

## CULTURE 20/20 SURVEY REPORT

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# Organizational Culture Report and Employee Engagement | Q2

DRAFT

**Company Tech, Inc.**

**Erin Fillmore**

Date: 9/23/2020

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## About the Culture Report

The Culture 20/20, developed by Bonnie Hagemann, Annette Klososky, highly-esteemed organizational leaders and the research team at Executive Development Associates, Inc., a top-of-the-house consulting firm that has been working with Fortune 500 organizations since 1982. At EDA, we have always been about more than academic analysis and hypothesis. There are 12 core culture health areas that we've identified as essential to monitor when building a healthy, resilient culture. This report is a diagnostic tool designed to help you measure the health of your organization's culture. Think of it as taking your organization to the doctor. You want your organization to have optimal health and the best way to measure it is to conduct a full check-up. The results contained here are your diagnostic report similar to a health report that you would receive from your doctor after a getting a physical.

## Interpreting the Report

Results are coded red, yellow, or green to assess items as positive, negative, or neutral in terms of overall culture health.

Scale Option	Assigned Value	Color Value
Strongly Agree	7	Green
Agree	6	Green
Somewhat Agree	5	Yellow
Neither Agree or Disagree	4	Yellow
Somewhat Disagree	3	Yellow
Disagree	2	Red
Strongly Disagree	1	Red

**Green** Areas where you Culture is **strong** and healthy with strengths to build upon

**Yellow** Areas where you culture is moderately health, or **limited**, and may need adjustment to reach optimal health.

**Red** Areas where your culture is **critical** and in need of remediation and support to lift it up to healthy levels.

## Culture Health Areas

12 Core Health Areas with measurable goal states

### Core Health Area

#### Vision & Strategy

We have a clear vision for the future. People know how their role contributes to our long-term success.

#### Core Values

Our values guide the behavior that drives exceptional service and results in our industry.

#### Senior Leadership

The senior leadership team provides the strategic direction necessary for achieving our vision.

#### Engagement

Our employees are passionate about their work and contribute fully to the success of our business.

#### Immediate Supervision

My manager(s) motivates employees to achieve results, modeling behavior that leads to success.

#### Communication

We openly share information and communicate with respect for employees, stakeholders, and customers.

#### Customer Centricity

Our customers have a superior experience that generates long term loyalty to our business.

#### Diversity & Inclusion

We embrace diversity and value the unique experiences and strengths each person brings to our workplace.

#### Social Impact

We improve lives in the communities we serve and have a reputation as a valued community partner.

#### Teamwork

We cooperate across teams, departments, and divisions to reach the best outcomes.

#### Innovation & Change Management

We deliver innovative service and solutions that reflect the latest trends and technology in the industry.

#### Learning & Development

We seek opportunities to improve ourselves, our process, and our work environment.



# Company Snapshot

## Overall Health Score

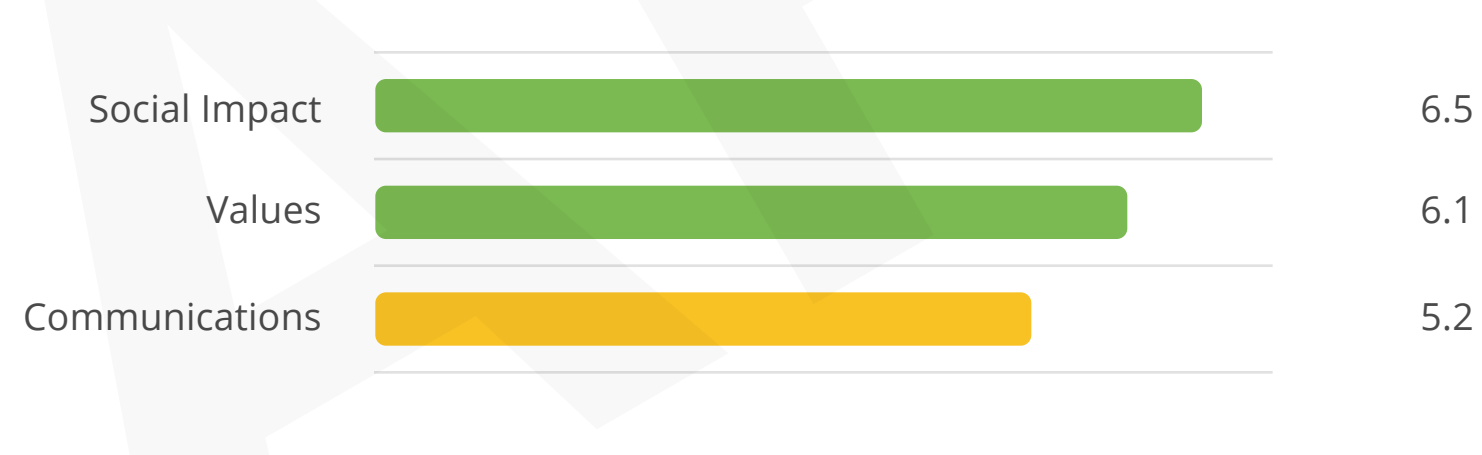
**3.2** Your health score for entire organization is **Limited Health**  
Out of 7

