

iPPQ Team Report for
ABC Inc: Sales Team

2 August 2011





Report Outline

1. Purpose

2. The Happiness-Performance Model

3. Key findings

4. The 5Cs

5. Trust, Recognition and Pride

6. Comparison and outcome data

7. Qualitative data

8. Conclusions



1. Purpose

- Assess this team's **performance** through the lens of **happiness at work** and the factors that affect it
- **Compare** and **contrast** this team with a similar range of employees
- **Understand key factors** which affect the Sales Team's performance and happiness at work
- Think about how to leverage needs to **boost overall performance**
- Offer **practical insights**

2. Happiness at work

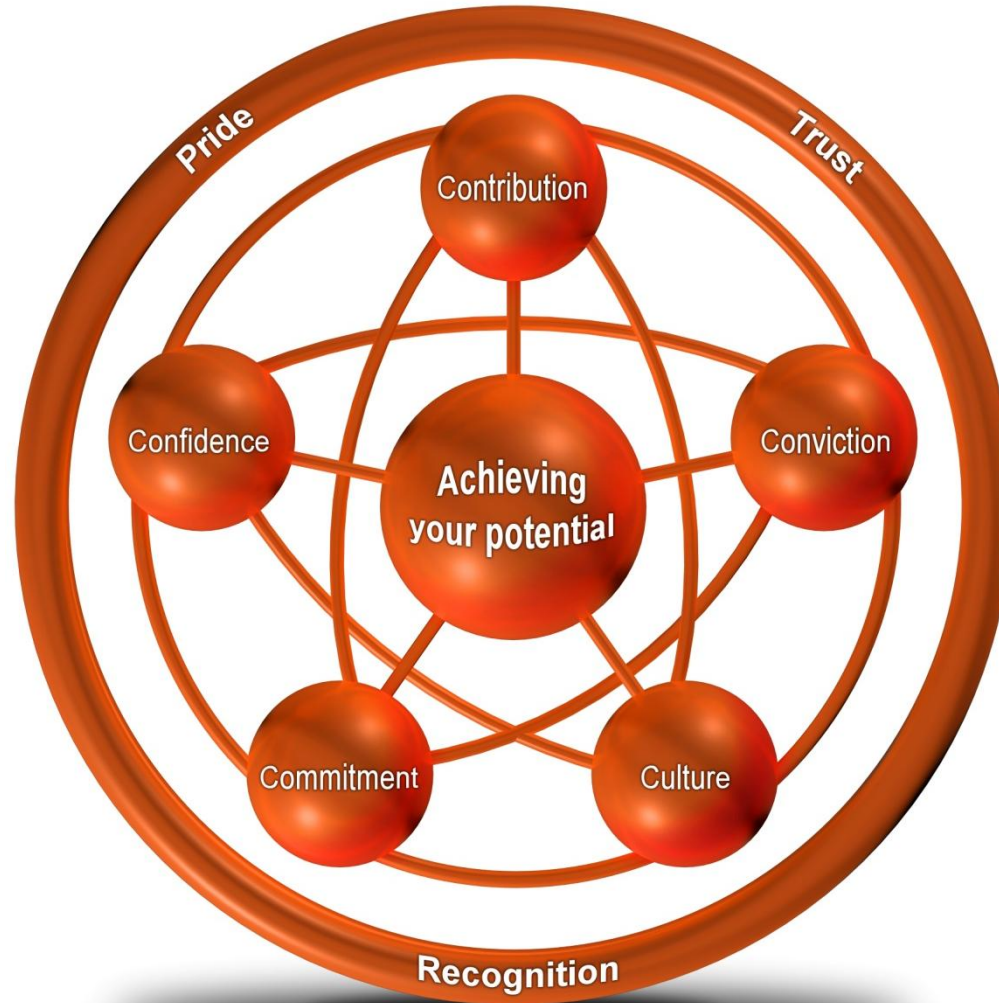


Happiness at work is a **mindset** which enables **action** to **maximize performance** and **achieve potential**.

