

## Introduction to eePulse



eePulse invented the Pulse survey.

**Global provider since 1996;** based on rigorous scientific human capital research.

Using proprietary processes and technology to transform surveys into leadership tools.

Fast, agile process and real-time data





#### **How eePulse is Different**

Traditional Processes	eePulse Solution	Results
Once per year data	Frequent data	Identify issues early and track progress
Point in time and cumbersome	Simple for users and predictive	Better decisions with positive outcomes
Slow to change and slow turn-around	Agile process and data available in real time	Faster decisions and actions
Limited data cuts	Unlimited views of data available immediately	Key issues and opportunities identified
Only a few people can access data	Anyone needing access has it	More data review and accountability
Lower than required positive results	Actionable process	Better quality, lower cost, verifiable ROI

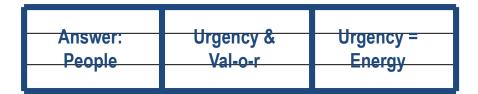
# Deepulserfo

Research questions: What drives firm performance?

What are conditions under which the "people" asset is optimized?

Sense of urgency changes frequently; how can we keep urgency and valor in balance?

arting



Basis for the validated metrics eePulse uses to optimize and direct human energy at work

# Deepulse

## Energy blends urgency and val-o-r for quick pulse checks

Sense of urgency changes frequently; how can we keep urgency and valor in balance?

#### **Energy**

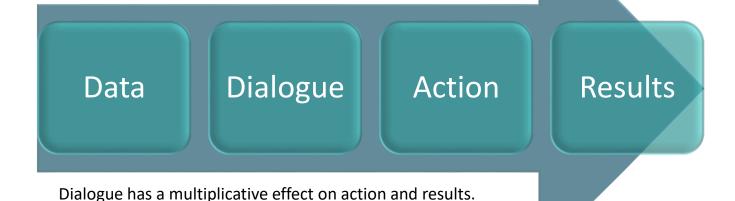


- Predicts student test scores
- Predicts 360 ratings of performance for all employees
- Predicts turnover
- Predicts patient satisfaction in hospital
- Predicts customer service and team outcomes

Measure energy with 3 questions; it's fast, simple and validated



Methodology





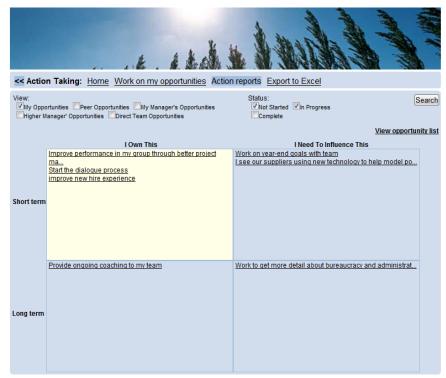
## Action Taking and Sharing Best Practices



Opportunities to connect users of data so they take action and learn from each other.



## Quick win coaching



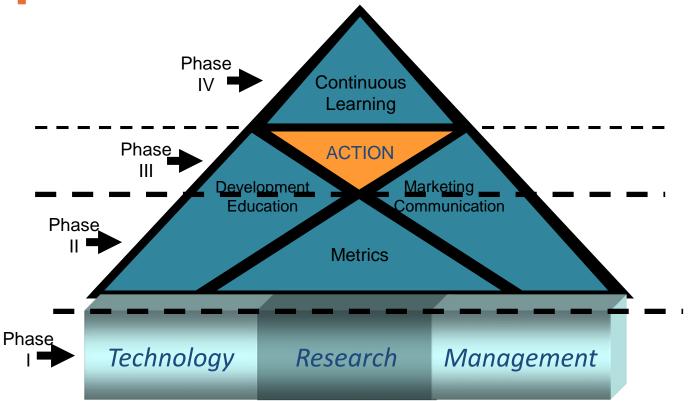
Focus managers on the "I own this" and "short-term win" box.

