

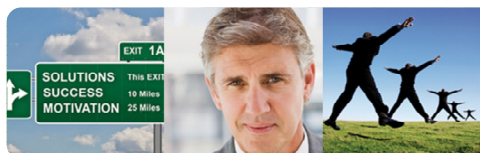


EMPLOYEE ENGAGEMENT SOLUTION

A continuous improvement process that transforms staff opinion into insights as a foundation for strategically focused actions. Our solution is based on scientific models, effective technology and a comprehensive process that delivers value for the employees and the organisation. We customise the process to your needs to make sure the initiative is a success for continuous and sustainable improvement.



Global Employee Engagement solution, including survey design linked to organisation values and strategy, survey, reporting, analysis and engagement improvement actions to drive increased workforce performance.



Optimis HCM Sàrl

Route de la Gare 17 – CH - 1026 Echandens – SWITZERLAND

T : +41 (0) 21 701 9121 – F : +41 (0) 21 701 9120

optimis-hcm.com – info@optimis-hcm.com

Engagement at the heart of future success!

Far too often organisations conduct employee opinion, satisfaction or engagement surveys without translating survey results into insights they can use to drive a culture of engagement linked to the execution of their strategy and business results.

OPTIMIS helps organisations convert employee and organizational feedback into insights on engagement, leadership, culture, behaviours and performance. This provides the basis for developing actions to improve the work environment, communication, leadership, performance management, rewards and other management practices essential to drive staff engagement.

Our focus is to use this process as a strategic channel to execute the strategy of the organisation by providing the relevant measures and insights that will support senior management and line managers to focus on the right activities to drive continuous improvement.

The OPTIMIS “ENGAGE” solution differentiates itself due to:

- ▶ A real focus on **action planning and implementation** linked to the execution of the organization’s strategy
 - ➔ the process is a strategic tool
- ▶ **Line Management and HR professionals coaching** for analysis and execution
 - ➔ secure the right level of leadership and support throughout the process
- ▶ **Linking survey outcome with workforce metrics and business performance**
 - ➔ the survey becomes a management tool for improvement
- ▶ A **communication plan** and content relevant to each organisation, audience and location
 - ➔ staff embrace the process



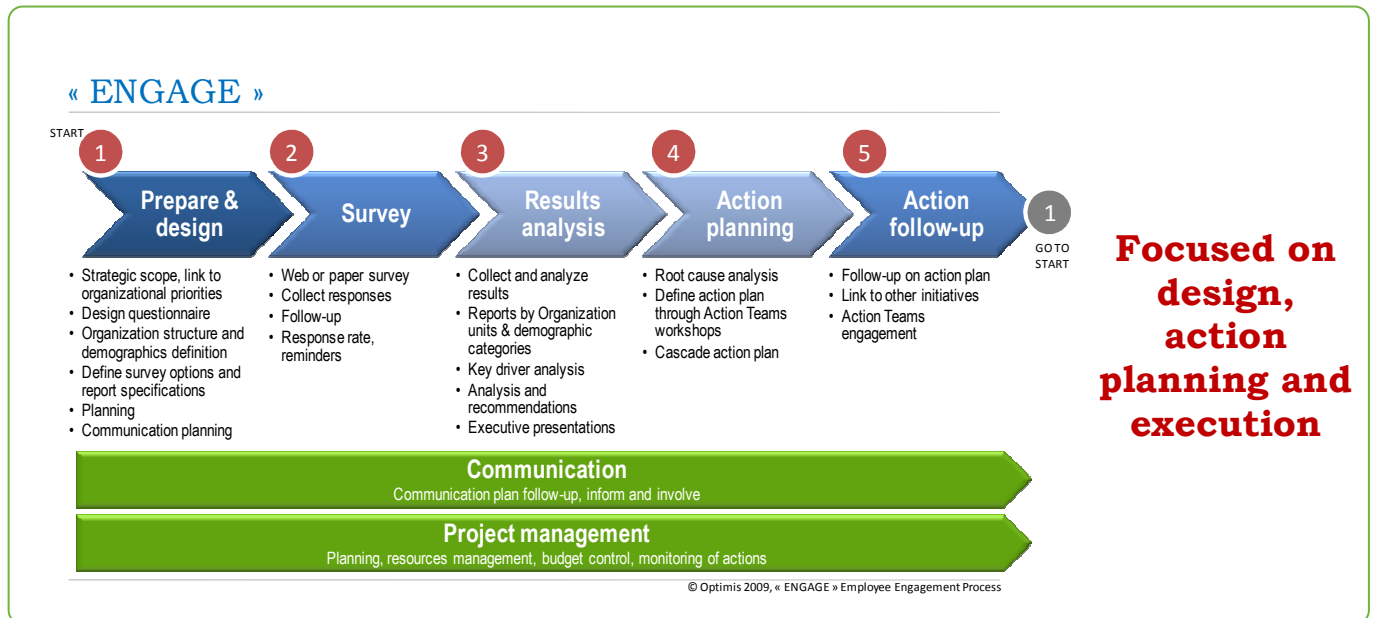
Includes systematic action follow-up and implementation to support strategy execution.

