



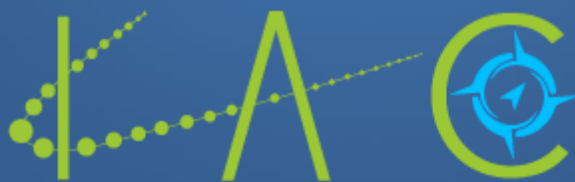
*Game changing for business, life changing for people*

# **EMOTIONAL CLIMATE INDEX**

## **SURVEY REPORT**

### **Sample ECI Survey**

28 October 2019



**KELLEY ASHBY CONSULTING**

## **ABOUT THIS REPORT**

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## Population Information

GROUP DESCRIPTION

Sample ECI Survey

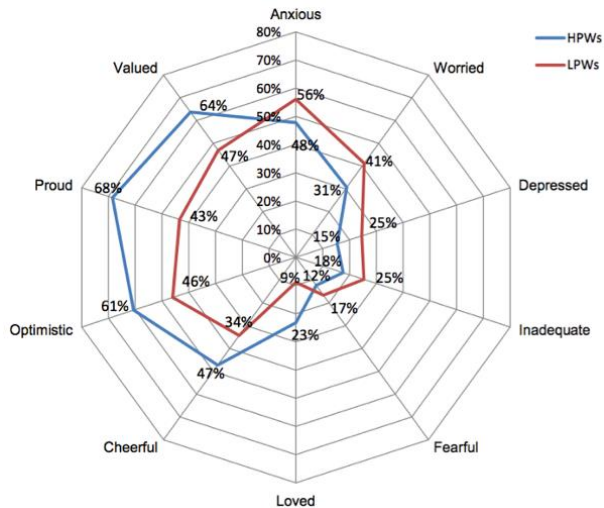
NUMBER OF COMPLETED SURVEYS

58

# INTRODUCTION

We all experience a wide range of positive and negative feelings at work as we interact with colleagues, customers, suppliers and others. These feelings influence our decisions, behaviour and performance in interesting ways. Positive feelings have a 'broaden and build' effect causing us to think more broadly, engage more deeply and perform better. Negative emotions tend to have a 'narrow and limiting' effect, causing us to be more closed-minded, less engaging and poorer at performing. At a collective level these emotions impact the bottom line.

In high performing organisations people experience more positive emotions and less negative emotions than those in low performing organisations as shown in the diagram below.



HPWs = High Performing Workplaces  
LPWs = Low Performing Workplaces

Boedker, C. et al. (2011). Leadership, culture and management practices of high performing workplaces in Australia: The high performance workplace index.

