

ACHIEVEBLUE™ Culture Assessment Tools

| You Want To | You Need | What It Is And Does | How It is Used |
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| <p>Create and Sustain a High Performance, Constructive Organizational Culture</p> | <p>Organizational Culture Inventory®</p> | <p>The Organizational Culture Inventory® is the most widely used and thoroughly researched tool in the world for measuring organizational culture. The OCI® can be used to:</p> <ul style="list-style-type: none"> ▪ Obtain reliable data on the behavioral norms of the organization and/or its sub-units ▪ Validate a need for cultural change on the part of participants ▪ Identify the areas where change needs to take place ▪ Develop a vision for culture change ▪ Create individual and organizational action plans for effecting cultural change ▪ Evaluate the impact of organizational change efforts | <p>The OCI® can be deployed across an entire enterprise or within identified subgroups. We normally start by working with senior leaders in order to identify their desired Ideal culture. The Current state of the culture is then assessed through deployment with their direct reports only or as deeply into the organization ranks as is desired. The Ideal and Current states of the culture are compared, debriefed and followed up with action planning sessions to close culture gaps.</p> |
| <p>Build a Culture of Inclusion and Diversity</p> | <p>Culture for Diversity Inventory®</p> | <p>Every organization has its own culture and set of expectations for members. These expectations or “norms” have great implications for how members treat each other and for how diverse groups of people work together. The CDI® assesses the degree to which an organization’s current culture embraces inclusion and diversity within the workforce.</p> | <p>The CDI® can be delivered to large groups of individuals and teams within any organization. Coupled with other instruments, most notably the Organizational Culture Inventory, it can be used for gap analysis between the current and desired ideal states.</p> |
| <p>Build High Performance Organizational and Project Teams</p> | <p>Group Styles Inventory®</p> | <p>The Group Styles Inventory® is an assessment of the way in which team members interact with one another and approach problems when working together. The GSI® enables teams to analyze their team culture and identify practical strategies for enhancing their overall effectiveness. The GSI can be used to:</p> <ul style="list-style-type: none"> ▪ Measure and monitor the performance of teams ▪ Create a team environment that encourages innovation and the sharing of ideas ▪ Sharpen the analytical skills of team members ▪ Develop the consensus decision making and problem-solving skills of individual contributors ▪ Improve the quality and acceptance of group and organizational decisions | <p>The GSI® is ideal for creating constructive cultures that focus on achievement, innovation, mutual support and collaboration within intact organizational and project teams.</p> |
| <p>Enable Your Leaders and Managers to Create a High Performance, Constructive Organizational Culture</p> | <p>Leadership / Impact® Management / Impact®</p> | <p>Leadership/Impact® and Management / Impact® are feedback systems that provide managers and executives with unique insights into their leadership / management strategies and the impact of those strategies on the behaviour and performance of others. L/I® and M/I® inform participants about their:</p> <ul style="list-style-type: none"> ▪ Effectiveness along personal and organizational leadership / management criteria ▪ Impact on Others, in terms of the extent to which they motivate others ▪ Leadership Strategies, in terms of the extent to which they act in Prescriptive versus | <p>L / I® and M / I® can be used as the basis for:</p> <ul style="list-style-type: none"> ▪ Initiating or promoting leadership development ▪ Coaching individual managers and executives ▪ Evaluating the effectiveness of leadership development efforts ▪ Promoting a more Constructive organizational culture ▪ Enhancing organizational effectiveness |

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| <p>Increase the Personal Effectiveness of Individuals, aligning their everyday behaviour with High Performance, Constructive Culture</p> | <p>Restrictive ways.</p> | | |
| <p>Optimize Your Service Culture</p> | <p>Lifestyles Inventory®</p> | <p>The styles measured by the Lifestyles Inventory® are related to a number of indicators of effectiveness and success, including management effectiveness, problem-solving effectiveness, quality of interpersonal relations, individual health and well-being, and impact on organizational culture. The LSI® provides a lens that reveals the individual behaviours and attitudes that either promote or serve as barriers to high performance culture at team and organizational levels.</p> | <p>Administered as a self-assessment, the LSI® can be used as a coaching or self-development tool to:</p> <ul style="list-style-type: none"> ▪ Enhance self-understanding ▪ Increase productivity ▪ Strengthen leadership capabilities ▪ Sharpen interpersonal skills |
| | <p>Customer ServiceStyles®</p> | <p>Customer ServiceStyles® provides a picture of how customers view the way in which your service providers approach their work and interact with them. The CSS® survey also includes measures of customer satisfaction, loyalty, and advocacy. These service outcomes are viewed as “lead indicators” that provide critical insights into an organization’s long-term profitability and sustainability. Because the service styles measured by the survey impact these outcomes, the results provide insights about not only how customers feel, but also why. The “why” helps to pinpoint specific changes or improvements to customer service.</p> | <p>Customer ServiceStyles® can be used to:</p> <ul style="list-style-type: none"> ▪ Find out how customers are being treated to better understand why they are satisfied or dissatisfied ▪ Gauge the extent to which the organization is living up to its mission and brand promises ▪ Understand the impact of organizational culture on customer service |