**COMPLETION RATE**  
60%  
54 employees

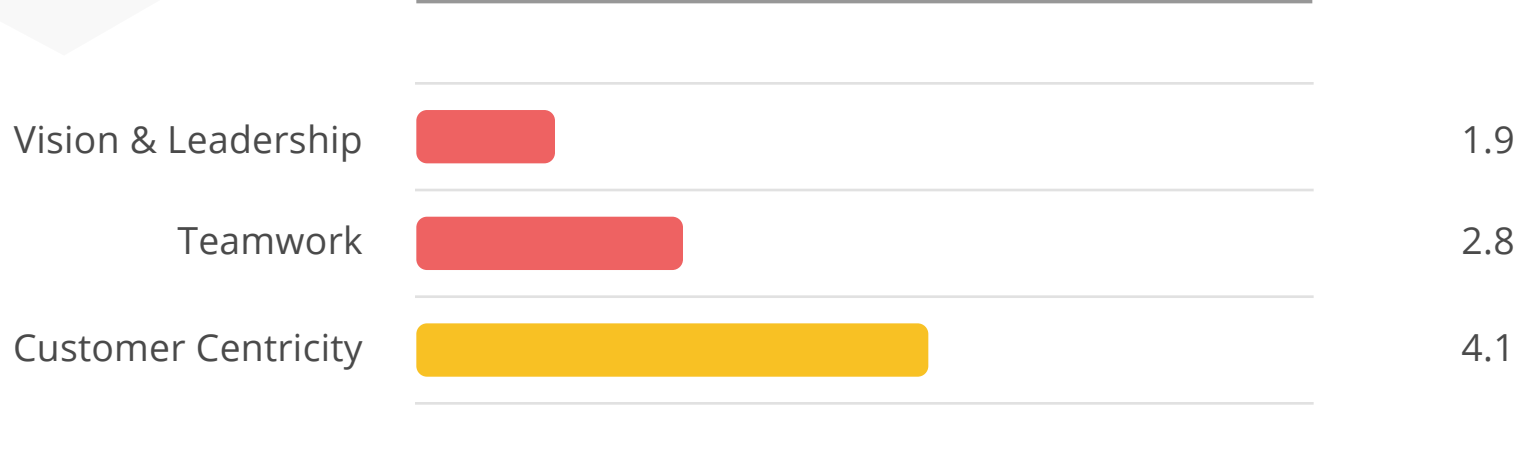
**TOP CULTURE COMPETENCY**  
6.5 Social Impact

