

Emotional Culture Index

SURVEY REPORT



AITD 2020

18 March 2020

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changing for people*

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Population Information

GROUP DESCRIPTION:

AITD 2020

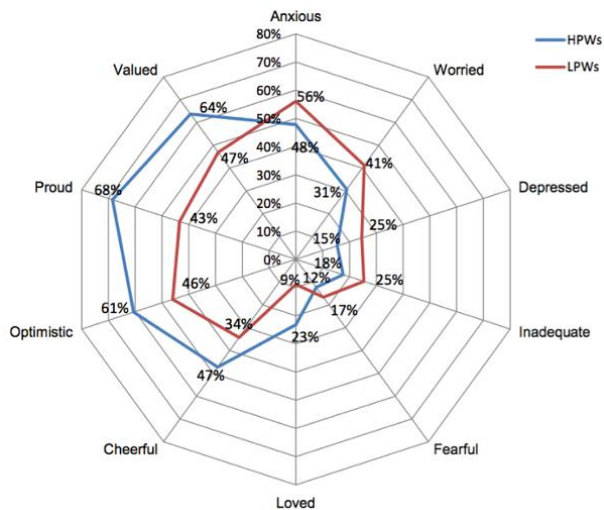
Survey Responses

9

INTRODUCTION

We all experience a wide range of pleasant and unpleasant feelings at work as we interact with colleagues, customers, suppliers and others. These feelings influence our decisions, behaviour and performance in interesting ways. Pleasant feelings have a 'broaden and build' effect causing us to think more broadly, engage more deeply and