Surveys

at Transform Performance International

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PERFORMANCE
international

We collaborate with our clients to provide a wide range of online and offline surveys to support individual and team decision making. These include a number of 'off the shelf' health checks such as 'The Collaborative Health Check™' and 'The Sales Health Check™' as well as tailored 180˚ / 360˚ solutions.

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A critical success factor with any survey, particularly in today's fast moving environment, is the participant experience. This is why we take a holistic approach, working with our customer to create: high quality communications, automation for efficiency and accuracy, personalised messaging and intuitive user interfaces. It goes without saying that we apply the very best data protection standards. Above all, we focus on creating output that is readable, relevant and actionable by those who participate.

We have created online surveys for some of the largest companies in the world and have captured data for thousands of participants, some examples of which are below.

Commercial Bank of Qatar - We are hosting their business wide leadership framework which involves completion of a fully automated 360 degree feedback tool and comprehensive MI reporting functionality. The results of the tool are being used to drive their development strategy for their leaders in the quest to become a more global brand.

The Carphone Warehouse - The need to distribute a 180 feedback tool to branch managers was made difficult by the differing levels of technology from store to store. We developed an offline solution that enabled managers to rate themselves against the CPW competency framework and recieve a 'Personal Development Action Plan' without the need to connect to the web.

Deloitte.

Transform Performance International has worked with Deloitte to create their 'Deloitte Relationship Manager' competency framework. This has then been used in a 180 tool, the feedback of which is used to determine an individual's development needs.

We have delivered online diagnostic tools for HP for a number of years. Recently, we created a gap analysis tool for their Imaging and Printing Group's Demo Center. The unique challenge was to create Individual Learning Plans (ILPs) for each participant that related directly to the 1500+ learning solutuions available to them. Learning solutions were chosen using a number of algorithms created specifically for this project that were related to raw data, strategic data, time taken to complete learning etc.

USPs

A collection of capabilities that when combined are attractive to our customers:

- An intimate understanding of the business environments within which our customers operate
- Unique tools that overcome technology barriers
- A flexible customer centric attitude towards creating solutions
- 15 years of global experience of building learning and development solutions

What our participants & customers say…

- This is great… I love it!
- This tool has really helped to streamline our existing process. It's a massive time saver
- Transform Performance's survey system is helping us to assess our leaders company wide, in ways we had not been able to before
- In 10 minutes I had completed the tool and was researching my development opportunities
- It was great to get the positive feedback from my managers and peers

Our Capabilities

Consultancy

Partnering with our customers to understand their business objectives, their environment and as a consequence what will and will not work. This may include the following services:

- Design and creation of competency frameworks relevant to the audience and aligned to the business strategy
- The building of robust communication plans that engage participants in a positive way
- The branding and naming of the survey - e.g. avoid diagnostic and make it more positive and aspirational

Build

A typical build of an online solution, based upon a well proven framework, is likely to include:

- Branding in line with our customer's style guide to create an integrated user experience
- Multi-platform support in line with the customer's environment - Windows, Mac, Mobile, Tablet etc.
- Advanced user interface with multiple options including: qualitative and quantitative data collection, drop-downs, roll-overs, conditional branching, statement prioritisation
- A wide range of scales that will feel familiar to the user
- Multi-language options such as partial translation through to complete translation
- Reports containing:

  - Raw data comparison
  - Strategic weighting
  - Individual Learning Plans (ILPs)
  - Development discussion guides
  - etc.

- Comprehensive pre-launch testing

Deployment

The online tool is driven by an online, multi-level administration system which can be managed by our customer or by Transform Performance. Prior to a 'go-live' date the system will be configured to:

- Import participant data
- Distribute invitations and instructions
- Automatically handle events - participant completions, nominee completions, invoicing etc.
- Automatically notify administrator of key information •Auto generate and distribute reports to a configurable number of destinations

Value add services

Any deployment of this nature will build a rich set of decision making data that is of value to business executives. We would expect to work with our customer to explore what this data means for them e.g:

- Common areas of weakness / strength that are critical to business success
- Variances by multiple factors such as: geography, length of service etc.
- Progress against previous years and as a consequence, their ROI
- Linkages to business performance and identification of pockets of best practice

Contact

Transform Performance International LLP

7 Lower Woodspeen Court, Lambourn Road, Newbury, Berkshire, RG20 8BL
Office: +44 (0) 1488 658 686
info@transformperformance.com
www.transformperformance.com