**BOTTOM CULTURE COMPETENCY**  
1.9 Visionary Leadership

## CULTURE STRENGTHS

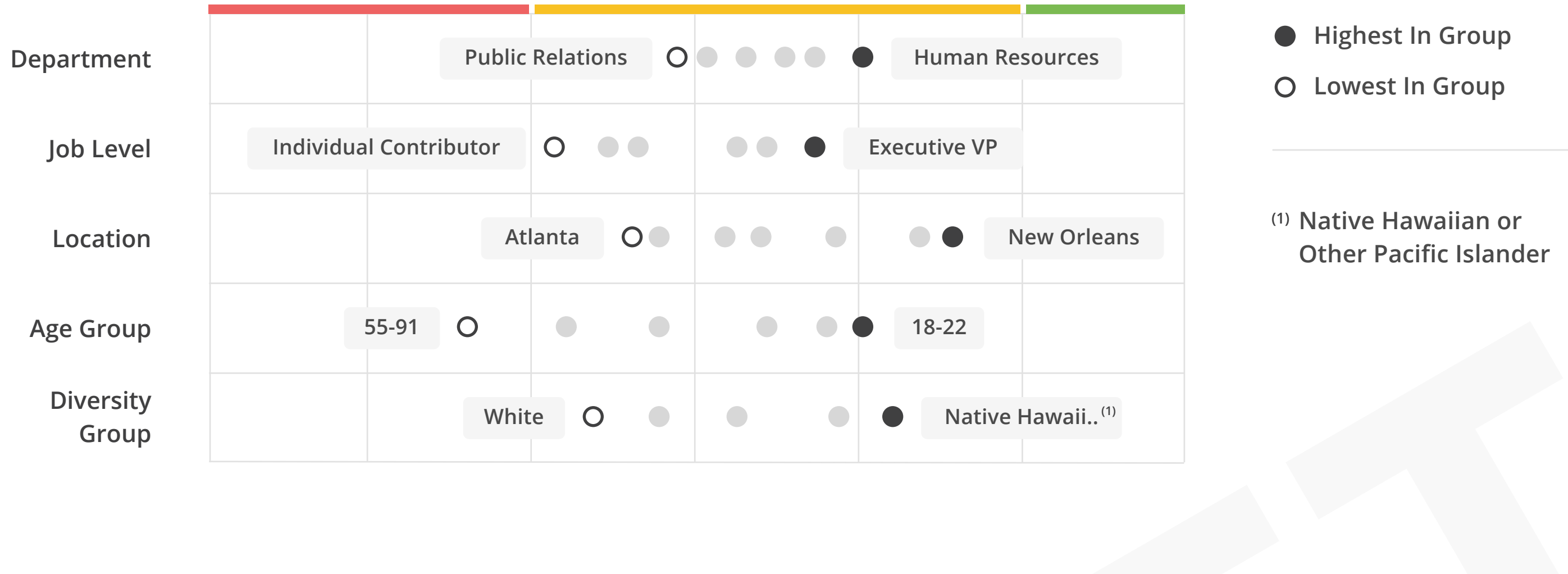


## CULTURE NEEDS



## Company Overview

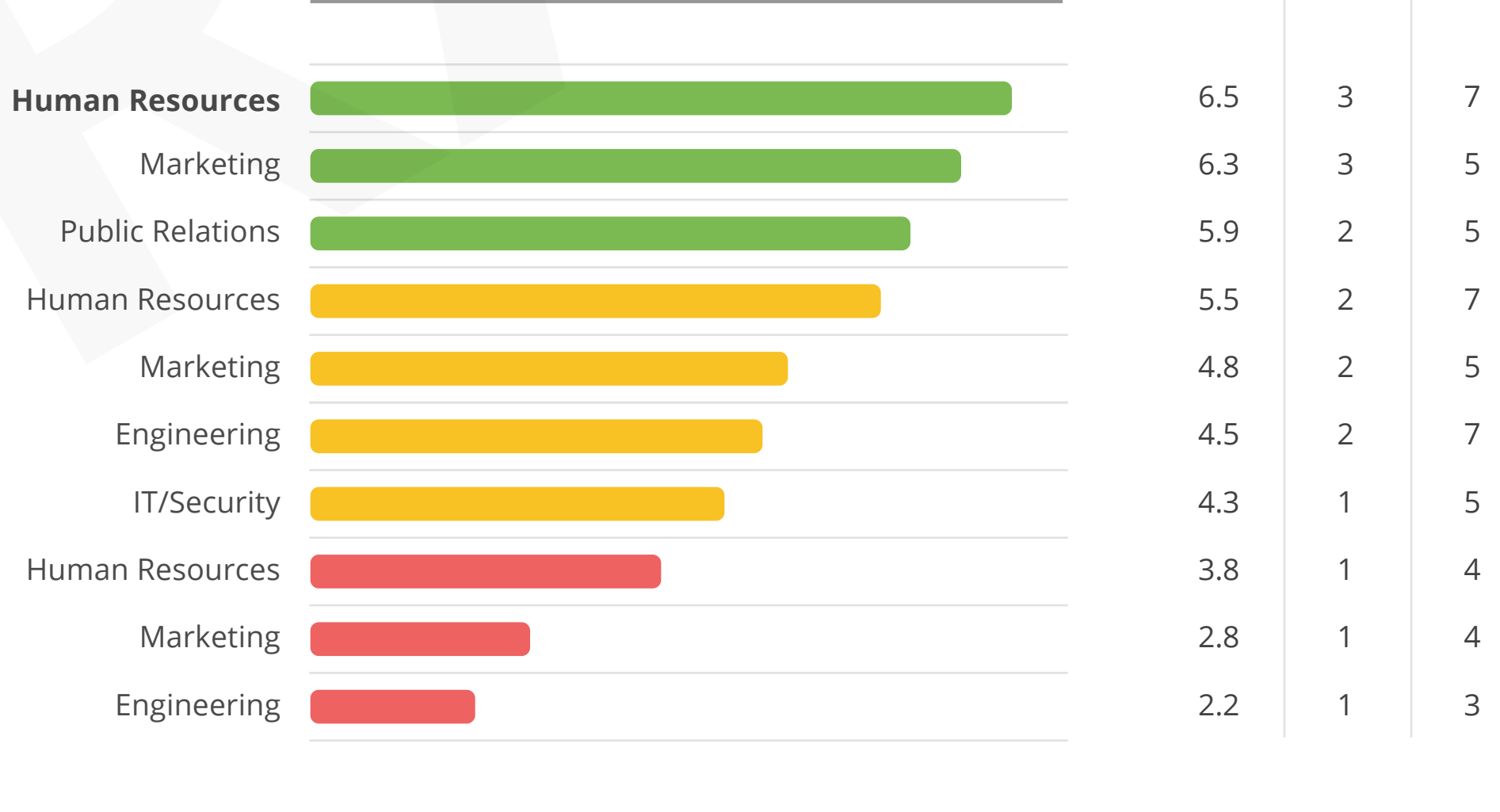
Overall High and Low Averages



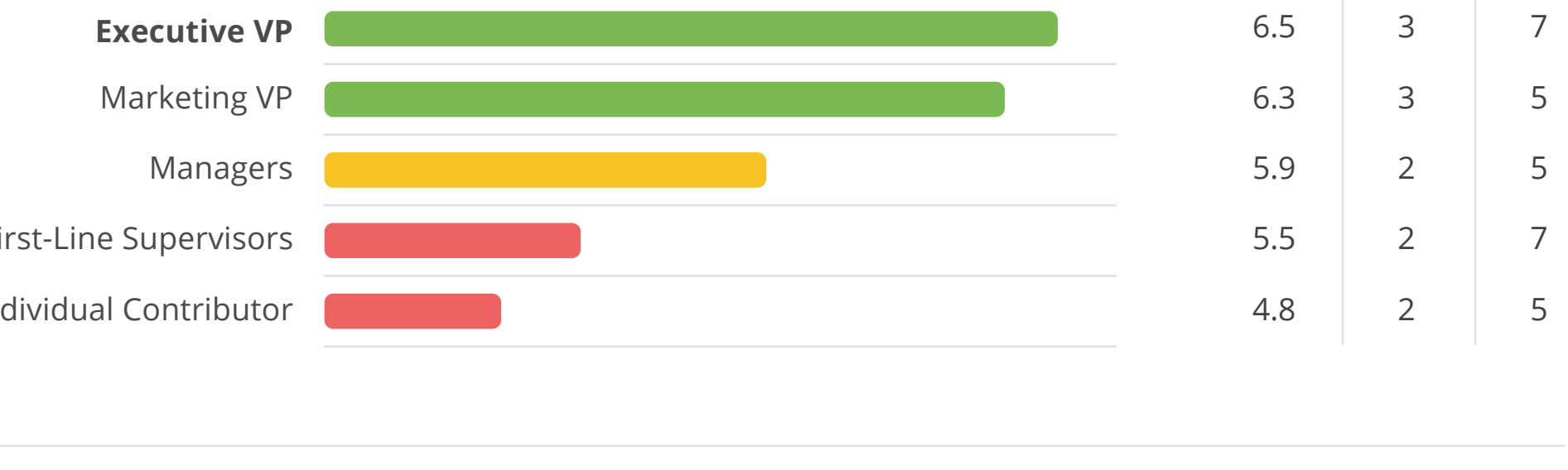
## Demographic Overview

Aggregate Culture Health Scores By Demographic

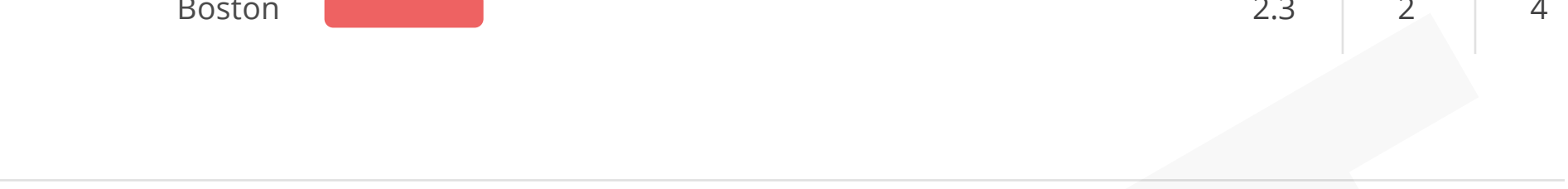
**By Department**  
All scores broken down by department with highest and lowest marks