perform better. Unpleasant emotions tend to have a 'narrow and limiting' effect, causing us to be more closed-minded, less engaging and poorer at performing.

At a collective level these emotions impact the bottom line. In high performing organisations people experience more pleasant emotions and less unpleasant emotions than those in low performing organisations as shown in the diagram below.



HPWs = High Performing Workplaces
LPWs = Low Performing Workplaces

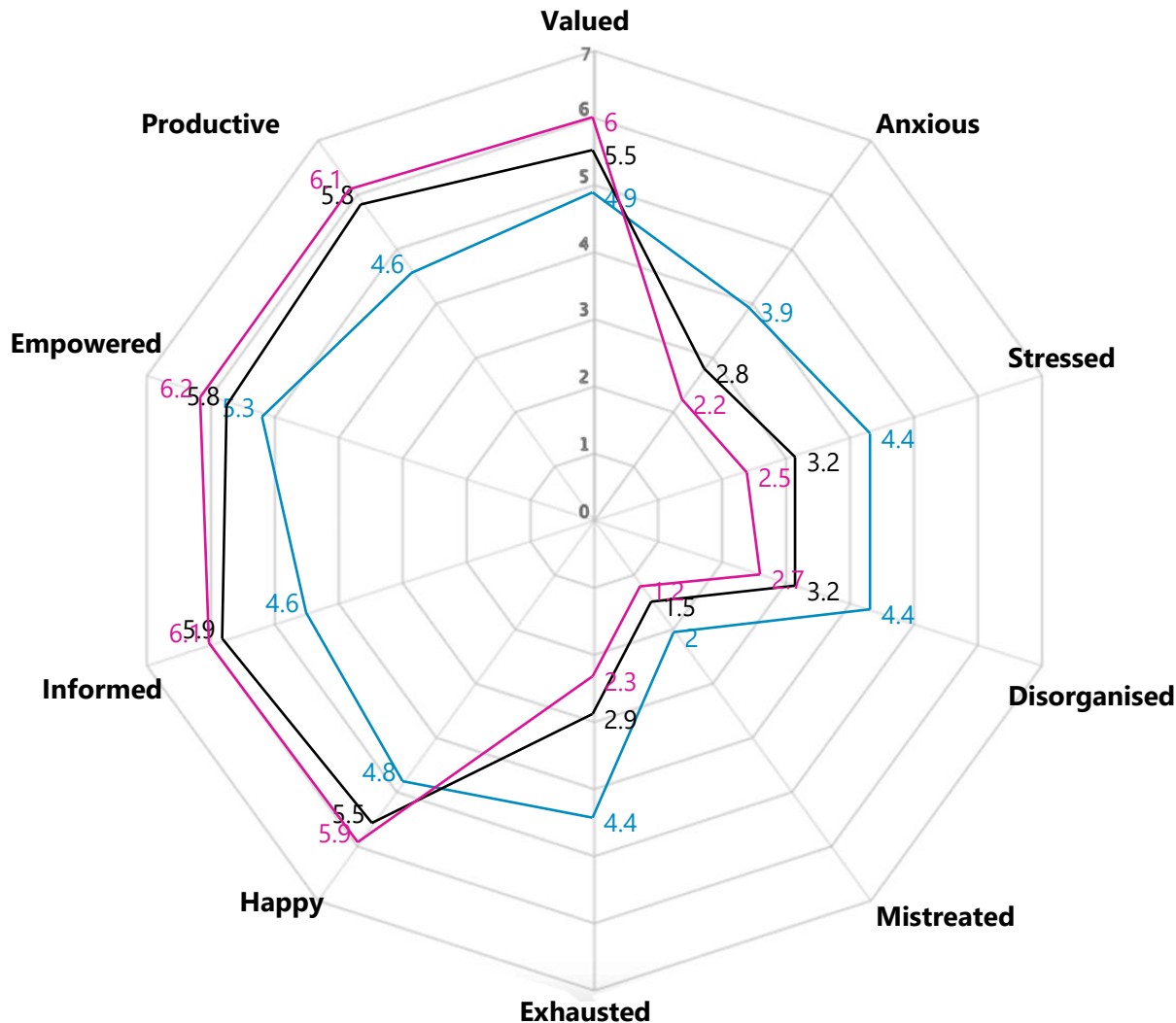
Boedker, C. et al. (2011). Leadership, culture and management practices of high performing workplaces in Australia: The high performance workplace index.