Track actions, result on actions, managers learn from each other; teach peer mentoring,

### Purpose



### **Use Data Differently**

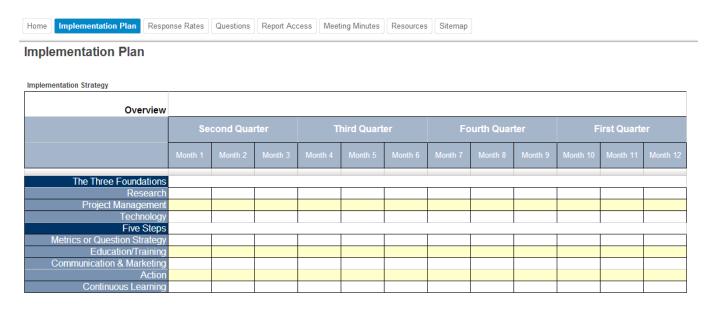




# Three pillars 5 steps for project management

#### **Demo Client**







### Question strategy

	January	February	March	April	May	June	July	August	September	October	November	December
Energy Pulse	X	X	х	х	х	Х	х	x	x	X	х	х
Energy where productive	x		x		х		х		X		х	
Energy comment question	x	x	×		x		x		x		x	x
Valour Pulse		х								х		
ChangeStep Pulse				x				x				×
Change Lens Questions	x		×		x		x	^	x		x	, , , , , , , , , , , , , , , , , , ,
Business Drivers						х						
Calibration questions	x										×	
The habits that make up culture		X			Х				X			
Employee Value Exchange Proposition												x
												, A
Questions senior leaders suggested		×		x			x		x			
Questions from Pulse Dialogue												
committee	X		X		Х			X			Х	

Clients create an overall strategy

## About eePulse...

Global provider since 1996

Metrics based on rigorous scientific human capital research.

We invented pulse surveys 20 years ago.

Experts in optimizing employee energy and moving engagement ownership to employees.

Driven to provide a high ROI, not a survey score.

DIALOGUE - ACTION - RESUL SHIFT TO RESULTS

> www.eepulse.com +1-734-429-4400 info@eepulse.com

As frequent as daily pulsing

## Timeline

Early 1990's – 1995 question paper surveys tabulated by students and presented to CEO 9 months later.

**Mid 1990's** - Weekly pulse surveys conducted via email with manually generated PowerPoints provided to a few managers within a few days.

**2000** - Web based survey and reporting engine providing reports to all managers within one day. Unlimited reports to as many managers as qualifying for reports. Included on-line coaching tools, journal function.

**2003** – Employees are a key. All employees have access to their own data via personal reports with comparisons to their work group and to the overall organization results. Action taking for everyone including ROI reporting.

**2016** – Employees in charge of their own energy. Instant diary/ learning tool for all employees for our energy metrics with their comments on what is affecting their energy.

**1996 -2016** eePulse saw strong ROI's from its energy pulsing process, but burden of action taking was on the manager.

## Energy defined: The ability to do work

## Energy blends urgency and val-o-r for quick pulse checks

Sense of urgency changes frequently; how can we keep urgency and valor in balance?

**Energy** 



- → Predicts 360 ratings of performance for all employees
- Predicts turnover
- Predicts customer service and team outcomes

Measure energy with 3 questions; it's fast, simple and validated

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### **Energy Pulse Round Scale**

Overall, how would you rate your current energy level at work?



What is your energy level where you are at your best at work?

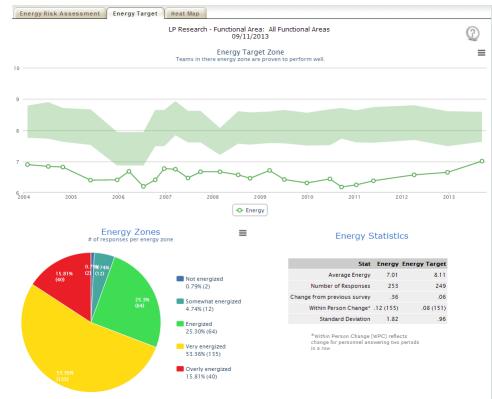




#### Energy Gap predicts performance



## **Energy Productivity**





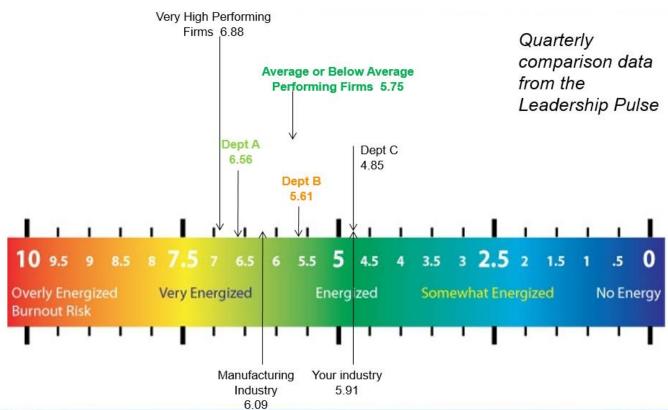
### **Heat Map**

#### **Energy Heat Map (tree map)**

Energy map displays the engery (using colors) for diffrent groups. Click on a group to dig down.



