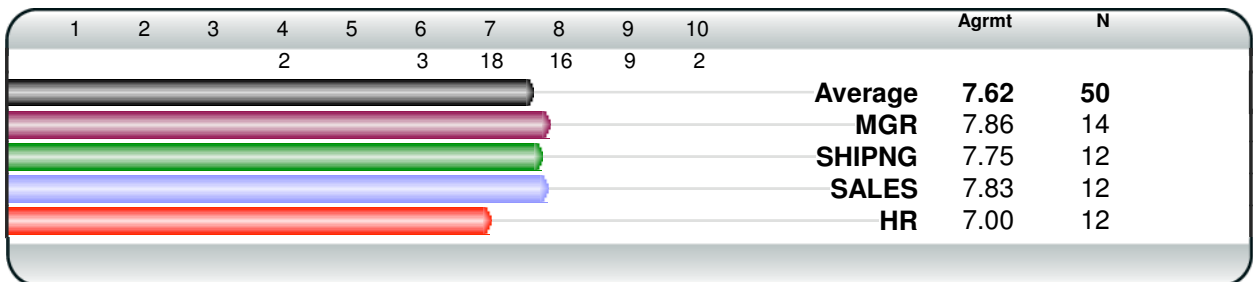
- *Yes-- there are always job postings on the bulletin board.*

Training and Development

16. I have the skills I need to do my job.



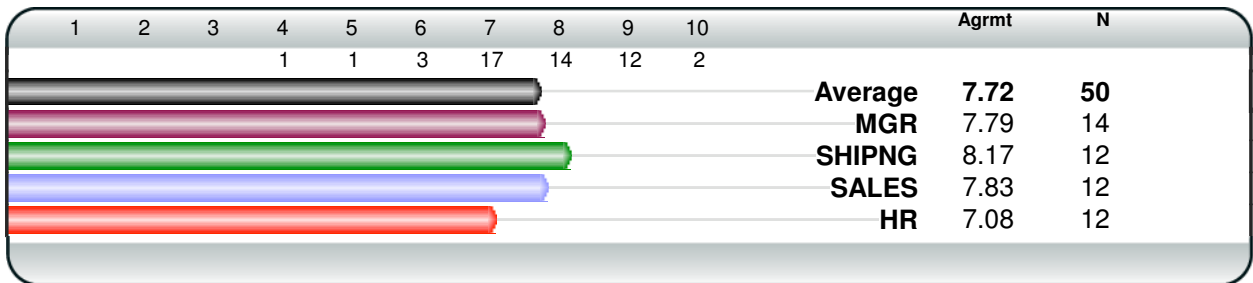
17. People are encouraged to learn new skills.



My suggestion for improvement: - Describe in detail your suggestion.

- Have people cross-train one another as much as possible. This works well in my department.

18. The company provides adequate training opportunities.

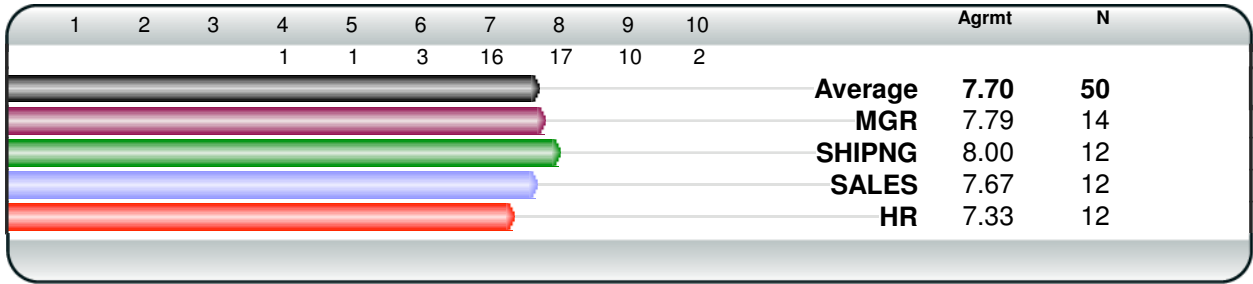


My suggestion for improvement: - Describe in detail your suggestion.