Strategic positioning – Customisable and flexible approach - Outstanding survey and report capabilities – Improvement action planning and execution – Link to strategy execution – Integration with workforce and business metrics



A continuous improvement process

Our “ENGAGE” process is tailored to the needs of your organisation. The initial phase is crucial as it links your organisation’s values and strategy to the key topics that must be measured. While the survey and the results are very important to understand the voice of your employees, we put an equally strong emphasis on steps 1, 4 and 5, where value is created. We support your line and HR managers to succeed in implementing improvements actions.



Survey design

We work with you to design the survey by addressing the strategic needs of the organisation. The questionnaire typically includes questions grouped into categories and cross-category indexes. The questions are designed to address the values, the core capabilities and the strategic priorities of the organisation. Motivation and engagement models are used to define the relevant indexes.

We have a database of more than 800 questions that can be used as-is or customised to your needs. Questionnaires are designed in English and may be translated as required in other languages. Various scales can be used to rate answers, multi-choice or open text questions can also be used.

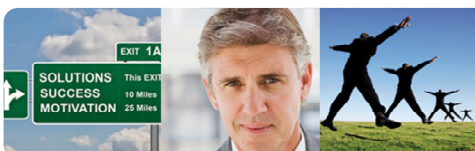
We use a solid design process with relevant stakeholders to ensure the relevance and acceptance of the survey within the organisation.

Survey method

Our survey tool is flexible and provides the following key capabilities:

- ▶ Web or paper surveys
- ▶ Multiple demographic categories
- ▶ Organisation structure breakdown
- ▶ Automatic reminders for participants
- ▶ Single password per respondent (with pre-coding of participant’s demographic information) or unique password login
- ▶ Multi-language

In addition, we can split the workforce into random groups across your organisation and survey them at a specific time of the year in order to provide on-going measurement of the workforce engagement.

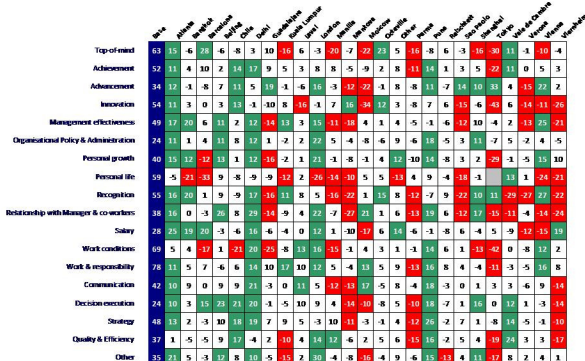
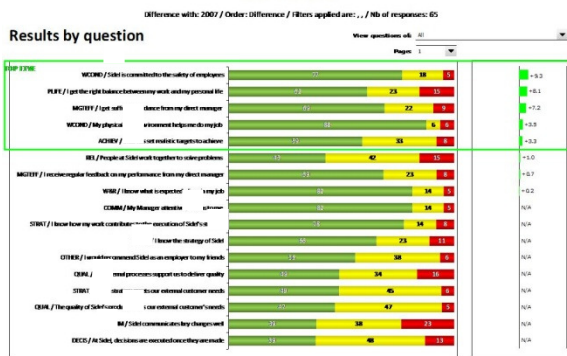