### Benchmarks





#### Clear goals important for high performance

	Strongly Disagree	Disagree	Neither Agree Nor Disagree	Agree	Strongly Agree
My individual work priorities, goals and objectives are extremely clear to me.	0	0	0	0	0
2.My team's overall priorities, goals and objectives are clear to everyone in the team.	0	0	0	0	0
3.I understand the strategic direction of the company.	0	0	0	0	0
<ol> <li>can clearly see how my priorities link to the overall business strategy.</li> </ol>	•	0	0	0	0



## Valour Pulse

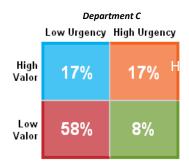
## The 15 Valour Questions

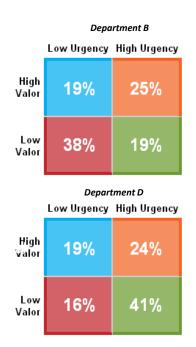
₫	Strongly Disagree	Disagree	Neither Agree Nor Disagree	Agree	Strongly Agree
1. * My manager values me as a person.	0	0	0	0	0
2. * My manager values the work I do.	0	0	0	0	0
3. * My co-workers value me as a person.	0	0	0	0	0
4. * My co-workers value the contributions I make at work.	0	0	0	0	0
5. * My opinions and ideas are valued by people at work.	0	0	0	0	0
6. * My job is very important to me.	0	0	0	0	0
7. * I feel like an owner of this organization.	0	0	0	0	0
8. * I have an opportunity to develop myself and my skills at work.	0	0	0	0	0
9. * My work is challenging.	0	0	0	0	0
10.* The pace of work is usually very high.	0	0	0	0	0
11.* Overall, I feel a high sense of urgency at work.	0	0	0	0	0
12.* I have to perform well in this organization to be successful.	0	0	0	0	0
13.* I am fairly rewarded for the role I play in this organization.	0	0	0	0	0
14.* This organization rewards people who are high performers.	0	0	0	0	0
15.* My manager recognizes a job well done.	0	0	0	0	0

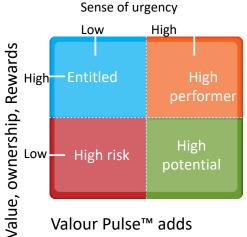
Started out with 200 questions

## Valour Analysis





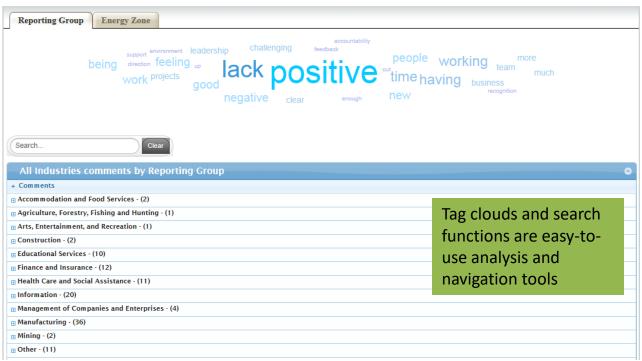




Valour Pulse™ adds energy or sense of urgency to the traditional engagement analysis for focused insights.



#### **Qualitative Data**



#### **Energy Diary for each employee**

Each employee sees their own Energy Diary at pulse survey completion

#### Get in the zone today!

We are all managers — of our careers, projects and people. Do it better, and have more fun by staying energized, in your zone and energizing others on your team.

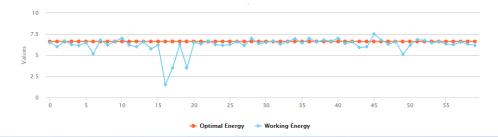
#### • Are you in the Zone?

	Energy Co	My Results	My Average			
Working energy					6.16	6.24
Optimal energy					6.62	6.62
Zone status	8	8	8		-0.46	-0.38

Research shows that being more than one point away from where at their best, either higher or lower, increases employees' risks of low performance, burnout and turnover

3 Tips for Getting In Your Energy Zone

#### Energy Trend



#### Energy Journal

01-AUG-17 Energy: 6.16 Optimal Energy: 6.62

Comment: Getting ready for a trip.

26-JUL-17 Energy: 6.3 Optimal Energy: 6.62

Comment: Have to juggle my time today between personal projects and client projects

25-JUL-17 Energy: 6.54 Optimal Energy: 6.62

Comment: Today is a focus day for me which has me energized.

