

**Element O Feedback Session  
Agenda**

<b>Time</b>	<b>Activity</b>	<b>Presenter</b>
10	Introduction <ul style="list-style-type: none"> <li>• Purpose of session</li> <li>• Intentions</li> <li>• Introduce LHEPs</li> <li>• Context</li> <li>• This survey</li> </ul>	Leader of client group
10	Vision of client group <ul style="list-style-type: none"> <li>• Specific, measurable goals</li> </ul>	Leader of client group
5	Issues <ul style="list-style-type: none"> <li>• State issues in client group as you see them</li> <li>• Explain approach to addressing</li> </ul>	Leader of client group
25	Survey – Element O: Organizational Climate <ul style="list-style-type: none"> <li>• What the survey measures – climate/culture of organization</li> <li>• Based on FIRO theory                             <ul style="list-style-type: none"> <li>○ ICO, SKL, Productivity</li> <li>○ See-Want, Difference scores</li> </ul> </li> <li>• Reports at four levels:                             <ul style="list-style-type: none"> <li>○ Organization</li> <li>○ Team</li> <li>○ Relations</li> <li>○ Self</li> </ul> </li> <li>• Report consists of:                             <ul style="list-style-type: none"> <li><b>RESULTS</b> <ul style="list-style-type: none"> <li>○ Organizational Atmospheres, Self Perception at Work</li> <li>○ Comments</li> <li>○ Recommendations</li> </ul> </li> <li><b>APPENDIX</b> <ul style="list-style-type: none"> <li>○ Survey Items Ranked by Dissatisfaction</li> <li>○ Present Scores (See Scores)</li> <li>○ Ideal Scores (Want Scores)</li> <li>○ Areas of Greatest Dissatisfaction</li> <li>○ Areas of Greatest Satisfaction</li> <li>○ Dimensions Ranked by Difference</li> </ul> </li> </ul> </li> </ul>	LHEP
10	<b>Break</b>	
10	Hand out reports. Participants read report (10 minutes)	LHEP
10	Review overall scores – show on flipchart <ul style="list-style-type: none"> <li>• First impressions/reactions – write individually</li> </ul>	Leader of client group

Time	Activity	Presenter
15	Small groups (5-6) discuss reactions, then identify and write on flipchart: <ul style="list-style-type: none"> <li>• Three most significant findings in the report</li> <li>• Three biggest surprises in the report</li> </ul>	LHEP
15	Each group report out to whole group, post flipcharts	LHEP
5	Organizational Climate Analysis <ul style="list-style-type: none"> <li>• How the organization can improve performance by creating atmospheres that promote optimal ICO, SKL</li> <li>• Identify areas to address in action steps (usually three highest differences)</li> </ul>	LHEP
15	New small groups (5-6), identify and write on flipchart: <ul style="list-style-type: none"> <li>• Three actions to take/recommend</li> </ul>	LHEP
25	Post all flipcharts for whole group <ul style="list-style-type: none"> <li>• Each person vote for three actions (use dots)</li> <li>• Tally and write top three actions, second three actions for later</li> <li>• Identify person or team responsible for each and time frame</li> </ul>	LHEP
10	Next steps <ul style="list-style-type: none"> <li>• The Human Element training</li> <li>• This is foundational training that aligns with the theory and principles of the survey</li> <li>• Training is the beginning of the change process and is not dependent on the survey results</li> <li>• Addressing of specific issues identified here through:               <ul style="list-style-type: none"> <li>○ Action items identified</li> <li>○ The Human Element training</li> <li>○ Embedding: to support people in transferring learning from foundational training to the job</li> <li>○ Specific interventions will be determined after The Human Element training and can include:                   <ul style="list-style-type: none"> <li>▪ Further training</li> <li>▪ Coaching</li> <li>▪ Consulting</li> <li>▪ Facilitating</li> <li>▪ Process for clarifying decision making</li> </ul> </li> </ul> </li> </ul>	LHEP
10	Final thoughts and close	LHEP
<b>175</b>	<b>TOTAL</b>	