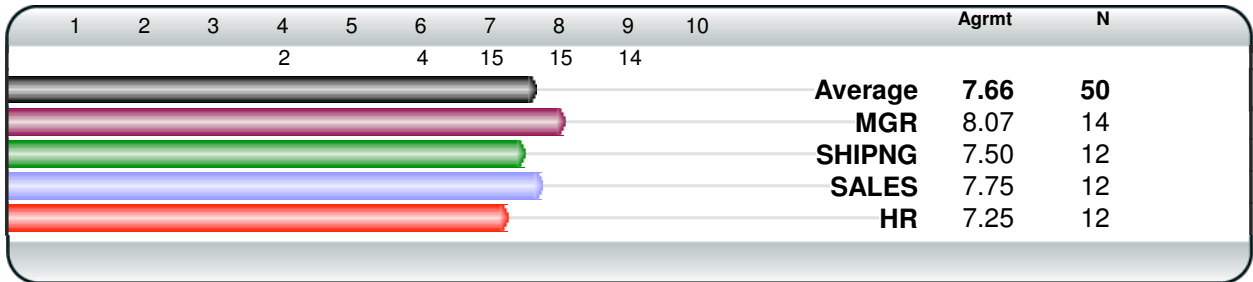
- I liked the class on MS Office, but they should have them more often so that more of us can benefit. I think schedule conflicts kept some people from being able to attend.
- Focus more on employees specific needs for development and growth

Item Ratings - Relationships/Comments

19. Job assignments help people grow and develop.



20. The training and development program is effective.

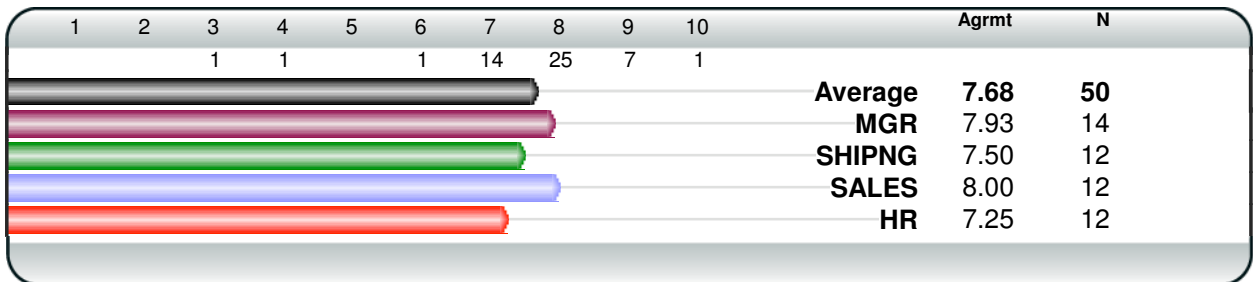


My suggestion for improvement: - Describe in detail your suggestion.

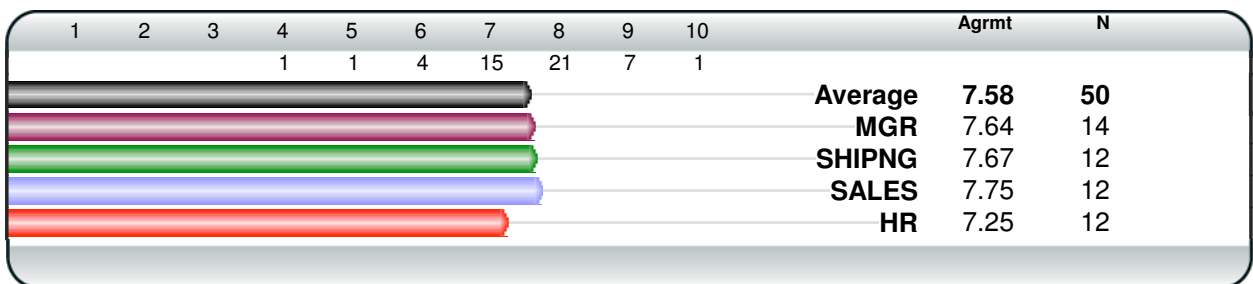
- Yes, the A-Tech training seminars are great for personal growth. The instructors are fun to learn from.