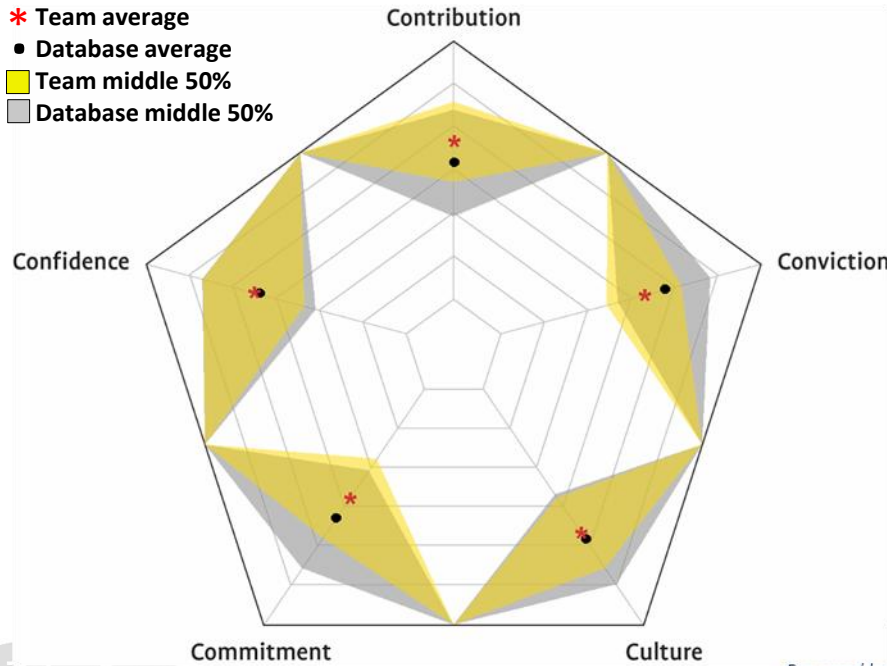
This is about developing and using personal and team resources.



2. The performance-happiness model



3. Team overview: The 5Cs



Powered by 

Contribution	
Conviction	
Culture	
Commitment	
Confidence	





3. Key findings

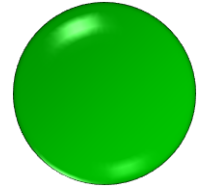
- **High Contribution** positively impacts the team's performance
- **Pride and Trust** are adversely affected by the team's **low perception of the value of their work**
- **Pay is extremely important to this team.** It may be taking on extra importance because of the other issues