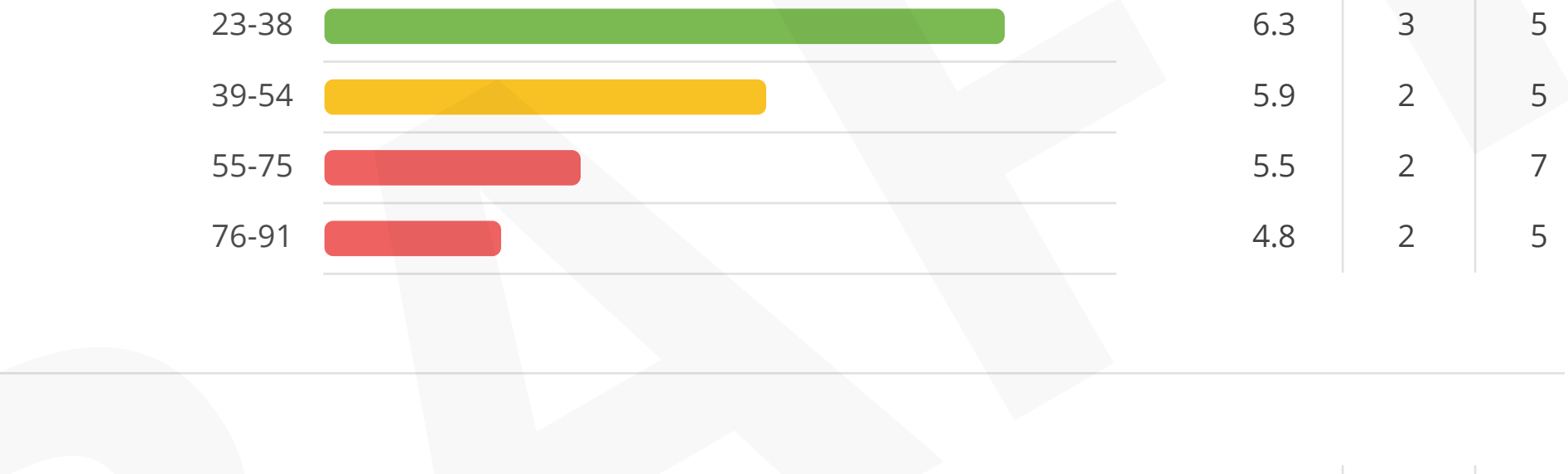
**By Job Level**  
All scores broken down by job level with highest and lowest marks



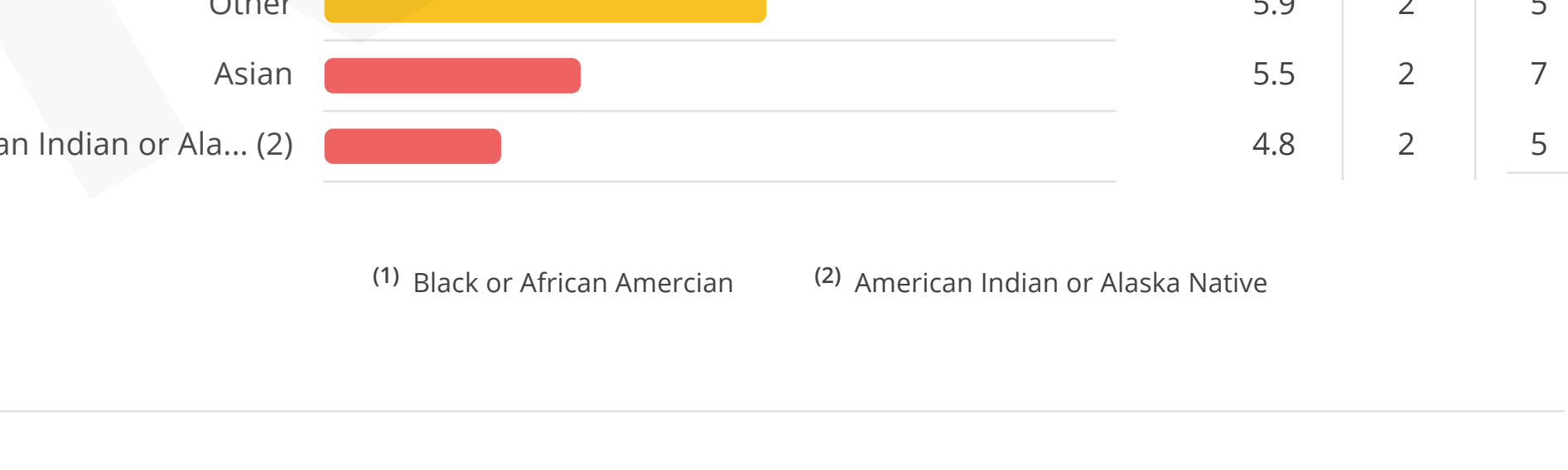
**By Location**  
Highest and lowest performing locations



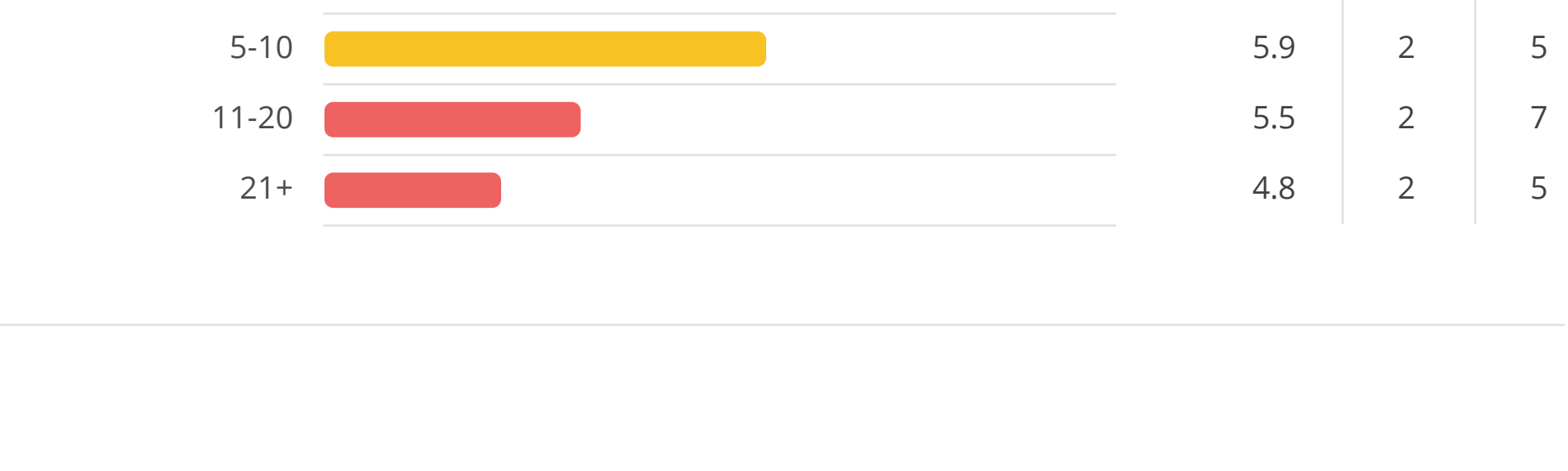
**Age Group**  
All scores broken down by age group with highest and lowest marks