Change Management

21. This organization views change as positive.



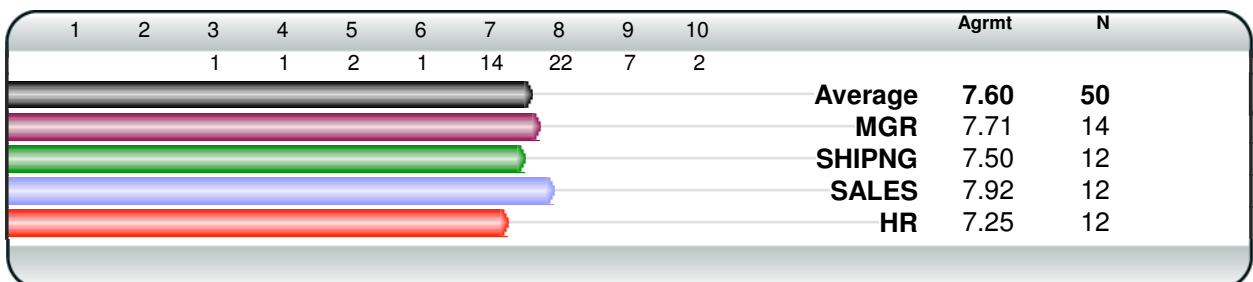
22. Innovation is encouraged in this organization.



My suggestion for improvement: - Describe in detail your suggestion.

- No room for improvement here
- I was pleasantly surprised when I took an idea to my manager and it was submitted as a possible amendment to a policy. Maybe more of this could be encouraged.

23. Changes are communicated before they are implemented.

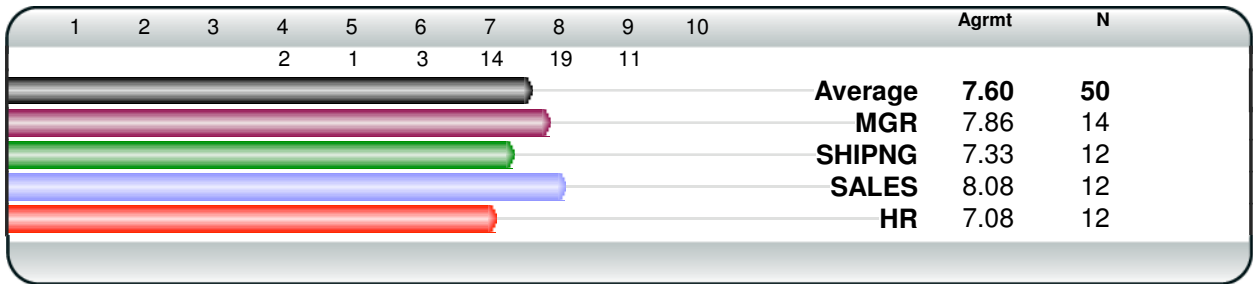


My suggestion for improvement: - Describe in detail your suggestion.

- Keep it up..

Item Ratings - Relationships/Comments

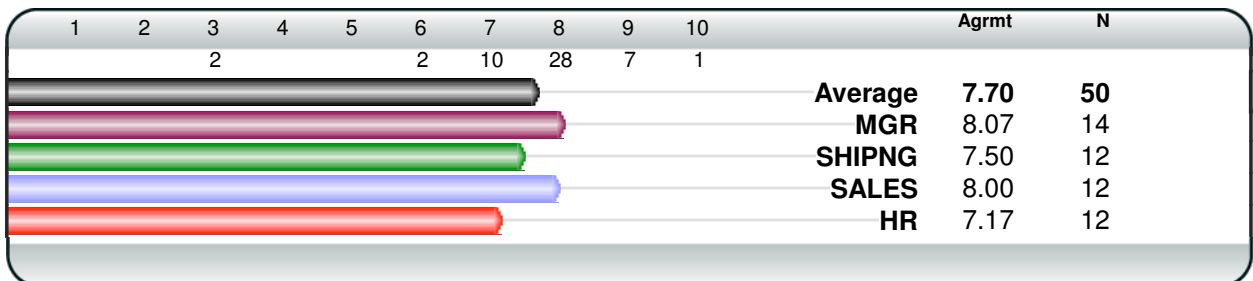
24. Changes are implemented in a constructive way.



My suggestion for improvement: - Describe in detail your suggestion.

- *Just keep doing what we are doing..it seems to be working great*
- *Make changes happen in a more timely manner*

25. I participate in making changes that affect me.



My suggestion for improvement: - Describe in detail your suggestion.

- *I like having the employee voting box when there is a new policy pending. Keep using this method.*

Highest-Rated Items

This section reports the scores of the subject's highest-rated items across all categories.