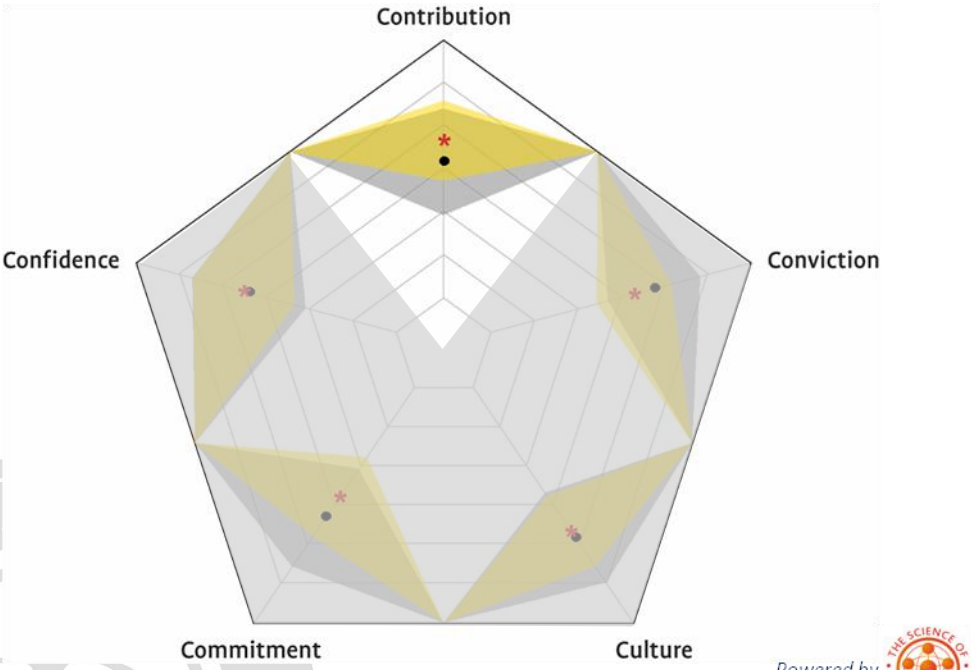

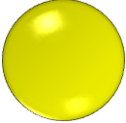





4. The 5Cs



Contribution is the effort the team makes

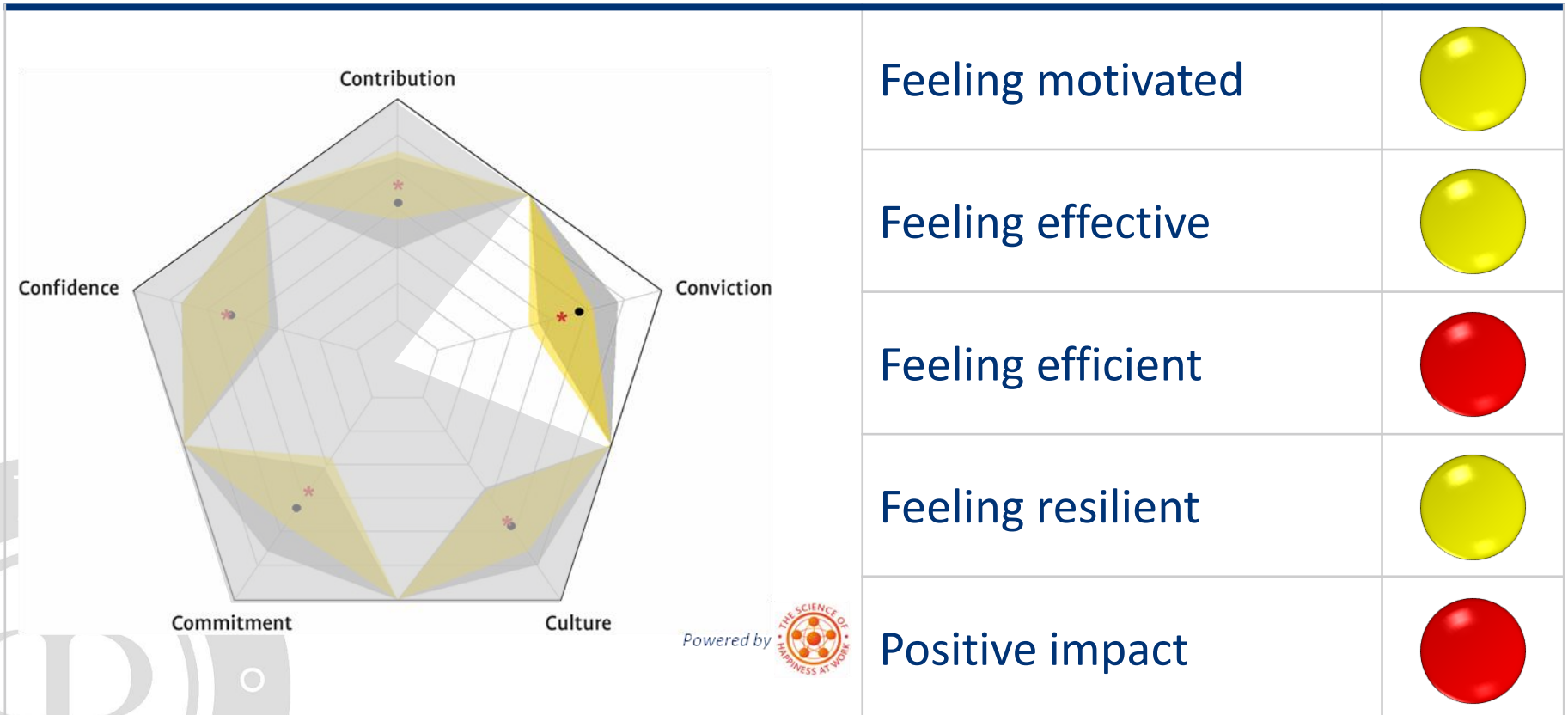
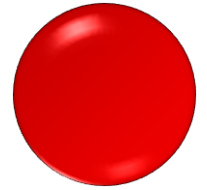


	Positive feedback	
	Being listened to	
	Feeling secure	
	Respect from boss	
	Can raise issues	