24-JUL-17 Energy: 6.25 Optimal Energy: 6.62 Comment: Lots to do this week.

20-JUL-17
Energy: 6.3
Optimal Energy: 6.62

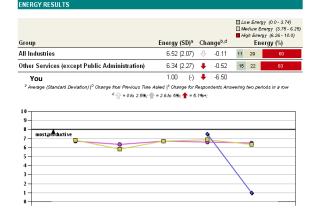
Comment: Good energy as I have clarity on several projects

#### **Personal report**

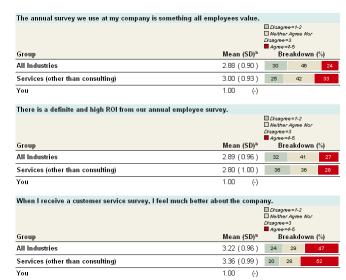
#### **Personal Report Option**



Reports available at: www.leadershippulse.com



Sample from leadership pulse focuses on personal engagement. You choose the comparison group (company, department)



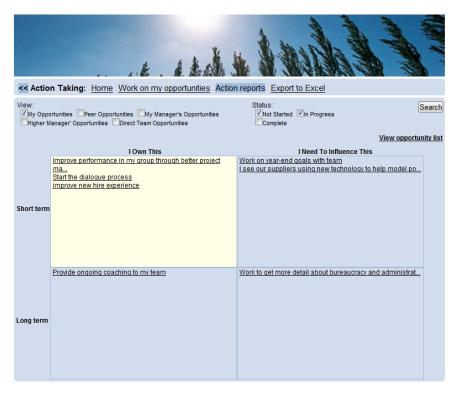


## **Action Taking and Sharing Best Practices**



Opportunities to connect users of data so they take action and learn from each other.

## Quick win coaching



Focus managers on the "I own this" and "short-term win" box.

Track actions, result on actions, managers learn from each other; teach peer mentoring,



### Confidence

Please rate your level of confidence in the following:

#### Confidence

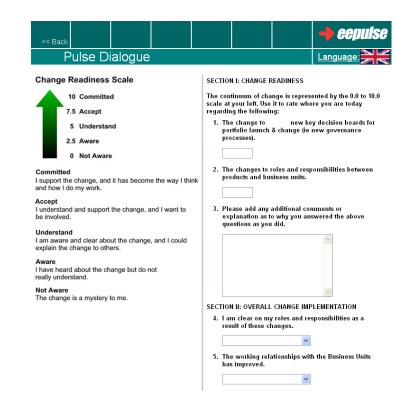
	Not at all Confident	Not Confident	Neutral	Confident	Very Confident
1.Your organization's leadership team overall.	0	0	0	0	0
2. The economic climate for your organization.	0	0	0	0	0
3.That your organization has the right pet pole and skills.	0	0	0	0	0
4. Your organization's ability to execute on its vision.	0	0	0	0	0
5. Your organization's ability to change as needed.	0	0	0	0	0
6.Your own personal leadership and management skills.	0	0	0	0	0
<ol> <li>Your organization's strategy making process (the method your organization uses for creating your business strategy).</li> </ol>	0	0	0	0	0

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#### Change management

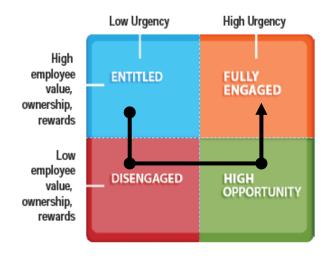
Change Step Pulse





#### Sense of urgency key to results

#### Overview of the Valour Pulse Survey Dimensions

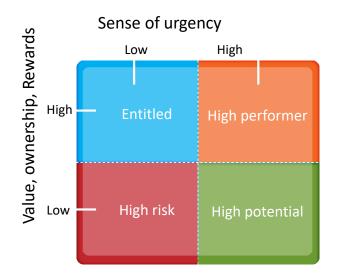


Arrow shows direction of intervention needed for success

#### **Determine a Clear Set of Priority Behaviors**

- Valour Pulse identifies employees moving forward ("Fully Engaged") vs. those standing still ("Entitled")
- Additional and open-ended comment data provide the "story" about employees within each quadrant
- Use transition matrix to understand how employees moved from quadrant to quadrant – from time 1 to times 2, 3, etc.
   Study groups that moved in positive vs. negative directions..