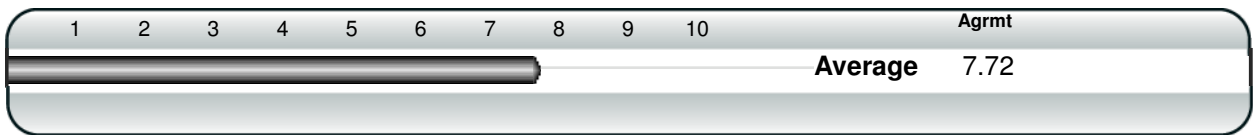
Results are displayed both as a bar graph and in numerical form, from highest to lowest.

Items are shown on the left side of the page, with the related category in parenthesis below it.

Column 1: Displays the average score for each item on the primary scale, with the highest score listed first, followed by the second highest score, and so on.

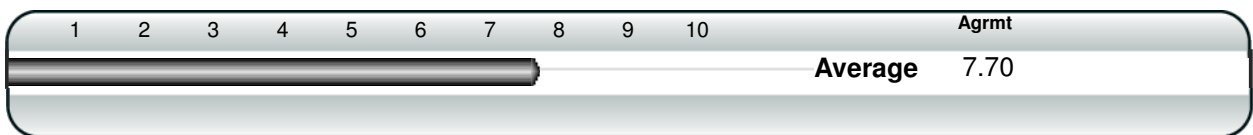
18. The company provides adequate training opportunities.

(Training and Development)



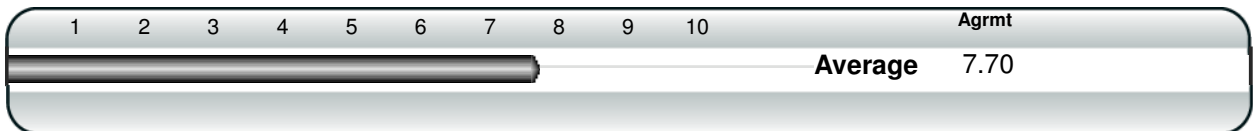
19. Job assignments help people grow and develop.

(Training and Development)



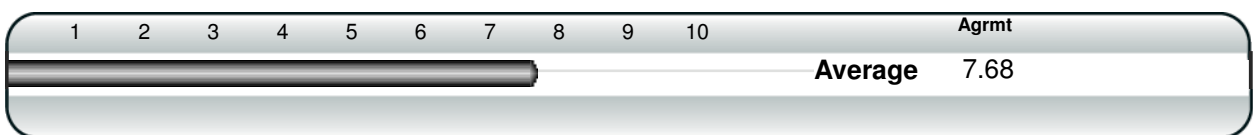
25. I participate in making changes that affect me.

(Change Management)



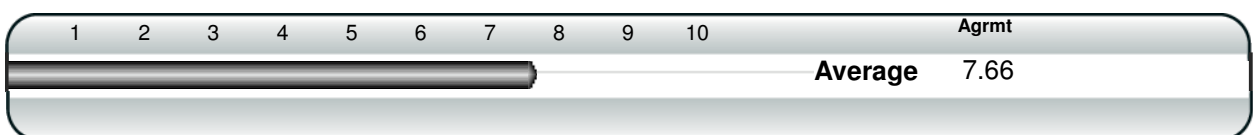
21. This organization views change as positive.

(Change Management)



20. The training and development program is effective.

(Training and Development)



Lowest-Rated Items

This section reports the scores of the subject's lowest-rated items across all categories.

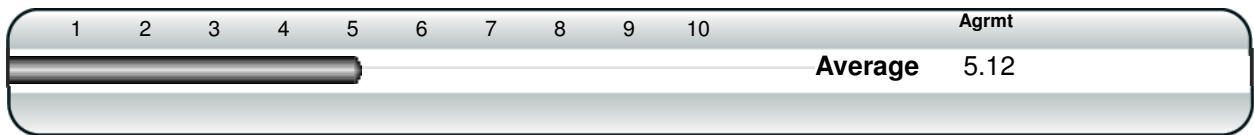
Results are displayed both as a bar graph and in numerical form, from lowest to highest.

Items are shown on the left side of the page, with the related category in parenthesis below it.