4. The 5Cs



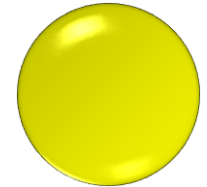
Conviction is the short-term motivation in both good times and bad

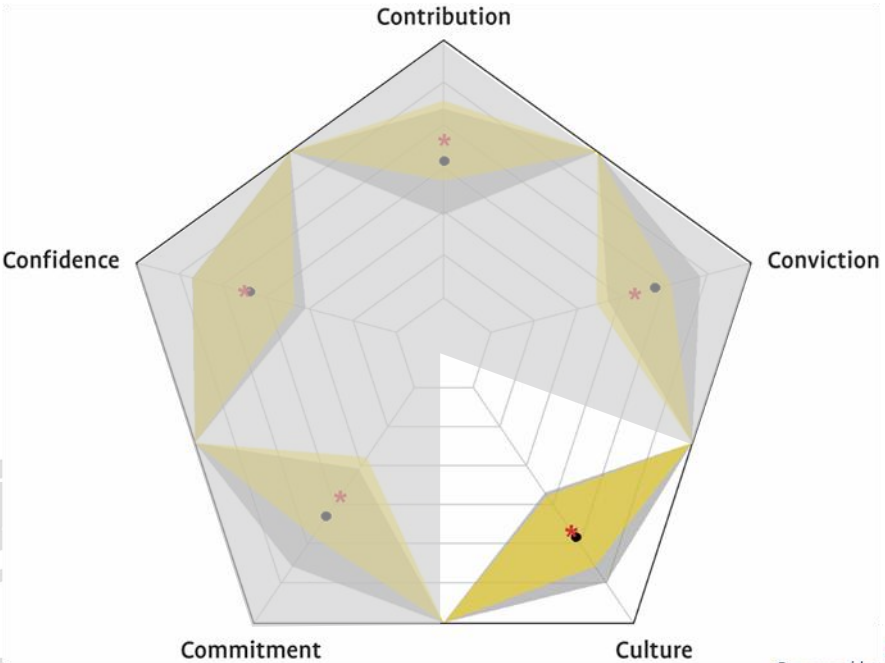








4. The 5Cs



Culture is the feeling of fit at work

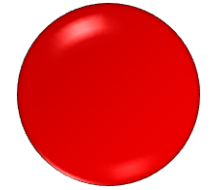


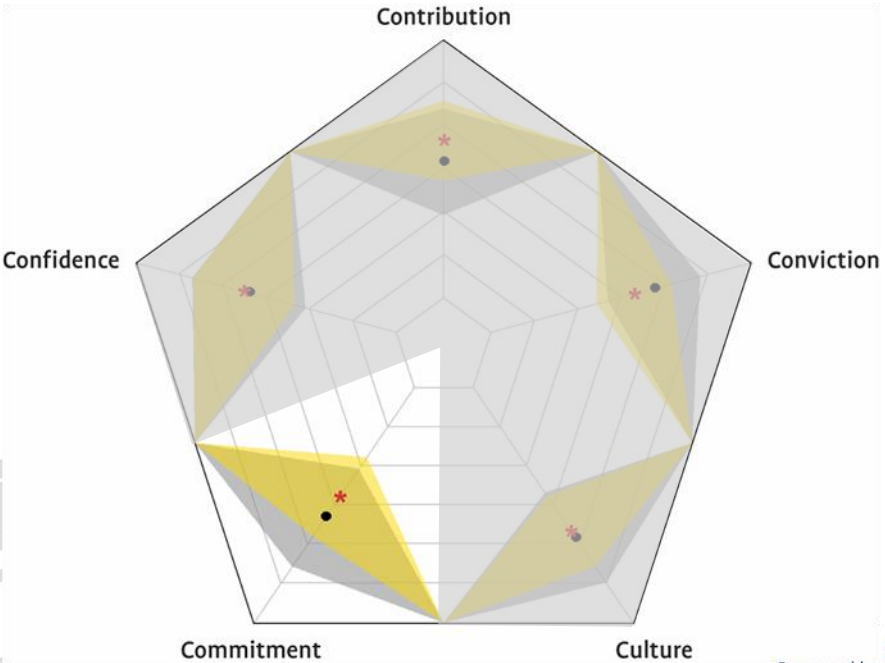






 <p>Powered by </p>	Love your job	
	Appreciate org values	
	Fair culture	
	Control over activities	
	Like colleagues	