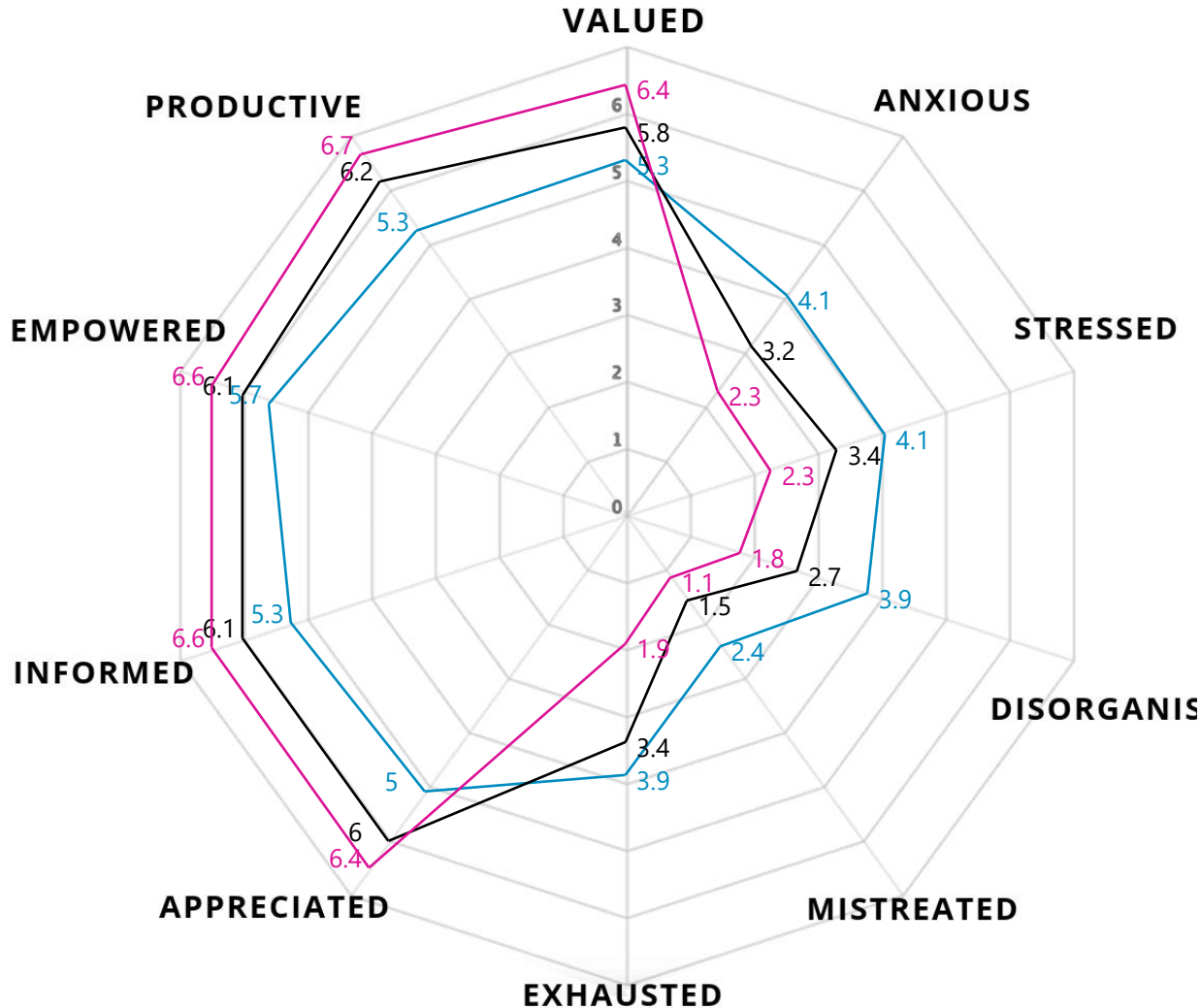
Emotional Climate Index (ECI) has been designed to measure three dimensions of emotions at work:

- How often your people experience certain feelings at work,
- How often your people think it's fair and reasonable to experience these feelings at work given the nature and context of your workplace, and
- How often your people think they should ideally experience these feelings in your workplace in order to be effective.

Your results together with any written feedback provided by the participants are included herein.

# RESULTS - BY DEMOGRAPHICS

What is your current level of designation?