The Emotional Culture Index has been designed to measure three dimensions of emotions at work:

- How often your people experience certain feelings at work,
- How often your people think it's fair and reasonable to experience these feelings at work given the nature and context of your workplace, and
- How often your people think they should ideally experience these feelings in your workplace in order to be effective.

Your results together with any written feedback provided by your people are included herein.

RESULTS - OVERALL



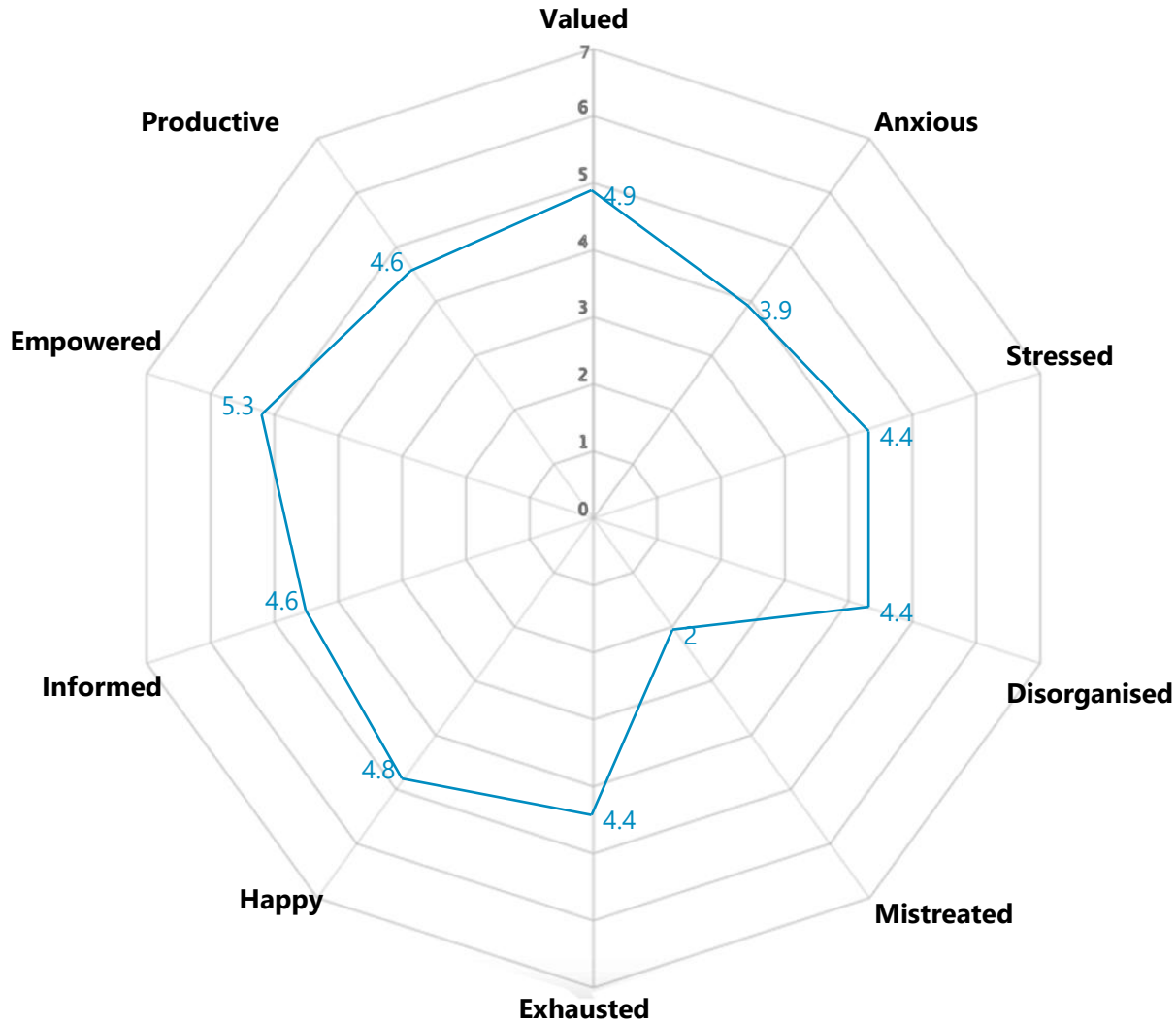
Feeling Most Felt Currently	Feeling Least Felt Currently
Empowered	Mistreated
5.3	2

