

The Staff Assessment Tool is a 49-question survey of your staff members that they can complete in about 10 minutes. But look at the information it provides you:

OVERALL STAFF SATISFACTION INDEX

STAFF RETENTION INDEX

Provides you with an indicator of staff retention using a set of questions that have been found to correlate with retention rates in over 400 companies.

SUCCESSFUL BUSINESS OUTCOMES INDEX

Uses a mix of 12 questions found to correlate most strongly with successful business outcomes in over 400 companies.

DRIVERS OF STAFF SATISFACTION

Indicates what the “levers” of satisfaction are among staff members that can help you identify where small changes can have large effects on how staff members feel about their work.

PATRON STRESS INDEX

Measures the frequency of stress inducing conduct of patrons related to

Anger

Unrealistic Expectations

Problematic Behaviors

Threatening Behaviors

SEVEN CRITICAL PERFORMANCE INDICES

Facilities and Operations index

Flexibility index

Teaming index

Morale index

Conflict Management index

Management index

Professional Development index

GOALS FOR IMPROVING STAFF PERFORMANCE

DEMOGRAPHICS

Demographics information includes age, gender, tenure, and department.

Plus a COMPARATIVE PROFILE on all indices and goals to benchmark your performance against others in your industry.

**GET THE INFORMATION
THAT WILL HELP YOU
DEVELOP, TRAIN, AND
RETAIN YOUR STAFF.**

**The Staff Assessment Tool will guide
you in deciding:**

Where to invest resources

- New hires
- Training
- Facilities/Equipment
- Policy development

Goals for improving staff performance for

- Nexters
- GenX
- Baby Boomers
- Traditionalists

What kinds of training would be useful

- Customer service
- Managing complaints
- Stress management
- Facilities management
- General management and supervision
- Change management
- Team building

What really matters to your staff

- Drivers of staff satisfaction
- Goals for the future
- Areas of strength and weakness

**We get
out of the
FOG
of decision-making
when we
use more **Facts**
fewer **Opinions**
and stop **Guessing****

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