## Senior Management

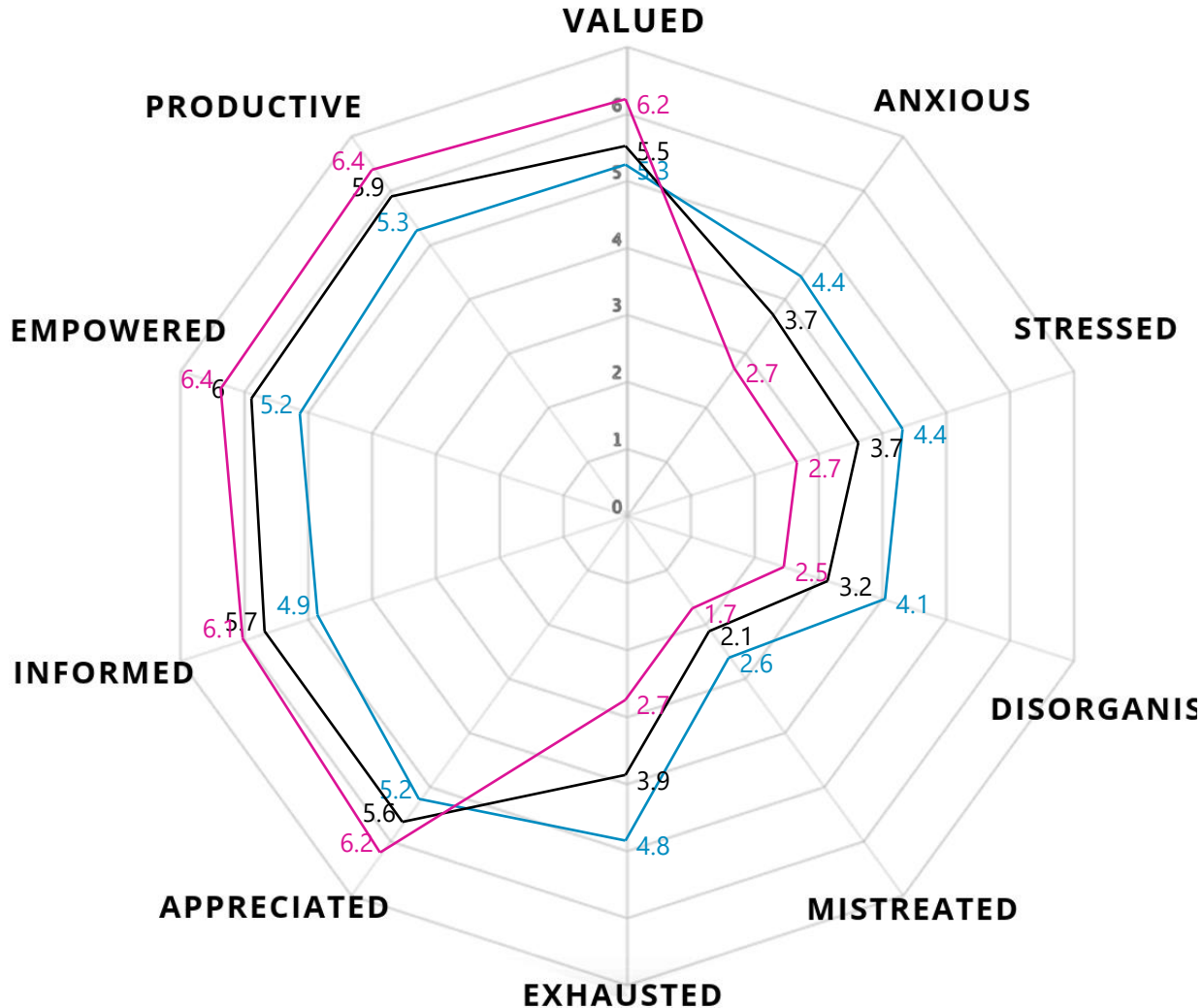
Feeling Most Felt Currently	Feeling Least Felt Currently
<b>Empowered</b> 81%	<b>Mistreated</b> 34%

Most Expected Feeling	Least Expected Feeling
<b>Productive</b> 88%	<b>Mistreated</b> 22%

Most Ideal Feeling	Least Ideal Feeling
<b>Productive</b> 95%	<b>Mistreated</b> 16%

# RESULTS - BY DEMOGRAPHICS

What is your current level of designation?



