

The Atmosphere Report

assessing and durably improving

- Internal and Informal Communication; its flow, content, impact
- Organizational Mindset, Momentum, Culture and Structure
- Employee Engagement and Client Satisfaction

The Atmosphere Report

overall objective and ultimate result

Human and Organizational due-diligence leading to Deep-Rooted Employee Engagement & Permanently Delighted Customer **thus increased bottom-line**

Operational ways of achieving Ultimate Result

Gathering of overall knowledge of organization and people
"Do not bother me with facts, I'm happy with my prejudices"

Assessment of personnel and interpersonal relations, followed by concrete actions and practical improvement steps
"If you don't take care of internal, external will take care of it"

Assessment of organizational structure and internal communication, followed by concrete actions and practical improvement steps
"Today's gossip may become tomorrows fact"

Immediate Short and Long term Actions, followed by operational support of company's restructuring and implementation of changes
"Let us never change out of fear. But let us never fear to change."

Overall knowledge of organization and people

- Pictures the real temperature predominating in your organization, employee's mindset, attitudes, fears and hopes
 - Reveals potential that "sleeps & hides" in your organization
 - Discovers "unpolished diamonds" and "great pretenders"
 - Discloses internal "allies" and "animists" on your journey to desired development, improvements and changes
 - Reveals Employees or/and Clients perception of your company style, culture, value adding ability
 - Disclose reasons for Employees or/and Clients dissatisfaction, real areas of discontent, de-motivators, maintainers and "frighteners"
- If relevant:** Helps You to deal with: Trade Unions, redundant personnel vs. staff remaining in the company, downsizing strategy and its practical implementation, social package's issues

Final Results:

Solid portfolio of value-adding factors supporting and justifying an overall restructuring' strategy and its practical implementation

Assessment of personnel and interpersonal relations

The assessment usually embraces:

- Top and shop floor employees
- Managers at all levels with special focus on middle managers
- Management Board
- Trade Unions
- Organizational Structure (you have a human behind each process)
- Interpersonal relations within/between: units, divisions, departments
- Clients and Suppliers

Key assessment parameters:

- reliability - loyalty - willingness to change - integrity and ethics
- transparency versus hidden agendas - team spirit vs. "ego trips"
- creativity and pro-activeness vs. "I demand and I expect" approach
- ambitions vs. skills and their compliance with companies real needs
- rumours & informal info-flow vs. overall well being of organization
- behavior oriented at company's results - client needs awareness
- remuneration based on achievements - commitment to tasks
- engagement of employees vs. customer satisfaction

Final Results:

Highly qualified, loyal, committed and satisfied employees, identifying with company direction, and engaged in keeping the customer satisfaction at its highest level

Assessment of structure and internal communication

Identifying of informal communication channels & players **Who?**
Where? How? Why? Info flow top-bottom, bottom - top - matrix

The “politics” of rumors **Why? Who? What?** Impact on overall atmosphere and interpersonal relations

Trade Union’s, Middle Management’s and Management Board’s role in creating communication standards and quality

Threats, pitfalls, opportunities, “grey zone areas” in your internal information policy and organizational structure. **“ Achilles heel” ?**
Where is it?

Is there any **“Pandora Box** of internal problems “ hiding in your organization? Lets find it out.

Final Results:

Efficient and smooth internal communication complying with employees and clients expectations and fitting to organizational structure. And vice versa. Organizational structure fitting to communication style, and supporting transparent information flow.

Untapped potential and synergism within and between internal communication and organizational structure.

Immediate Short and Long Term Actions

Support in establishing the conceptual and operational models for reduction of personnel - internal promotions and "demotions" - structure changes - optimizing of processes and working routines

Detecting the staff that could be taken from the organization without having a negative impact on its daily functioning and Client Relations Management - **Who? Where? How ? Why?**

Strategy for justifying undertaken changes while facing e.g.: Trade Unions, employees and customers. Critical point thus focal: Middle Management

Coaching or/and mentoring of Change Agents through all the way of restructuring process

Final Results:

Established mechanisms and tools assuring that Employee Satisfaction Level and/or Customers Satisfaction Level will be of sustainable character. Organization and its people keeping the momentum!

Timeframe for conducting the Atmosphere Report

Time table:

The timeframe required for conducting the Atmosphere Report's human and organizational due diligence depends on the company size and may last from 2 to 8 weeks.

Reporting schedule:

I stage - presentation of the preliminary findings, first hypothesis

II stage - concrete recommendations for immediate actions

III stage - concrete recommendations for short term actions

IV stage - ultimate conclusions regarding all Atmosphere Report's findings - long term action plan

- Perfect Connection takes always proactive and ongoing part in practical implementation of recommended improvements & changes
- We always commit to agreed outcomes of the project, and never leave the Client before the agreed goals are reached