Most Expected Feeling	Least Expected Feeling
Informed	Mistreated
5.9	1.5

Most Ideal Feeling	Least Ideal Feeling
Empowered	Mistreated
6.2	1.2

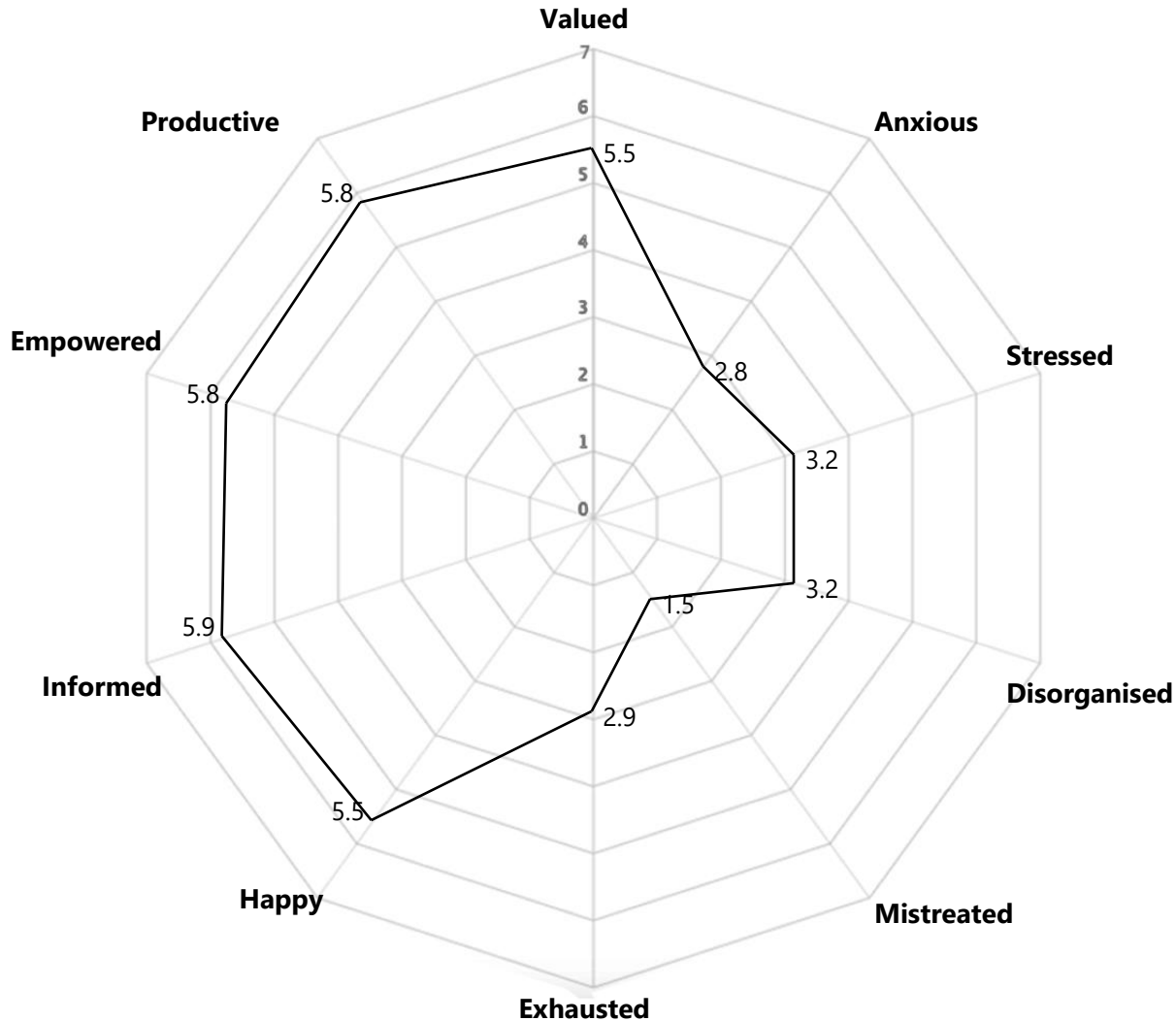
- Current State
 - Expected State
 - Ideal State