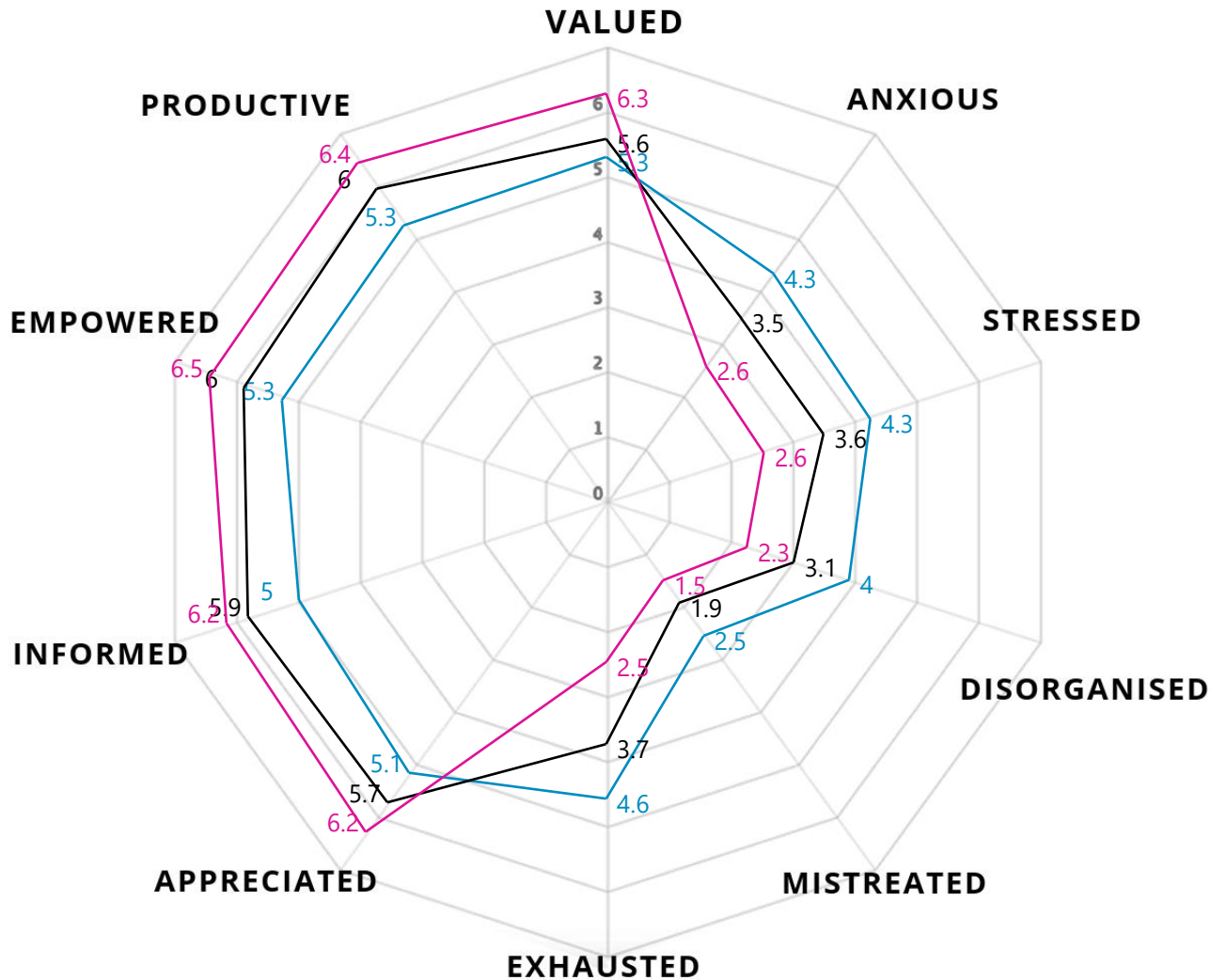
## Mid-level Management

Feeling Most Felt Currently	Feeling Least Felt Currently
Valued 75%	Mistreated 37%