4. The 5Cs



Commitment is the team's long-term motivation

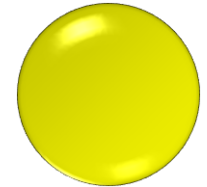


 <p>Powered by </p>	Positive emotions	
	Colleagues respect	
	Something worthwhile	
	Trust vision of leaders	
	Interested in job	

4. The 5Cs

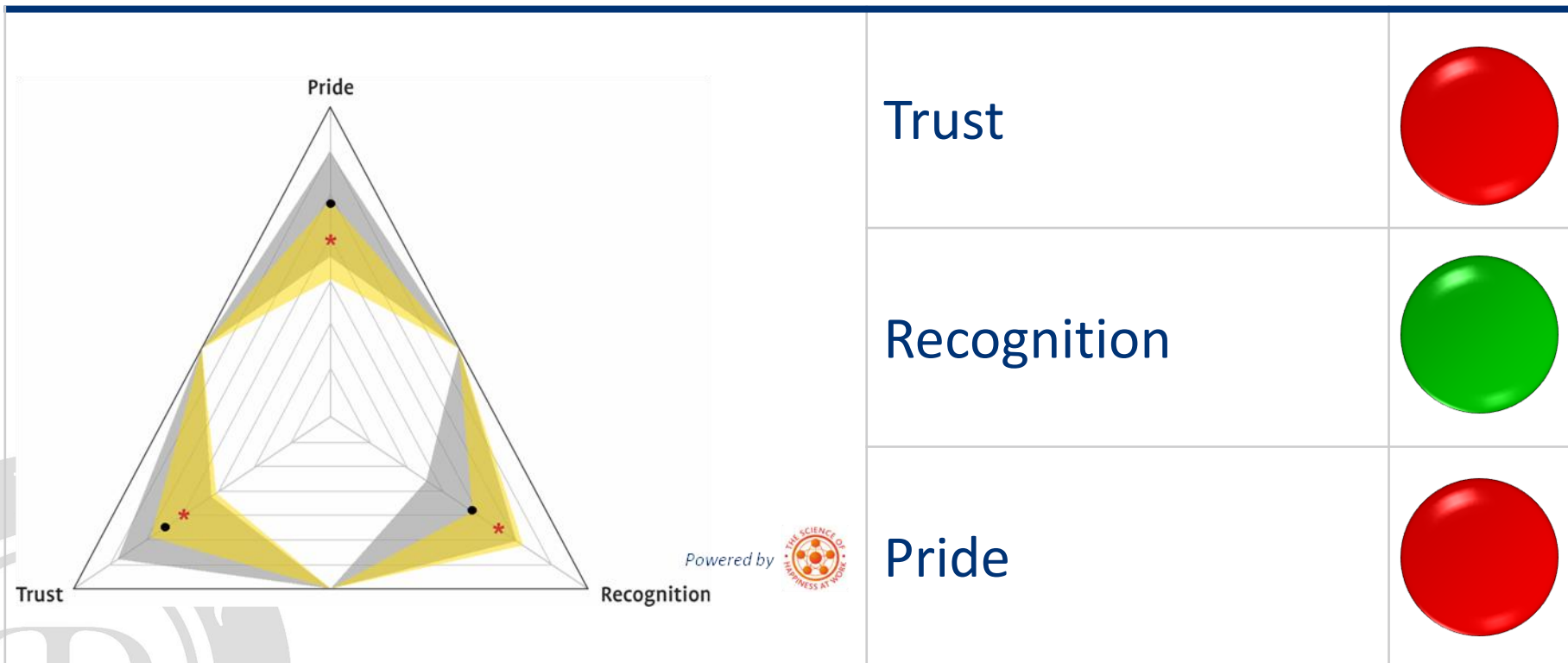


Confidence is the belief in one's own abilities



5. Trust, Recognition and Pride

Trust and **Pride** in the organization, and **Recognition** received for achievements