**Diversity Group**  
All scores broken down by diversity group with highest and lowest marks



**Employee Tenure**  
All scores broken down by employee tenure with highest and lowest marks



## Your Strengths

List action items for your top 5 rated competencies

**Strong Social Impact 6.5**

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### Suggested Resources

- www.culturalstrengths.com/etorihdksjfhskdjfhkdsjfh/sdkfjhsdkjfhdkdjfhnd
- www.focusbreedsunity.com/etorihdksjfhskdjfhkdsjfh/sdkfjhsdkjfhdkjfh
- www.thetimesgrowth.com/etorihdksjfhskdjfhkdsjfh/sdkfjhsdkjfhdkdjfhnd
- www.leadership101.com/etorihdksjfhskdjfhkdsjfh/sdkfjhsdkjfhdkjfh
- www.managetalent.com/dsfkjsdfl

**Strong Values 6.1**

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- www.leadership101.com/etorihdksjfhskdjfhkdsjfh/sdkfjhsdkjfhdkjfh
- www.managetalent.com/dsfkjsdfl

**Limited Communication 5.2**

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- www.leadership101.com/etorihdksjfhskdjfhkdsjfh/sdkfjhsdkjfhdkjfh
- www.managetalent.com/dsfkjsdfl

**Critical Vision & Strategy 1.9**

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- www.thetimesgrowth.com/etorihdksjfhskdjfhkdsjfh/sdkfjhsdkjfhdkdjfhnd
- www.leadership101.com/etorihdksjfhskdjfhkdsjfh/sdkfjhsdkjfhdkjfh
- www.managetalent.com/dsfkjsdfl

**Critical Teamwork 2.8**

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- www.thetimesgrowth.com/etorihdksjfhskdjfhkdsjfh/sdkfjhsdkjfhdkdjfhnd
- www.leadership101.com/etorihdksjfhskdjfhkdsjfh/sdkfjhsdkjfhdkjfh
- www.managetalent.com/dsfkjsdfl

**Limited Customer Centricity 4.1**

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### Suggested Resources

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- www.thetimesgrowth.com/etorihdksjfhskdjfhkdsjfh/sdkfjhsdkjfhdkdjfhnd
- www.leadership101.com/etorihdksjfhskdjfhkdsjfh/sdkfjhsdkjfhdkjfh
- www.managetalent.com/dsfkjsdfl