Most Expected Feeling	Least Expected Feeling
Empowered 85%	Mistreated 30%

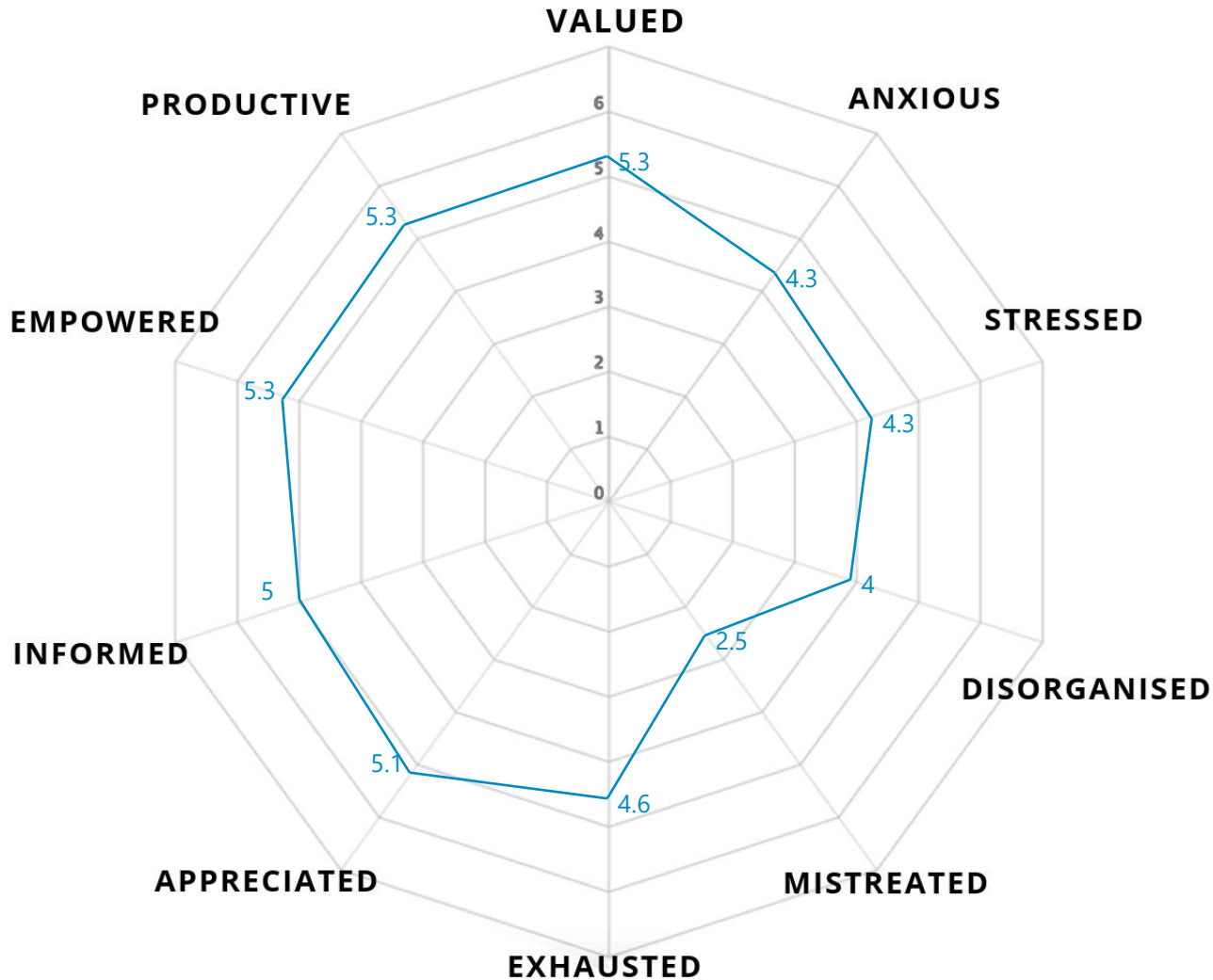
Most Ideal Feeling	Least Ideal Feeling
Empowered 92%	Mistreated 24%

