



PDi

Performance Dimensions
International, LLC



Employee Effectiveness

Strategic Planning to Implementation, Guided by Data



Unleashing the entrepreneurial spirit in your company can produce extraordinary results. PDi has made it a priority to understand what motivates people to move quickly and seize opportunities in America's most successful companies. At PDi we are committed to enriching our clients' personal, professional and organizational effectiveness. We help you maximize your potential and gain the acknowledgement and rewards you deserve by providing feedback systems that give you the ***performance edge***.

A Question Of Balance

LEADERSHIP IS AS MUCH OF AN ART AS A SCIENCE, BECAUSE OF THE DIFFICULT TRADEOFFS

Here are a few of the leadership challenges which defy easy answers:

- ☺ Rewarding employees without unduly compromising profitability
- ☺ Encouraging individual contribution without undermining team spirit
- ☺ Improving efficiency without stifling creativity and innovation
- ☺ Building in quality while maintaining speed and productivity
- ☺ Balancing the legitimate needs of conflicting functional specializations
- ☺ Demanding accountability, in positive and constructive ways
- ☺ Taking responsibility for problems versus blaming and punishing others



These issues demand constant attention, because misalignments can be very destructive. Regardless of the solution you choose, these tensions do not go away -- today's answers always become the source of tomorrow's problems. PDi can help you diagnose what is working well, what to watch out for, and where things are getting out of balance.

Measurement Systems

Customized For You ...



PDi has developed and validated hundreds of general and targeted assessments which are customized to meet your measurement needs:

General Assessments On:

- ▲ Multi-stakeholder satisfaction
- ▲ Organization effectiveness
- ▲ Employee satisfaction
- ▲ Employee productivity
- ▲ Team effectiveness
- ▲ Organization culture
- ▲ 360 degree profile feedback
- ▲ Leadership

Targeted Assessments On:

- ▲ Career development
- ▲ Compensation and benefits
- ▲ Creativity, innovation and initiative
- ▲ Ethics and values
- ▲ Meeting effectiveness
- ▲ Internal partnering
- ▲ Internal customer satisfaction
- ▲ Training evaluation

The Learning Cycle

Continuous Improvement

The Learning Cycle is an ongoing commitment to continuous improvement. Each of the three steps in the cycle leads to the next with the driving force coming from comprehensive employee feedback. Validated metrics allow learning organizations recognize opportunities before they are stale, and manage problems before they become crises.



PRIMARY GOAL

THE FUTURE

RESULTS

STEP

1

Needs Analysis

- ▲ Identify the most important issues and challenges
- ▲ Conduct focus groups and interviews
- ▲ Review archival records and accounting data

STEP

2

Survey Design

- ▲ Determine an appropriate sampling strategy
- ▲ Design the survey construct (categories, ratings scales, etc.)
- ▲ Pretest for validity and reliability

STEP

3

Survey Administration and Analysis

- ▲ Select survey media (paper, email, internet, etc.)
- ▲ Track response rates and clean the data
- ▲ Generate descriptive statistics and demographic comparisons

STEP

4

Survey Feedback and Action Planning

- ▲ Present and document the results
- ▲ Summarize significant findings and recommendations for improvement
- ▲ Develop an action plan to track progress and implement changes

STEP

5

Survey Evaluation and Feedback

- ▲ Post-testing for reliability and validity
- ▲ Trending or benchmarking to track changes.
- ▲ Feedback to improve the next iteration of the survey.



COMPETITIVE EDGE

What PDi Can Do For You . . .



Businesses are constantly being challenged to meet and even surpass the ever-changing expectations of customers and employees at a time when gaining a competitive edge in the marketplace is more critical than ever.

Today the organizational environment must support and inspire employees to embrace certain absolutes: team commitment, continuous learning, and consistent customer focus. Maintaining a competitive edge requires nothing less.

PDi's comprehensive Employee Dimensions program provides individuals and companies with the tools, skills, specific action steps and ongoing follow-up they need to ensure that their competitive desire remains sharp. Through a survey analysis of employee feedback detailed action plans and ongoing follow-up are implemented, thus employees and organizations are enriched and revitalized.

PDi Defines Employee Commitment and Loyalty

THE PERSONAL AND PROFESSIONAL INVESTMENT EMPLOYEES ARE WILLING TO MAKE AND MAXIMIZE THE SUCCESS OF THE ORGANIZATION

The investment includes dedication, time, effort, and contributions that go beyond personal gain or reward. When employees have high levels of personal and professional commitment the organization can observe and actually measure increased employee loyalty in a number of ways:

- 🕒 Excellence in performance
- 🕒 Pride in a job well done
- 🕒 Improved organizational reputation
- 🕒 Concern for financial results and strength
- 🕒 Superior customer service
- 🕒 An understanding of the "big picture" - strategy, mission and values

In short, companies need to know what keeps employees loyal and what causes dissatisfaction. PDi can keep you in touch.



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