

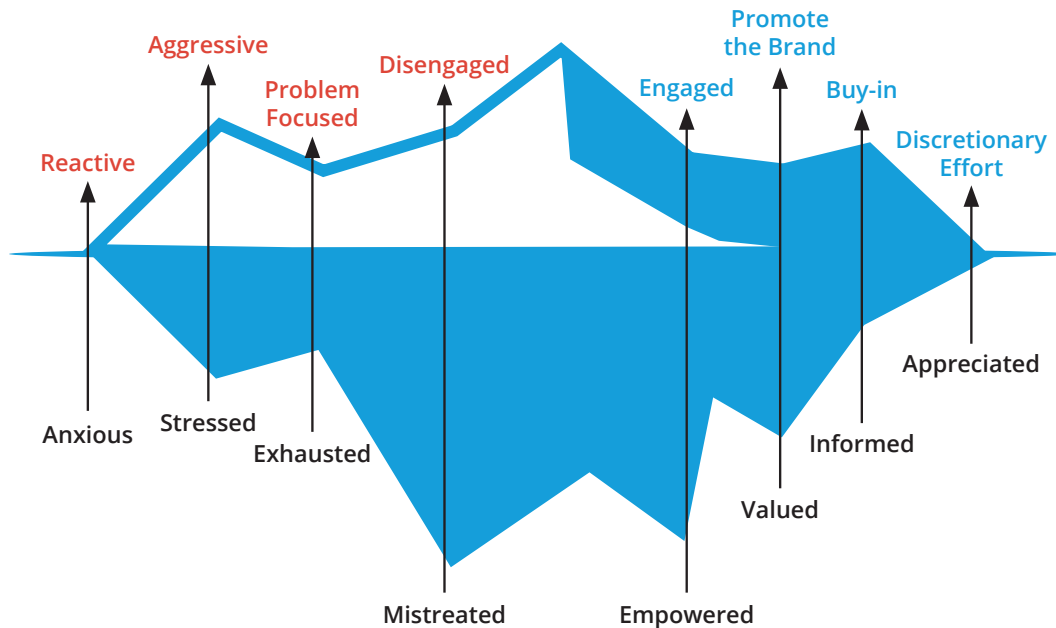


Inner Citadel Consulting

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INTERNATIONAL



Emotions are the soundtrack of your workplace. What are you listening to?



The Emotional Culture Index survey is like a loud speaker for that soundtrack, which often runs very quietly in the background. We measure 10 key emotions, linked in research to specific behaviors or effects in the workplace. For example, people who feel “valued” more often show higher levels of discretionary effort. Those who feel “mistreated” disengage.

Pleasant feelings have a ‘broaden and build’ effect causing us to think more broadly, engage more deeply and perform better. Unpleasant emotions tend to have a ‘narrow and limiting’ effect, causing us to be more closed-minded, less engaged and poorer at performing. In other words, emotions impact the bottom line for better or worse.

Research shows that people in high performing organizations experience more positive emotions and fewer negative emotions than those in low performing organizations (Boedker et al. 2011).

When you properly hear the soundtrack of your workplace, you can be effective in making decisions for training and development of your teams and workplace culture. There is nothing more frustrating for everyone than applying a solution for the wrong problem.

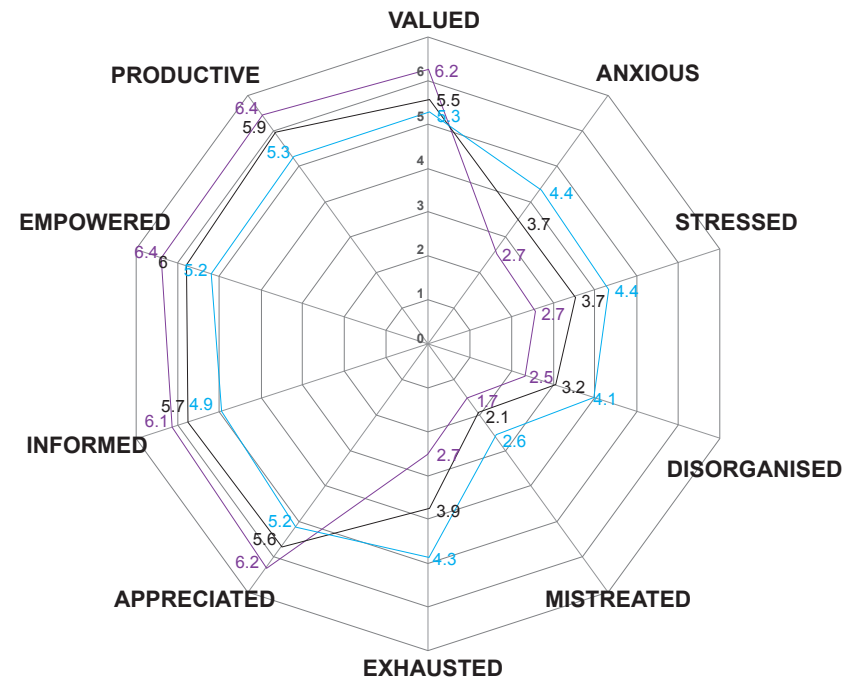
Discover your Organization's Emotional Culture Index



The Emotional Culture Index (ECI)

The *Emotional Culture Index* is designed to measure three dimensions of emotions at work:

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



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%

Why does this matter?

When you know how your people are feeling you can better plan where to focus your energy to optimize engagement, productivity, retention and resilience.

Get an *Emotional Culture Index* report for your organization – at no cost.

Contact peter@innercitadelconsulting.com