#### **VALOUR Performance Metric**



Predictive metrics based on work from protection motivation theory

#### **VALOUR** - overall Employee Diagnostic Tool

#### Valor

#### Value

My co-workers value me as a person.

My co-workers value the contributions I make at work.

My manager values me as a person.

My manager values the work I do.

My opinions and ideas are valued by people at work.

#### Ownership

My job id very important to me.

I feel like an owner of this organization.

I have an opportunity to develop myself and my skills at work.

#### **Rewards and recognition**

I have to perform well in this organization to be successful.

This organization rewards people who are high performers. My manager recognizes a job well done.

I am fairly rewarded for the role I play in this organization.

#### **Urgency**

- My work is challenging.
- The pace of work is usually very high.
- Overall, I feel a high sense of urgency at work.

Started out with 200 questions



### **Organization Network Analysis**

- Identifies the informal network
- It's about the "who" in the organization
- Identify, learn, spread the best practices





## Expand the Exemplars

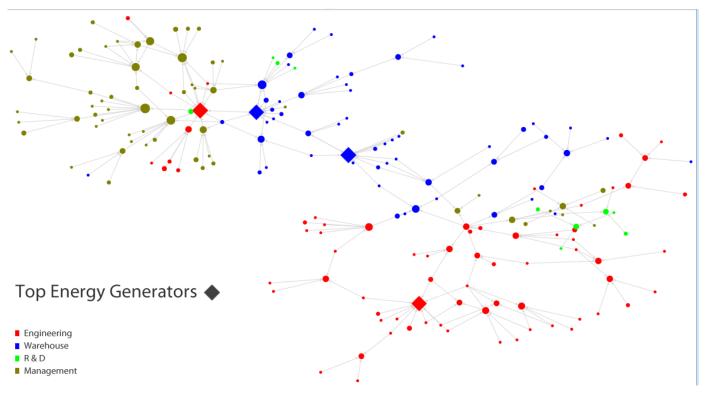




**Accelerate Innovate Grow** 

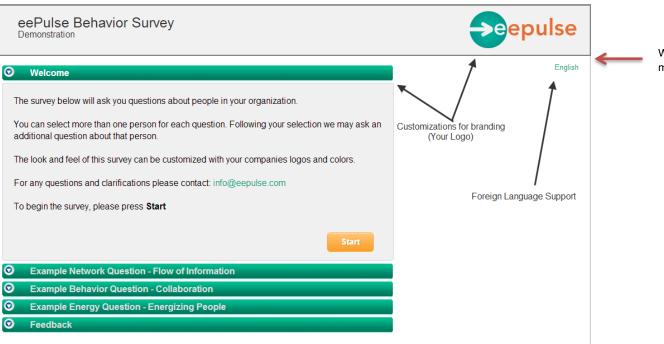


### Sample ONA Report





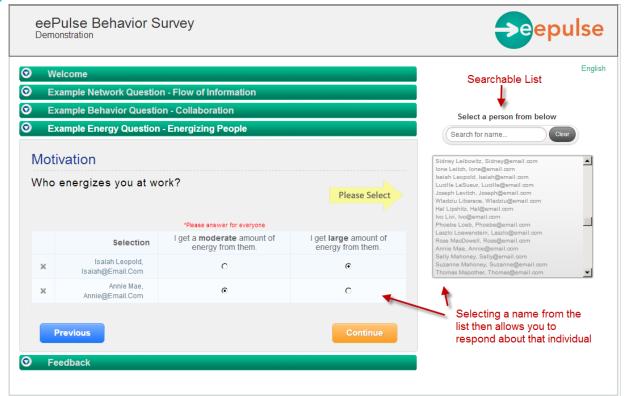
## Sample Survey



Welcome/Introduction message

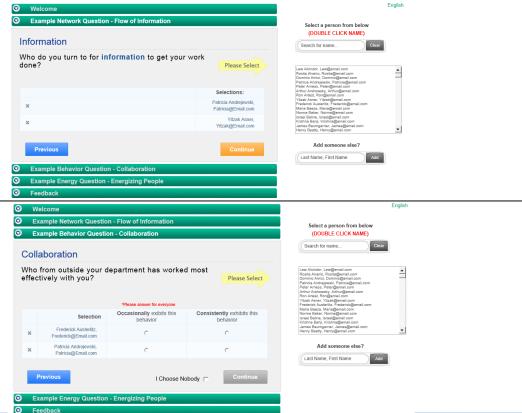


## **Energy Mapping Questions**





### **Energy Mapping Questions**



# Deepulse