# RESULTS - OVERALL



- Current State  
- Expected State  
- Ideal State

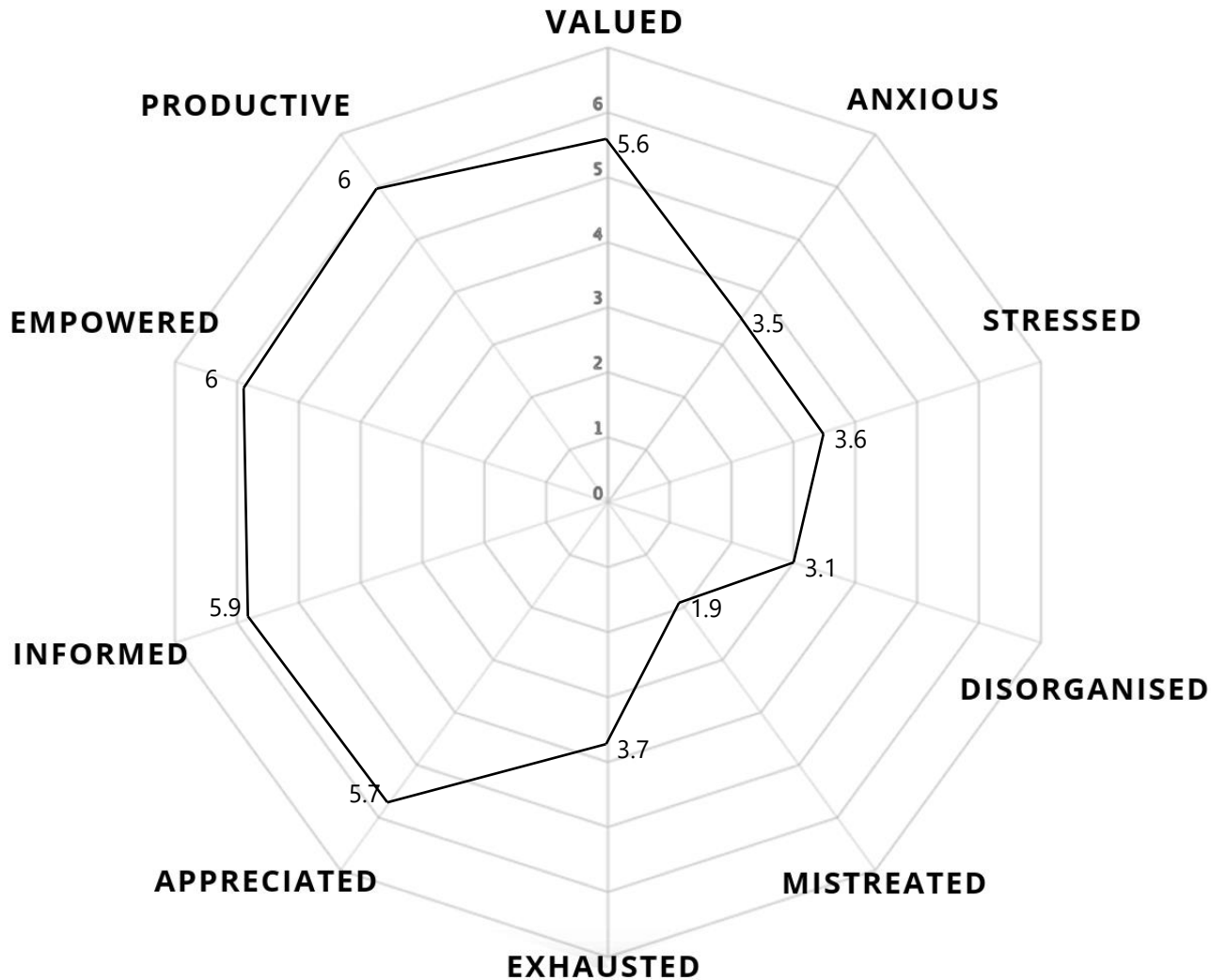
# RESULTS - CURRENT STATE



- Current State

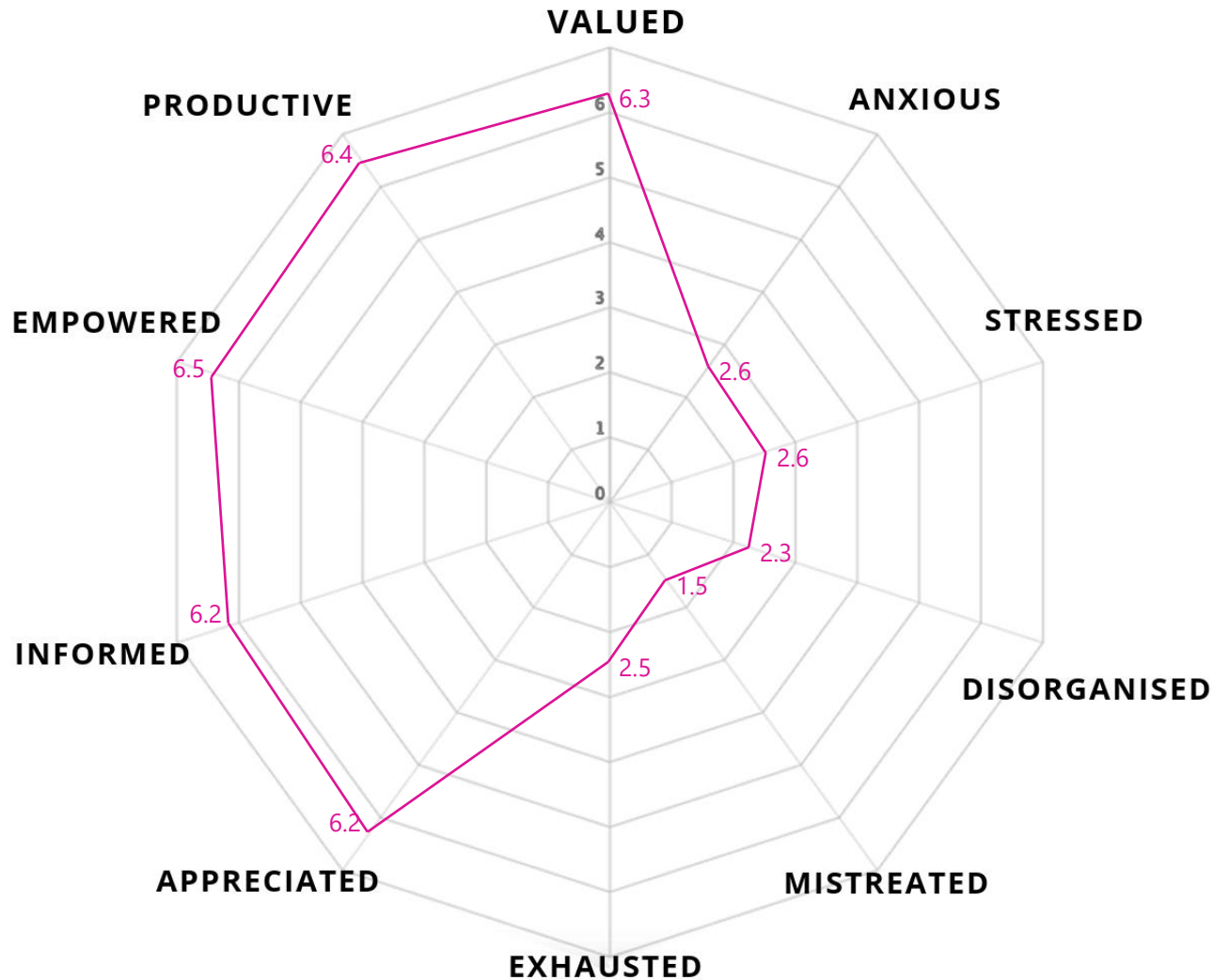


# RESULTS - EXPECTED STATE



- Expected State

# RESULTS - IDEAL STATE



- Ideal State

# FREETEXT RESPONSES

**Which feeling has been the most helpful to experience at work? Write this feeling below and tell us a little about the types of things that cause you to experience this feeling at work.**

*Creativity. When I create a new presentation that gets great feedback. I feel great when this happens.*

*Productive. Finishing work and getting a real response to it. Applause, conversion,*

*Appreciated. Great feedback and recognition of contribution*

*Empowered.*

*Challenged n valued.*

# FREETEXT RESPONSES

**Which feeling has been the most helpful to experience at work? Write this feeling below and tell us a little about the types of things that cause you to experience this feeling at work.**

*Feeling appreciated and trusted by clients.*

*Productive because it includes feeling focused, organized, valued, empowered and informed.*

*Valued, people taking concrete actions as a result. People expressing appreciation sharing the results they've had from program*

*Appreciated. Working with clients giving service*

*Empowered*

*Empower*

*Productive.*

# FREETEXT RESPONSES

**Which feeling has been the most unhelpful to experience at work? Write this feeling below and tell us a little about the types of things that cause you to experience this feeling at work.**

*Anxiety. Uncertain about how I'm going to get all the work done that's coming up.*

*Anxiety, lack of proper prediction.*

*Informed. It's frustrating not to know about key initiatives BEFORE they are implemented*

*Stressed and anxious*

*Mistreated Doesn't gel with me*

*Disorganised*

*Excessive Stress. Impedes productivity.*

*Anger*

*Mistreated and stressed.*

*Stressed, because it includes anxious, disorganized, and exhausted.*

# FREETEXT RESPONSES

**Which feeling has been the most unhelpful to experience at work? Write this feeling below and tell us a little about the types of things that cause you to experience this feeling at work.**

*Stressed, too many deadlines at once*

*Disorganised*

*Anxious*

*Anxious*

*Mistreated.*

*Valued. Feel like you are contributing and not being marginalised*

*Exhausted - once I get to here, it takes most of the discretionary time I have to get myself into a better state, which leaves me still needing to extend myself to get the everyday stuff done without creating more exhaustion.*

*Anxious*

*Uninformed*

*Exhausted - takes away motivational drive. Anxious - this drains energy.*




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