6. Comparison and outcome scales

<p>0 % 100%</p>	<p>% Time on task</p>	
<p>0 % 100%</p>	<p>% Time happy</p>	
<p>0 % 100%</p>	<p>% Time energized</p>	
<p>0 % 100%</p>	<p>% Time engaged</p>	
<p>0 % 100%</p>	<p>% Of work tasks loved</p>	

6. Comparison and outcome scales

<p>0 7</p>	Job satisfaction	
<p>0 7</p>	Using strengths	
<p>0 7</p>	Like new challenges	
<p>0 7</p>	Like physical environment	
<p>0 7</p>	Job fits career plans	
<p>0 7</p>	Importance of pay	

6. Comparison and outcome scales

<p>0 7</p>	Going out of way to help	
<p>0 7</p>	Achieving own goals	
<p>0 7</p>	Success in career	
<p>0 7</p>	Confidence in different tasks	
<p>0 7</p>	Overcoming challenges	
<p>0 7</p>	Do things better than others	



8. Conclusions

- **Build upon high Contribution.** Continue to listen and recognize achievement
- **Increase Pride** by linking achievement to the organization's success
- Help team understand the **importance** and **positive impact** of their work
- Engage the team in **clarifying their purpose.** Link back to this at **every opportunity** e.g. in team meetings
- **Measure success** using the iPPQ in **6 months**

Licensed Practitioner Guide



Component	Level	Recommended iTool(s)	
Contribution		10 Setting the bar higher	13 Delivering strategic objectives
Conviction		22 Efficient and effective	26 Positive impact
Culture		32 Control, influence, no control	33 Values of your organization
Commitment		35 Doing something worthwhile	38 Vision of your organization
Confidence		43 Working through a wobble	48 Red thread of your career
Trust		51 Trust diagnosis	
Recognition		52 Recognition	
Pride		54 Sharing positive news	
Achieving Yr Potential		6 A team strengths assessment	8 Proactive coping



Data Summary



Team information

- 29 employees completed
- Age range: 20s – 50s
- Completion date: July 2011
- Time in role: 27 months: intention to stay 14 months
- 1 day off sick per person p.a.

Items	Correlation w/ Happiness at work	Team scores
Do you appreciate the values that your organization stands for?	.14	4.33
How secure do you feel in your current job?	-.19	4.00
How much do you like your job?	.15	4.67
Can you raise issues that are important to you?	.32*	5.33
Are your views always listened to?	-.16	4.67
How much do your colleagues respect you?	.20	5.22
How much does your boss respect you?	.25	5.56
How effective do you think you are at your job?	.26*	5.78
How interested are you in your work?	-.13	5.00
How motivated do you feel while at work?	.36**	4.33
How much do you feel your work has a positive impact on the world?	.32*	1.89
How much do you like your colleagues?	.15	5.22
How much do you feel you are living up to your potential?	.20	2.78
How much do you wish to stay in your current job?	-.21	3.56
How frequently do you feel a strong burst of positive emotion at work?	.31*	4.78
Do you trust the vision of your organizations leaders?	.30*	3.44
Do you agree that your stakeholders give you positive feedback?	.30*	5.22
How much in control do you feel over your day-to-day activities?	.16	4.89
How fair is the culture at work?	.08	4.33
How efficiently are you able to get things done at work?	.23	4.11
How well does your job fit with your initial expectations of it?	.35**	3.89
How resilient are you when it comes to coping with difficult times?	.50**	5.56
Do you feel you are doing something worthwhile?	.23	2.67
Do you have a sense of getting things done at work?	.30*	4.67
Would you recommend working at your organization to a friend?	.15	4.56
How proud are you of your organization?	.18	4.00
How much do you trust your organization?	.33*	4.00
Do you make use of your skills at work?	.18	4.56
Do you like your physical work environment?	.10	2.56
Do you make use of your strengths at work?	.30*	5.22
Does your current job fit well with your career plan?	.08	4.89
Do you like learning new skills and acquiring knowledge?	.33*	6.56
My achievements are recognized at work	.01	4.56
I can achieve the work goals I set myself	-.02	4.67
I am successful in most aspects of my chosen career	.20	5.00
I am confident that I perform effectively on many different work tasks	.10	5.78
I can overcome challenges at work	.02	2.78
Generally I do things better than other people	.15	5.44