# Culture Profile

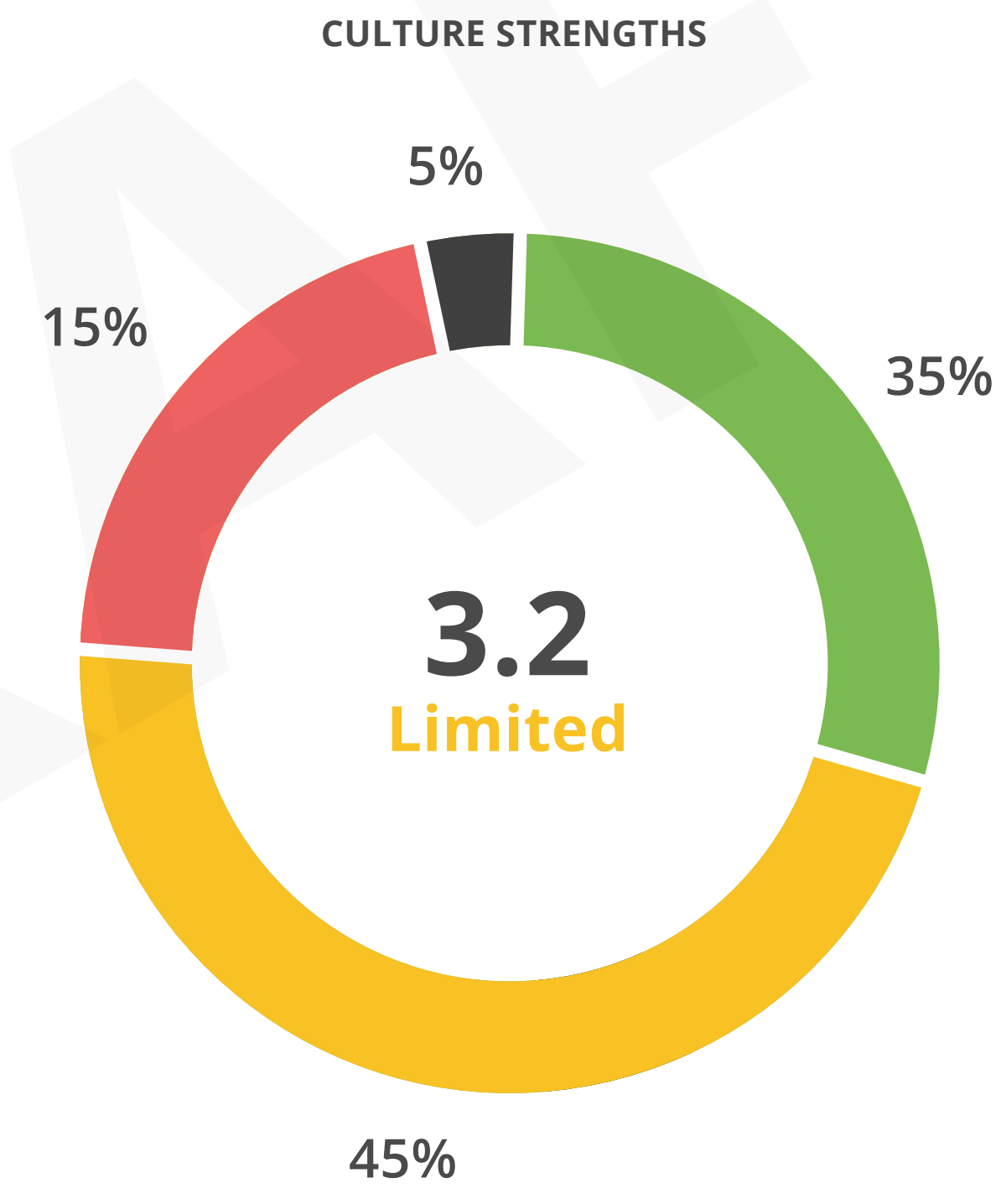
## Total Health Score

**3.2**  
Out of 7

Your health score for entire organization is **Limited Health**

### RESPONSES

Strongly Agree	15.1%
Agree	19.2%
Somewhat Agree	5.7%
Neither Agree or Disagree	16.8%
Somewhat Disagree	13.2%
Disagree	13.5%
Strongly Disagree	2.3%
N/A	5.6%

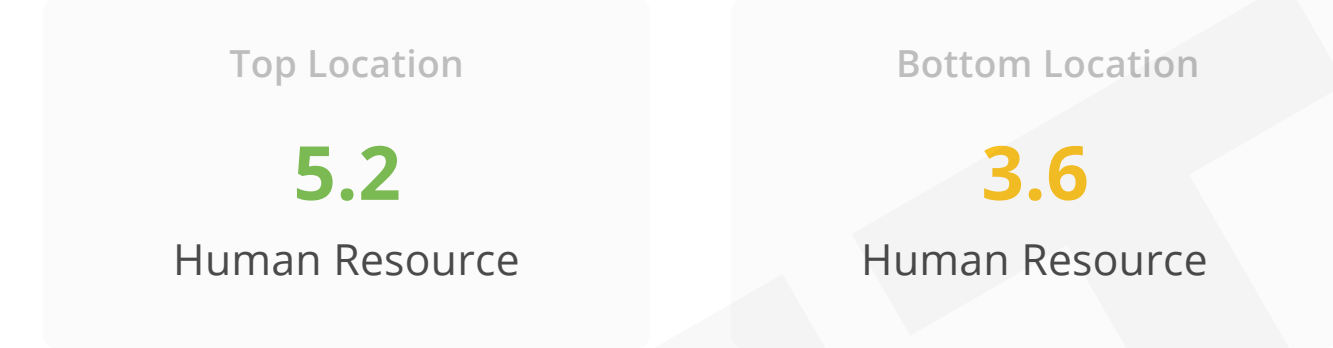


## Health Area Profile

Culture Health Area Item Averages By Demographic

### By Department

All scores broken down by department with highest and lowest marks



	Total Demographic	Vision & Strategy	Social Impact	Customer Centricity	Diversity & Inclusion	Engagement	Exec/Sr Leadership Management	Innovation / Change Management	Learning & Development	Teamwork	Communication	Immediate Supervision	Values
<b>Totla Culture Score</b>	3.2	3.2	3.2	3.2	3.2	3.2	3.2	1.8	3.2	3.2	1.8	3.2	3.2
Human Resources	5.1	3.2	3.2	3.2	3.2	3.2	6.2	3.2	6.2	3.2	3.2	3.2	1.8
Marketing	3.6	3.2	3.2	3.2	3.2	6.2	3.2	3.2	3.2	3.2	1.8	3.2	3.2
Public Relations	2.9	3.2	3.2	6.2	3.2	3.2	3.2	3.2	3.2	3.2	6.2	3.2	3.2
Sales	4.1	3.2	1.8	3.2	3.2	1.8	3.2	3.2	6.2	3.2	6.2	3.2	3.2

### By Location

All scores broken down by department with highest and lowest marks



	Total Demographic	Vision & Strategy	Social Impact	Customer Centricity	Diversity & Inclusion	Engagement	Exec/Sr Leadership Management	Innovation / Change Management	Learning & Development	Teamwork	Communication	Immediate Supervision	Values
<b>Totla Culture Score</b>	3.2	3.2	3.2	3.2	3.2	3.2	3.2	1.8	3.2	3.2	1.8	3.2	3.2
Atlanta	5.1	3.2	3.2	3.2	3.2	3.2	6.2	3.2	6.2	3.2	3.2	3.2	1.8
Orlando	3.6	3.2	3.2	3.2	3.2	6.2	3.2	3.2	3.2	3.2	1.8	3.2	3.2
Austin	2.9	3.2	3.2	6.2	3.2	3.2	3.2	3.2	3.2	3.2	6.2	3.2	3.2
Salem	4.1	3.2	1.8	3.2	3.2	1.8	3.2	3.2	6.2	3.2	6.2	3.2	3.2

### By Job Level

All scores broken down by department with highest and lowest marks



	Total Demographic	Vision & Strategy	Social Impact	Customer Centricity	Diversity & Inclusion	Engagement	Exec/Sr Leadership Management	Innovation / Change Management	Learning & Development	Teamwork	Communication	Immediate Supervision	Values
<b>Totla Culture Score</b>	3.2	3.2	3.2	3.2	3.2	3.2	3.2	1.8	3.2	3.2	1.8	3.2	3.2
Executive VP or President	5.1	3.2	3.2	3.2	3.2	3.2	6.2	3.2	6.2	3.2	3.2	3.2	1.8
Supervisor	3.6	3.2	3.2	3.2	3.2	6.2	3.2	3.2	3.2	3.2	1.8	3.2	3.2
Individual Contributor	2.9	3.2	3.2	6.2	3.2	3.2	3.2	3.2	3.2	3.2	6.2	3.2	3.2
Managers of Managers	4.1	3.2	1.8	3.2	3.2	1.8	3.2	3.2	6.2	3.2	6.2	3.2	3.2

