

The use of the FinxS platform in providing integrated diagnostic reports for consultants

The objective of human resource analytics is to provide managers or consultants with an understanding of employee issues that impact on the performance of an organisation. The main challenge for the human resource professional is to identify what data should be captured and how to use the information gathered to predict outcomes and capabilities, thereby enabling the organisation to improve performance and reach pre-defined targets.

Most organisations obtain the necessary data through different products and reports, and often from different suppliers in different formats.

Few offer an integrated process that provides managers/consultants with interrelated reports that enable them to focus on the real issues from the commencement of the project through to completion. FinxS reports can achieve this.

In many instances, issues will first be identified by poor financial performance, but this is like shutting the stable door after the horse has bolted! It is far more effective to identify any likely problems before they arise and take action before losses are incurred. And this is where tailored FinxS Reports can help.

Let's look at the five step process through the use of the following reports.

Step 1 Complete necessary diagnostic surveys

Culture and Climate or Employee Survey

The FinxS surveys platform is extremely flexible and provides Organisational Climate Surveys, Employee Feedback, Customer Feedback, Customer Research, Market Research, Customer Service Support.

Reports can be designed as diagnostic tools to measure culture and establish a base from which to plan the approach needed to meet the overall objectives of a specific project, or maybe a specific department.

Question Group: Leading

Question:	Admin	Care	Mgmt	R&D	Project total
32. Each of us knows everyone's responsibility and powers	3.00	3.14	3.43	3.64	3.35
33. Decisions concerning my unit are made properly	4.33	3.57	3.00	3.27	3.48
34. There is an appropriate amount of authority and responsibility within people's roles	3.83	3.57	3.57	3.18	3.48
35. We get more positive recognition than negative feedback	3.50	3.71	2.29	3.09	3.13
36. My managers make me feel important to our company	4.00	3.57	3.43	3.00	3.43

Step 2 Focus on individuals involved

Open 360 Reports

Our Open 360 reports, along with all our FinxS reports, are very flexible. Questionnaires can contain multiple question groups, such as “develops”, “manages”, “envisions”, “communicates”, “motivates”, “delegates”, “relates”, “models”, “leadership”.etc when obtaining feedback on various individuals. There is a large choice of viewing options online. This tool would be part of the diagnostic process.

Question Group: *Direction*

Question:	Self	Manager	Peers	Direct Reports	Other Management
1. Ensures that team members know what is expected of them in their job.	1.00	-2.00	1.00	-0.25	0.50
2. Sets performance expectations that are fair and realistic.	1.00	-2.00	0.75	-0.50	0.50
3. Ensures that team members have the opportunity to work on what they do best.	0.00	0.00	0.75	-0.75	0.00
4. Creates an understanding of the connection					

Step 3 Drill down further into individual behaviours/competencies

Behavioural/Personal Analysis

Customised reports can be designed for various roles and positions. There is a database of over 1000 competencies to choose from in designing focused reports for specific roles and the format and content is extremely flexible. The reports would be focused, through the selection of the appropriate competencies, in identifying those individuals requiring training and/or relocating into perhaps different roles more suited to their behavioural style. The ability of these reports to recognise individuals who are working outside their comfort zone again provides consultants with correction opportunities.

These reports provide a valuable database for future planning, identifying those requiring training in their existing role and/or identifying roles that would suit them better than their current role.

Management / Leadership

Achieving results through and with people:	-5	-4	-3	-2	-1	0	1	2	3	4	5
Authoritative use of power:	-5	-4	-3	-2	-1	0	1	2	3	4	5
Being a demanding, fast-moving creator of resources:	-5	-4	-3	-2	-1	0	1	2	3	4	5
Creating and explaining new approaches:	-5	-4	-3	-2	-1	0	1	2	3	4	5
Creating routines and systems:	-5	-4	-3	-2	-1	0	1	2	3	4	5

Step 4 Consider the composition of teams and their effectiveness

Team Reports and Work Pair Analysis Reports

Once data on an individual is captured through the online questionnaire, any number of team reports can be produced at no extra cost. There is the option of changing team members (add or delete) and produce any number of reports with varying personnel, quickly and easily.

The content and format is again flexible, and tailored to the requirements of the project. And best of all, they are available at no cost!

The team reports contain a wide range of information which again can be customised to focus on leadership impact and provide the

information necessary as a base to design leadership and management training. They can be produced in workbook format or as straightforward team reports comparing the team members behavioural styles focusing on their role in a team environment and the communication challenges.

Management Duties:

Being flexible in adapting to changes and setbacks

Sally Carter:	-5	-4	-3	-2	-1	0	1	2	3	4	5
Martin Christian:	-5	-4	-3	-2	-1	0	1	2	3	4	5
Daisy Donald:	-5	-4	-3	-2	-1	0	1	2	3	4	5
Joy Jones:	-5	-4	-3	-2	-1	0	1	2	3	4	5
Lisa Lowe:	-5	-4	-3	-2	-1	0	1	2	3	4	5
Brian Redman:	-5	-4	-3	-2	-1	0	1	2	3	4	5

Step 5 Continue to obtain feedback after action has been taken

Real Time Measure Feedback (RTM)

This product enables daily (or weekly or monthly or whenever required!) feedback from staff members and the questions can be tailored to fit the circumstances or requirement of the project. More than one feedback can be put in place at any one time. It is an online system which reminds participants (via email) to answer a few (no more than, say, five) questions which take less than ten seconds to complete. Participants simply open up the short questionnaire (the link is provided in the email) record their feelings/opinions by moving a scale and the feedback is available instantly to the administrator.

The RTM reports can be used for whatever period necessary at whatever frequency is required to gauge the effectiveness of the consulting process. We see this product as a helpful reporting tool to support the process.

The whole system is designed from the outset to focus on the same objectives, following through with the same theme.

Call us on 1800 764 432 (Australia) or 0800 333 668 (New Zealand) for further information on our integrated reporting.