RESULTS - CURRENT STATE



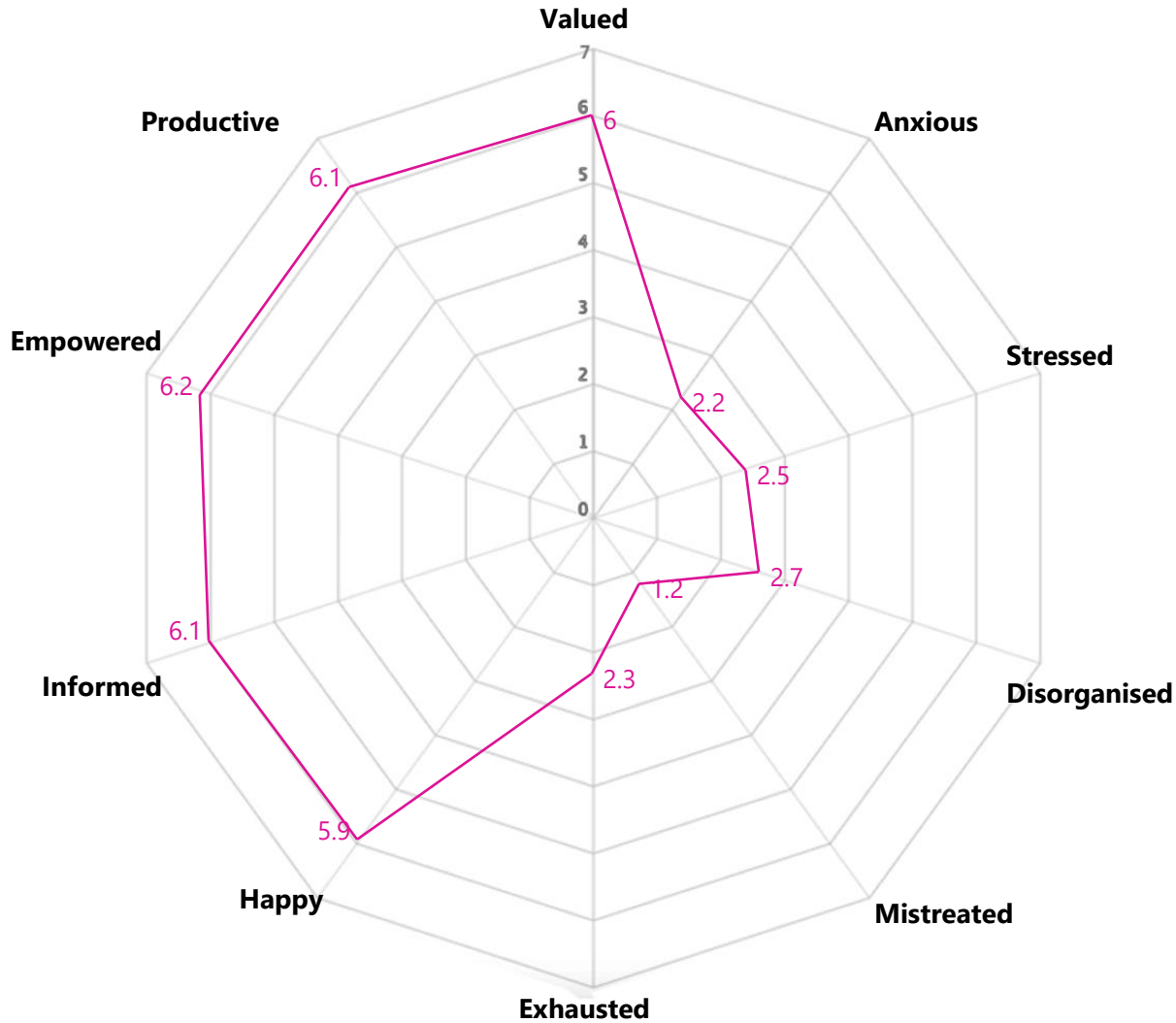
- Current State

RESULTS - EXPECTED STATE



- Expected State

RESULTS - IDEAL STATE



- Ideal State

FREETEXT RESPONSES - HELPFUL

Which feeling has been the most helpful to experience at work? Write this feeling below and tell us a little about the types of things that cause you to experience this feeling at work.

Valued - acknowledged for my expertise and effort

Empowered

Valued is the most helpful to experience at work as it makes you feel like you belong and are connected with your work colleagues.

Empowered - I have leaders whom I trust who provide me with a high level of autonomy and guidance if and when I need it

Productivity, particularly when I feel like the work I do makes an impact. The kind of work where I know the business impact clearly, and I know is valued by the rest of the team.

FREETEXT RESPONSES - UNHELPFUL

Which feeling has been the most unhelpful to experience at work? Write this feeling below and tell us a little about the types of things that cause you to experience this feeling at work.

Disorganised - probably when things seem to be changing rapidly and I don't have time to complete something before moving on to the next thing

Disorganised

Mistreated is the most unhelpful to experience at work as you will be disconnected and isolated from your work colleagues

Stressed - too many balls in the air and not enough time to bulldoze the tasks - emotional overwhelm as I am an introvert and need more time to process emotions

Anytime I've not felt valued. A sense that my work is not making a clear impact, and my presence would not be missed.





Global Headquarters Sydney


Phone : +61 2 8004 0413

info@genosinternational.com

 www.genosinternational.com

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