### Employee Tenure

All scores broken down by department with highest and lowest marks



	Total Demographic	Vision & Strategy	Social Impact	Customer Centricity	Diversity & Inclusion	Engagement	Exec/Sr Leadership Management	Innovation / Change Management	Learning & Development	Teamwork	Communication	Immediate Supervision	Values
<b>Totla Culture Score</b>	3.2	3.2	3.2	3.2	3.2	3.2	3.2	1.8	3.2	3.2	1.8	3.2	3.2
1-4 Years	5.1	3.2	3.2	3.2	3.2	3.2	6.2	3.2	6.2	3.2	3.2	3.2	1.8
5-10 Years	3.6	3.2	3.2	3.2	3.2	6.2	3.2	3.2	3.2	3.2	1.8	3.2	3.2
11 or more years	2.9	3.2	3.2	6.2	3.2	3.2	3.2	3.2	3.2	3.2	6.2	3.2	3.2
Less than 1 year	4.1	3.2	1.8	3.2	3.2	1.8	3.2	3.2	6.2	3.2	6.2	3.2	3.2

### By Age Group

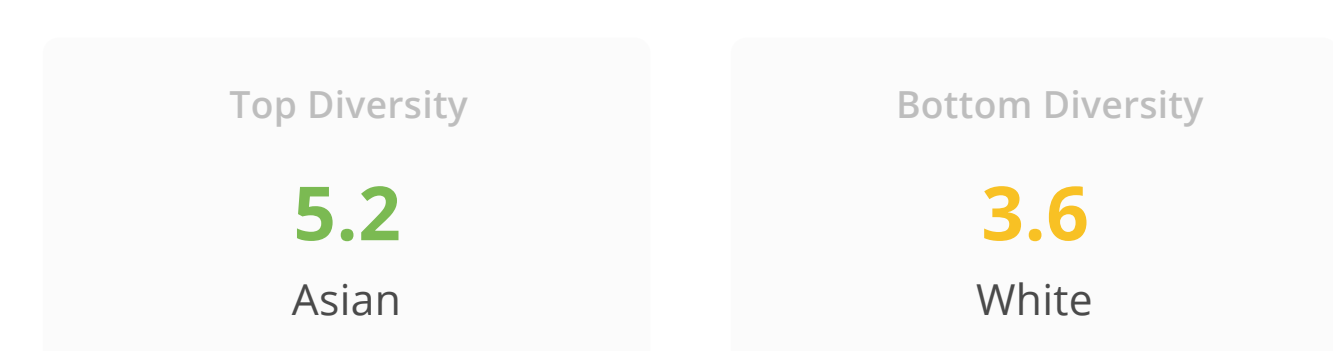
All scores broken down by department with highest and lowest marks



	Total Demographic	Vision & Strategy	Social Impact	Customer Centricity	Diversity & Inclusion	Engagement	Exec/Sr Leadership Management	Innovation / Change Management	Learning & Development	Teamwork	Communication	Immediate Supervision	Values
<b>Totla Culture Score</b>	3.2	3.2	3.2	3.2	3.2	3.2	3.2	1.8	3.2	3.2	1.8	3.2	3.2
18-35	5.1	3.2	3.2	3.2	3.2	3.2	6.2	3.2	6.2	3.2	3.2	3.2	1.8
36-50	3.6	3.2	3.2	3.2	3.2	6.2	3.2	3.2	3.2	3.2	1.8	3.2	3.2
51-70	2.9	3.2	3.2	6.2	3.2	3.2	3.2	3.2	3.2	3.2	6.2	3.2	3.2
71+	4.1	3.2	1.8	3.2	3.2	1.8	3.2	3.2	6.2	3.2	6.2	3.2	3.2

### By Diversity Group

All scores broken down by department with highest and lowest marks



	Total Demographic	Vision & Strategy	Social Impact	Customer Centricity	Diversity & Inclusion	Engagement	Exec/Sr Leadership Management	Innovation / Change Management	Learning & Development	Teamwork	Communication	Immediate Supervision	Values
<b>Totla Culture Score</b>	3.2	3.2	3.2	3.2	3.2	3.2	3.2	1.8	3.2	3.2	1.8	3.2	3.2
Black or African Amer...(1)	5.1	3.2	3.2	3.2	3.2	3.2	6.2	3.2	6.2	3.2	3.2	3.2	1.8
Asian	3.6	3.2	3.2	3.2	3.2	6.2	3.2	3.2	3.2	3.2	1.8	3.2	3.2
American Indian or Ala...(2)	2.9	3.2	3.2	6.2	3.2	3.2	3.2	3.2	3.2	3.2	6.2	3.2	3.2
No Response	4.1	3.2	1.8	3.2	3.2	1.8	3.2	3.2	6.2	3.2	6.2	3.2	3.2
Other	4.1	3.2	1.8	3.2	3.2	1.8	3.2	3.2	6.2	3.2	6.2	3.2	3.2
White	4.1	3.2	1.8	3.2	3.2	1.8	3.2	3.2	6.2	3.2	6.2	3.2	3.2

(1) Black or African American (2) American Indian or Alaska Native



## Culture Health Areas

### Culture Health Summary

Sorts Culture Health Areas by overall rater average

Rated Culture Health Area	1	2	3	4	5	6	7
Vision & Strategy	5.42						
Values	5.12						
Exec / Sr. Leadership	5.05						
Immediate Supervision	5.00						
Communication	4.91						
Innovation / Change Management	4.85						
Customer Centricity	3.69						
Social Impact	3.63						
Diversity & Inclusion	3.51						
Engagement	3.45						
Teamwork	3.45						
Learning & Development	3.45						

### Health & Distribution Overview

Average and Response Distribution of Culture Health Areas

**4.13** **Communication**  
OUT OF 7 We openly share information and communication with respect for employees, stakeholders, and customers

**6.21** **Customer Centricity**  
OUT OF 7 We openly share information and communication with respect for employees, stakeholders, and customers

**4.13** **Diversity & Inclusion**  
OUT OF 7 We openly share information and communication with respect for employees, stakeholders, and customers

**4.13** **Engagement**  
OUT OF 7 We openly share information and communication with respect for employees, stakeholders, and customers

**2.7** **Exec / Senior Leadership**  
OUT OF 7 We openly share information and communication with respect for employees, stakeholders, and customers

**6.21** **Immediate Supervision**  
OUT OF 7 We openly share information and communication with respect for employees, stakeholders, and customers

**2.7** **Innovation / Change Mgmt**  
OUT OF 7 We openly share information and communication with respect for employees, stakeholders, and customers

**4.13** **Learning & Development**  
OUT OF 7 We openly share information and communication with respect for employees, stakeholders, and customers