Column 1: Displays the average score for each item on the primary scale, with the lowest score listed first, followed by the second lowest score, and so on.

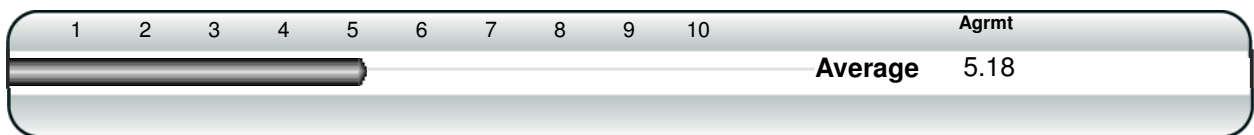
5. I have confidence in this organization's leadership.

(Leadership)



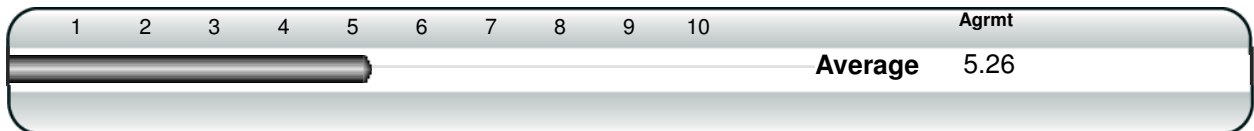
1. Our leaders provide vision and direction for this organization.

(Leadership)



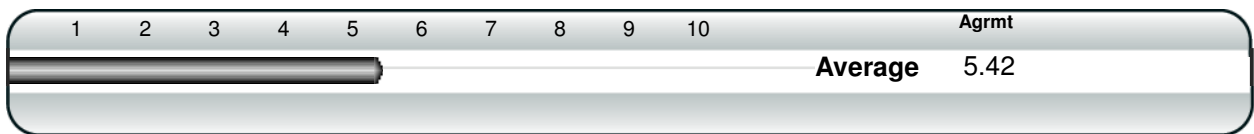
4. Top management is respected for its leadership.

(Leadership)



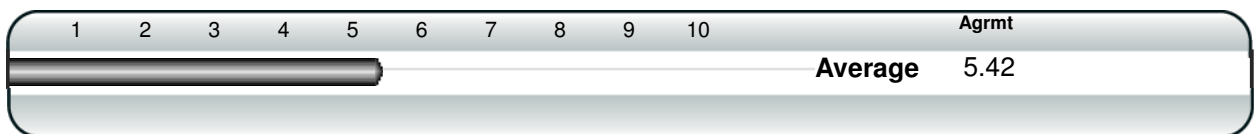
3. We are moving in the right direction as an organization.

(Leadership)



2. Top management communicates its vision for the future.

(Leadership)



Summary Questions

This report section displays the narrative comments given by each respondent to the Summary Questions that were included in the project. Responses are grouped by question and are completely anonymous.

This section may be customized to group comments by rater relationship.

What is Advanced Technologies' greatest strength?

- *The great management team and how well they work with all the levels of employees.*
- *The way management works together to problem solve.*
- *Their training facility and opportunities for growth. Their openness to all types of people and backgrounds.*
- *Their training programs, and the wide variety of different people who work here.*
- *Allowing employees flexibility in their work areas.*
- *Employee communications...*
- *Flexibility with employees*
- *Nothing*
- *Their diversity and their training programs. Their openness to change (this survey is a good step).*

What should Advanced Technologies work harder to improve?

- *Keep up the great job*
- *The communication between management and staff.*
- *Their communication and employee involvement in envisioning and decision making.*
- *Their communication! I feel quite uninformed about the future of our company.*
- *Employee relations*
- *Everything*
- *Give recognition to those who deserve it and not those who appear to deserve it.... Be more aware of who is doing what... I think you may be surprised at what you see!*
- *Listening skills*
- *Pay to compensate for work performed*
- *The communication between management and staff. The benefits and compensation program could be better (i.e. more frequent bonuses).*

If you could change one thing about Advanced Technologies, what would it be?

- *I'd have more social activities that included employees from all different levels and departments.*
- *Increase pay scales to compensate employees more fairly*
- *I would have more interaction between different departments, staff members, and staff/management.*

Summary Questions

- *I'd get the walls down between management and employees.*
- *Communication between management and employees*
- *Everything...*
- *Increase management's awareness to employee needs.*
- *Not much*