

Six Seconds presents:

Organizational Climate Index Certification

Get Accredited to **Measure and Improve Workplace Climate**.

This program will help you:

- Gain training business by quantifying the “soft side” of performance.
- Focus your leadership and development strategy for maximum impact.
- Measure the impact of your leadership, training and/or consulting.

Take the pulse of the organization – understand the human side of exceptional performance – measure your gains. This practical and insightful assessment provides vital information about organizational climate in order to focus change efforts, improve management, and enhance effectiveness.

OCI (Organizational Climate Index) is a statistically reliable research process that measures the climate of an organization to pinpoint areas that are assisting and interfering with success. The organizational climate (or culture) influences critical employee behaviors such as communication, problem-solving, and accountability

– factors that affect customers, employees, quality, and profitability.

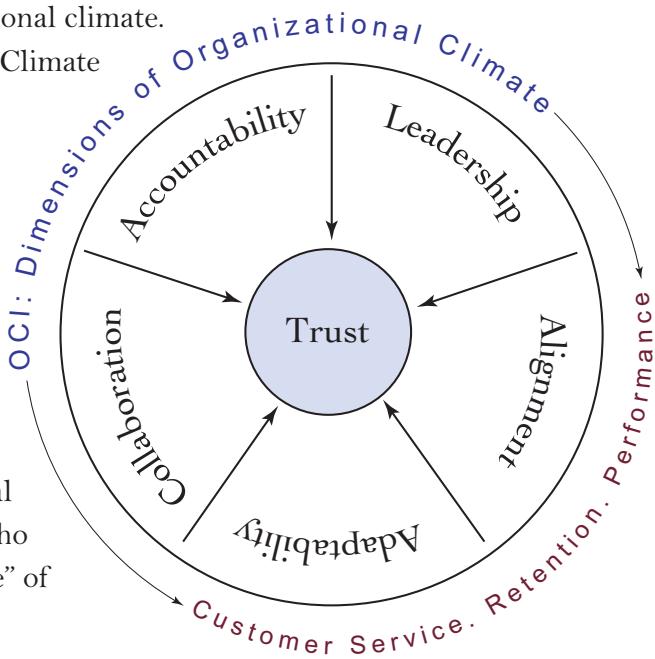
The OCI can effectively be used to create buy-in for change, to focus development efforts, and to measure improvements. The survey quickly provides a snapshot of perceptions and offers a bell-weather for performance.

After completing this course, you will be able to

- Explain the importance of organizational climate.
- Plan and deliver the Organizational Climate Index (OCI).
- Interpret the OCI results.
- Facilitate a strategic planning session using the *OCI Interpretation Presentation*.

Who should attend

Training and Development, Human Resource, and Leadership professionals as well as Coaches, Organizational Psychologists, Researchers – and Leaders who want to measure and develop the “people side” of organizational performance.



Details and registration at www.6seconds.org/training

Registration

April 27-28, 2005, Menlo Park, CA (near Stanford). **Registration includes one free use of the OCI for up to 200 people** (\$1000 value, must be used within 90 days), course materials, and two lunches.

Investment: \$995, less 20% for groups of 3 or more. Register online at www.6seconds.org/training/ -- or call (650) 685-9885 -- or email staff@6seconds.org

Facilitator

The course will be led by Joshua Freedman, the OCI coauthor and leading expert on emotional intelligence development. Joshua is the Director of Six Seconds' Institute for Organizational Performance. He will be joined by faculty from the Institute sharing best-practices in leadership and team development.

What's Measured by OCI

The OCI assessment provides a snapshot of the current organizational climate – an overview of the employees' relationships with the organization. The climate is the context in which employees work each day and the data shows it strongly influences how they do their jobs. Measuring the climate provides leaders with insight into improving organization performance. It can help focus and measure change and development efforts, and improve management practice.

The survey addresses five climate factors plus an overlay dimension of Trust:

- **Accountability:** To what extent do people in the organization see themselves and others following through on commitments? Are they motivated and do they take responsibility?
- **Collaboration:** How well do people communicate with one another and share information? Do they work and solve problems together?
- **Leadership:** What level of commitment do employees have to their leaders? How do they perceive their leaders and leadership throughout the organization?
- **Alignment:** To what extent are people involved in their organization's stated mission and the execution thereof? Do they feel a sense of belonging to the organization?
- **Adaptability:** Are people seeking change? Are they ready to adapt?
- **Trust:** Do people have a sense of faith and belief in the organization and its leaders? Are people squandering time watching their backs – instead of doing their best?

These factors predict 57.7% of overall performance (based on regression analysis against self-reported outcomes). The OCI predicts:

- 47% of Customer Service
- 27.8% of Productivity
- 43.4% of Retention

Improving the climate is likely to offer significant benefits in your organization's ability to profitably meet its mission.