

Quality of WorkLife Index Connectivity Between RGB and UHS Results

A. Overview.

We have long known that RGB Composite Profile results and UHS Survey Composite Results are directly related - results are linked - one score is predictively and directly related to the other. Although this facet of our Technology is certainly mystical and interesting, there is also a practical implication for these phenomena. It yields an important law and creates a significant application strategy.

1. The Law: Symptoms generated by interpersonal activity create the culture of an organization and cannot be improved significantly beyond the change agent's team culture (this includes an organization's leadership).

2. The Application Strategy: Use *Smart Technology* to significantly improve change agent team capacity as a prelude to organizational improvement.

3. Smart Technology applies highly tailored and just-in-time change technology to measure and implement specifically designed experiences. These experiences cause a shift in beliefs among change agents that steadily cascades to an entire organization population at a predictable rate. Beliefs will not change with an intellectual skill-transfer (training) event - beliefs demand an emotionally based experiential event that deeply engages participants so that designed learnings are fully integrated into behavior.

B. Measurements.

*CapacityWare*TM is a software package used to measure capacity and deliver to users highly tailored just-in-time suggestions for steady improvement. Measurements consist of at least two methodologies:

1. RGB WorkStyle Preference Inventory Results. The RGB Inventory measure an individuals Red, Green, and Blue preferences for talent use in the workplace. A composite profile illustrates a "roll up" of available talent preferences for a specific group. A composite can also be generated for an individual and a group for the tasks that need to be done (this must include a balanced approach to the RGB tasks required).

2. UHS Systemic Composite Cultural Capacity Profiles. Organizational surveys measure the difference between conditions that are highly desirable and conditions that prevail in an organization. Results may not identify the subsurface issues that cause the scores (high or low), but afford a consistent connection between the lacking talent-engagement measurements of the RGB and these symptoms.

C. Smart Technology.

CapacityWare™ links measurements with suggested actions that can be taken by the user to develop capacity - improve the performance of the organization's culture. Suggestions are linked to both individuals and organizations so that the experience creates a "live" learning opportunity. Links are presented in two varieties:

1. General Approach. The general approach applies to any suggestion that is directed at improving conditions. There are ten general approach elements.

2. Change Strategy. There are ten systemic change elements measured automatically by the UHS survey, each with an associated strategy. These systemic strategies are long-term in nature but must be pursued concurrently with specific initiatives.

3. Specific Items. Survey results and other data collection efforts always provide discrete items that require attention. These activities provide opportunities for capacity development.