Introducing HC's Four Proprietary Assessment Tools

HC specialises in Organisational Development and Organisational Psychology interventions. Drawing on the latest research, our team of Psychologists has recently launched a range of affordable and standardised assessment tools. This document provides brief summaries about each of our proprietary assessment tools.

HC consultants are also accredited in a large range of Psychometric Assessment tools that are not detailed in this document. For further information, please do not hesitate to visit our website or contact us via the details found at the bottom of the page.

Exit Interviews

Purpose:
To identify the causes of turnover in your business and tailor retention initiatives based on this information. Exit interviews are also a great way of obtaining less biased information about your existing managerial effectiveness.

Our Core Solutions:
HC can offer online, telephone or face-to-faced exit interviews. We offer a range of standardised reporting formats and allow you to benchmark the results of your organisation against relevant industry norms.

What does it measure?
All interviews can be tailored based on the needs of the business. Benchmark data is also available if you select items from our standardised item bank. Topics covered in our standard items include:
- Job history
- Reason for leaving
- Development
- Performance
- Culture, Morale and Values
- Remuneration, Reward and Recognition
- Overall evaluation

Options Available
Most of our clients wish to tailor some aspects of their solution. Just some of the options that are system supports include:
- Invitation and reminder services
- Tailored reporting
- Interpretation of historical data
- Data entry of pre-existing interview responses
- Forwarding of confidential individual responses to relevant company representatives
- Adaptive questioning.

The Cultural Drivers Assessment (CDA)

Purpose: This is a cultural survey with a twist. The aim of this assessment is to assess the health of your organisations culture, and to identify what is "driving" this culture by looking at the Mindsets, Behaviours and Systems that are in place.

Our Core Solutions: The CDA is predominantly an online tool however, hard-copy and telephone-based surveying is also available using the same core question-set.

What does it measure?   The CDA has been measured to provide specific guidance about both the health of the current culture, along with what is causing this from a Mindset, Behavioural and Systemic perspective. The health of the existing culture is assessed by assessing **employee engagement** from a broad range of perspectives that includes (but is not limited to):

- Sustainability
- Security
- Satisfaction
- Organisational Commitment
- Change Readiness
- Intent to leave

The "drivers" are assessed by investigating "Mindsets", "Behaviours" and "Systems" separately. Some of the factors that are investigated include:

Mindsets	Behaviours	Systems
Personal Responsibility	*General*	*Communication*
Accountability	Creativity and Innovation	Email Use
Reactivity	Continuous Improvement	Informal Communication
Congruence	Safety Behaviours	Escalation Processes
Ownership	Quality Behaviours	Intranet
Independent thought	Accountability	*Procedures*
Detail Focus	Merit-based Judgements	Paperwork
Safety Orientation	*Communication*	Approvals
Quality Orientation	Common language	Procedural
Rule Orientation	Email practices	Appropriateness
Strategic Alignment	Listening	Procedural Clarity
Strategic Interest	Speaking Up	*Business Systems*
People Orientation	Information Sharing	Budgeting
Optimism	*Management*	Customer Relationship
Competitiveness	Coaching	Management
Strength of Norms	Immediate feedback	Planning
Trust	Leadership	Rostering
Discrimination	Ownership	Accounts, records, and
	Support	measures
	Removing barriers	Quality Systems
	Decision making	Continuous Improvement
	Task assignment	Tools
	Trust	*HR Process Effectiveness*
	Teaming	Clearly defined roles
	Groupthink	Inter-relationships
	Decision making	Structure
	Participation	HR Service Delivery
	Support	Health and Safety
	Role clarity	Recruitment
	Relationships	Orientation
	Problem solving	Separation
	Silos	Performance Reviews
	Strengths and	Performance Review
	weaknesses	Effectiveness
	Leadership	Remuneration & Reward
	Vision	Learning & Development
	Realism	Talent Identification
	Talent identification	Over-reliance on key
	Values	team members
	Continuous improvement	Workplace Relations
		Workforce Planning
		HR Information Systems
		Employee Feedback

Employee Engagement Survey

Purpose: To conduct a quick assessment of how engaged your staff are within each area of your business.

Our Core Solutions: HC can offer online, telephone or face-to-faced engagement surveys. Our standard reporting format meets the needs of most organisations. However, we are able to tailor all aspects of our reports to meet your needs.

What does it measure?   Employee engagement is measured by investigating the following factors:

Security	Satisfaction	Values Alignment
▪ Job Security ▪ Sustainability ▪ Organisational Security	▪ Job Satisfaction ▪ Job Variety ▪ Pay Satisfaction ▪ Autonomy ▪ Job identity ▪ Task significance ▪ Feedback ▪ Motivation ▪ Career Needs ▪ Intent to leave	▪ Recognition ▪ Support ▪ Congruence
Organisational Commitment	**Organisational Citizenship**	**Change Readiness**
▪ Affective Commitment ▪ Continuance Commitment ▪ Normative Commitment ▪ Career Commitment ▪ Professional Commitment ▪ Behavioural Commitment	▪ Interpersonal helping ▪ Individual initiative ▪ Personal industry ▪ Loyalty	▪ Openness to change ▪ Commitment to change ▪ Change fatigue ▪ Resilience ▪ Locus of control

Options Available   If your business is undertaking any major initiatives whilst the engagement survey is being conducted we are also able to incorporate specific questions about these initiatives.

Our standard reporting options divide engagement by:

- Department
- Gender
- Age
- Length of service

Further tailoring of the survey is encouraged based on the needs of your business.

Change Readiness Survey

Purpose:
To identify which areas of your business are most ready for change and help you identify the types of initiatives that may be required to help manage emerging issues within specific areas of your business.

Our Core Solutions:
HC can offer online, telephone or face-to-faced Change Readiness Surveys. All aspects of our Change Readiness Survey is tailored for each client.

What does it measure?
The HC Change Readiness Survey is designed to be a quick repeatable survey that becomes more powerful the more times it is conducted. The survey is formatted in such a way that the relative Change Readiness (CR) can be assessed across multiple departments or divisions simultaneously. The tool also enables organisational leaders to "deep dive" into the specific CR issues within each key area of their business.

Change Readiness is measured along the following dimensions:

Attitudinal Readiness (Attitudes to Change)	Personal Readiness (Employee Moderators)	Organisational Readiness (Organisational Moderators)
▪ Change Fatigue ▪ Change Commitment ▪ Openness to Future Change ▪ Strategic Alignment	▪ Resilience ▪ Well Being ▪ Work/life Balance	▪ Organisational Commitment ▪ Organisational Citizenship ▪ Satisfaction ▪ Security

Options Available
If your business is undertaking any major initiatives whilst the change readiness survey is being conducted we are also able to incorporate specific questions about these initiatives.

When we set up a Change Readiness Survey, we tailor all aspects of reporting to the needs of the client organisation. The survey is designed to be administered quickly with a fast reporting cycle time.