Result reports

We provide standard results reports in the form of PDF or Excel tools that can be directly used by managers, automatically generating Powerpoint presentations that contain full color graphs. We also provide custom analysis reports where we turn results into insights based on our knowledge of the issues and of your organisation.

Optimis will support you in a variety of statistical analysis techniques, including multivariate tools like multiple-regression to identify the key drivers of a particular topic or category.

Furthermore, we explore the links between survey data and measures of organisational performance such as customer satisfaction or other metrics that can be tracked as part of a balanced scorecard approach.



Turning results into actions

The most difficult task is to translate the survey results into high-impact actions that are linked to current strategies. Our experienced consultants can support your line and HR managers to:

- ▶ understand and interpret results
- ▶ develop a focused action plan linked to the execution of your strategy
- ▶ plan for and follow-up with effective implementation.

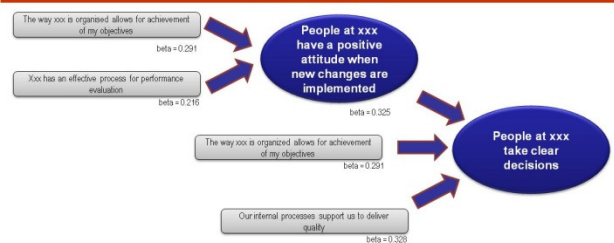
This can be done through Results-To-Action workshops at board level or business unit level, train-the-trainer sessions with line managers, team workshop facilitation and on-going coaching for successful implementation.

Linking results to strategy execution

An engagement or opinion survey is an important channel for measuring strategically important organisational indicators. We are able to link and integrate the survey results to the practice of collecting workforce related measures as applied in our "Optimis Workforce Scorecard." In this process, we integrate indexes based on the opinion of employees into a set of workforce metrics that support you in your decision making and strategy execution.

Key driver analysis

Organization and Processes shall be investigated as part of root causes analysis



Our custom approach

We tailor our approach to match your context, culture and management needs. We will define together the most appropriate process and design to provide the best value and to integrate it to your other management practices.



OPTIMIS is a firm specialised in Human Capital management. We offer consulting, learning and sourcing services. We always strive to exceed our clients' expectations by providing flexible, custom and innovative solutions through our engagement and professionalism. We are ready to quickly answer to your management challenges!

Our mission: building your future!



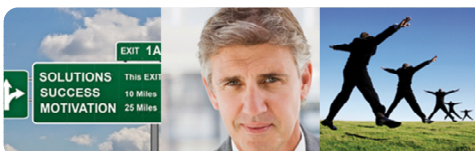
Why Optimis?

Optimis delivers a truly valuable solution due to:

- ▶ Added value consulting and thought leadership from experienced human resources and measurement consultants, not just project managers or survey administrators.
- ▶ State of the art technology for survey and reporting, including statistical analysis.
- ▶ Focus on execution and linkage to business results as well as workforce measurements.
- ▶ Practical support and coaching to interpret results, to turn them into actions and securing successful implementation.
- ▶ Commitment to true partnership to make this process a strategic research for your organisation

For inquiries :

OPTIMIS HCM Sàrl
Route de la Gare17, 1026 Echandens
Switzerland
T : +41 21 7019121, F : +41 21 701 9020
www.optimis.ch, info@optimis.ch



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