**6.21** **Social Impact**  
OUT OF 7 We openly share information and communication with respect for employees, stakeholders, and customers

**4.13** **Teamwork**  
OUT OF 7 We openly share information and communication with respect for employees, stakeholders, and customers

**6.21** **Values**  
OUT OF 7 We openly share information and communication with respect for employees, stakeholders, and customers

**2.7** **Vision & Strategy**  
OUT OF 7 We openly share information and communication with respect for employees, stakeholders, and customers

### Culture Area Items

Dives deep into aggregated ratings for each individual items, grouped by competency

**Diversity & Inclusion** **3.51**  
OUT OF 7

**1** Sets high performance goals and expectations for teams, and holds them accountable for results.

Diversity & Inclusion

**Limited**  
**4.39**  
OUT OF 7  
Average

**2** Creates and supports an environment that involves challenges, and motivates others to excel.

Diversity & Inclusion

**Limited**  
**4.39**  
OUT OF 7  
Average

**3** Creates and supports an environment that involves challenges, and motivates others to excel.

Diversity & Inclusion

**Limited**  
**4.39**  
OUT OF 7  
Average

**Executive / Senior Leadership** **5.92**  
OUT OF 7

**4** Sets high performance goals and expectations for teams, and holds them accountable for results.

Executive / Senior Leadership

**Strong**  
**5.16**  
OUT OF 7  
Average

**5** Sets high performance goals and expectations for teams, and holds them accountable for results.

Executive / Senior Leadership

**Strong**  
**5.16**  
OUT OF 7  
Average

**6** Sets high performance goals and expectations for teams, and holds them accountable for results.

Executive / Senior Leadership

**Strong**  
**5.16**  
OUT OF 7  
Average

**Communication** **5.92**  
OUT OF 7

**7** Sets high performance goals and expectations for teams, and holds them accountable for results.

Communication

**Critical**  
**2.7**  
OUT OF 7  
Average

**8** Sets high performance goals and expectations for teams, and holds them accountable for results.

Communication

**Critical**  
**2.7**  
OUT OF 7  
Average

**9** Sets high performance goals and expectations for teams, and holds them accountable for results.

Communication

**Critical**  
**2.7**  
OUT OF 7  
Average



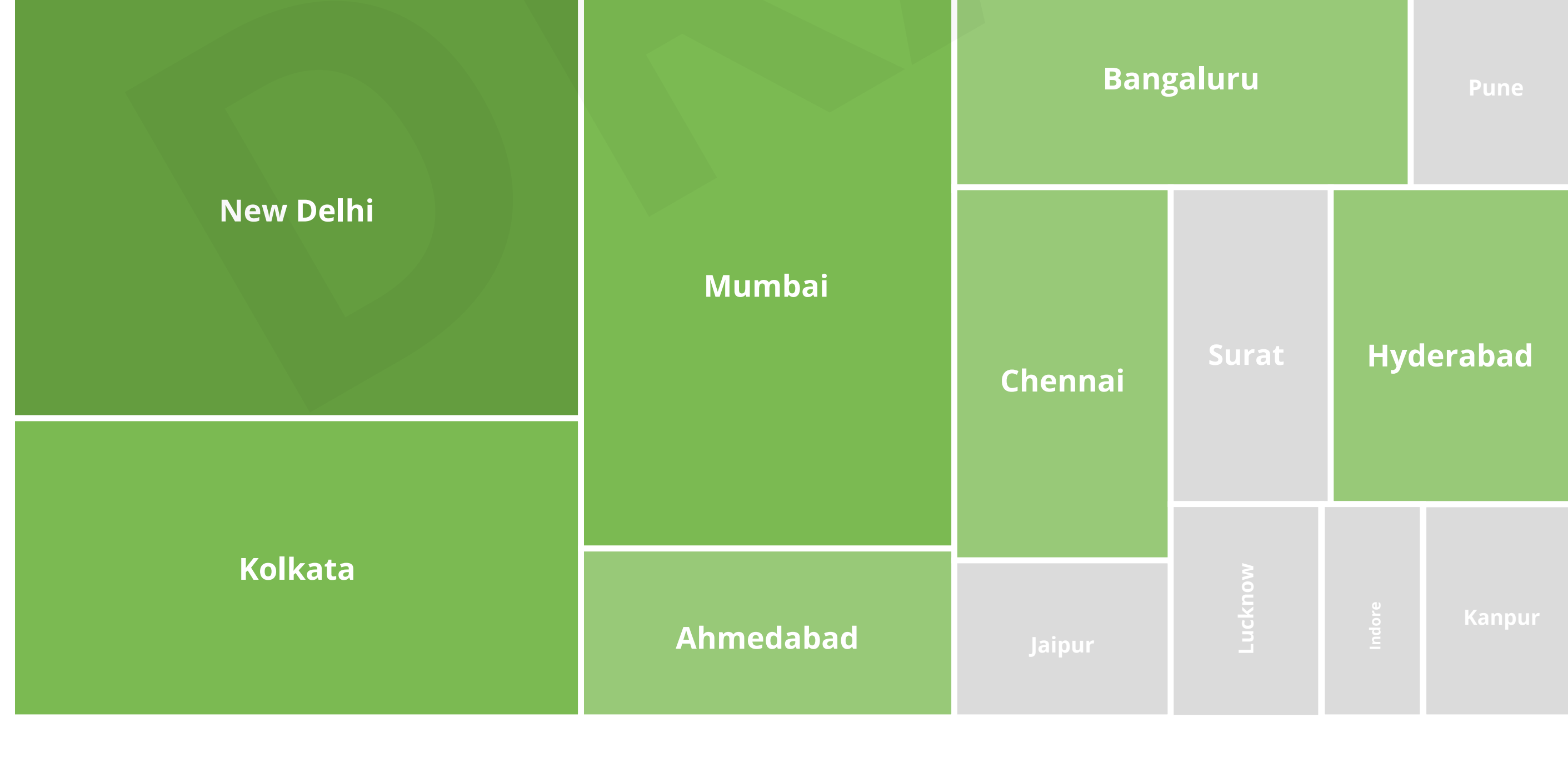
# Employee Comments

## Overall Word Frequency

Common themes from responses to optional open-ended questions

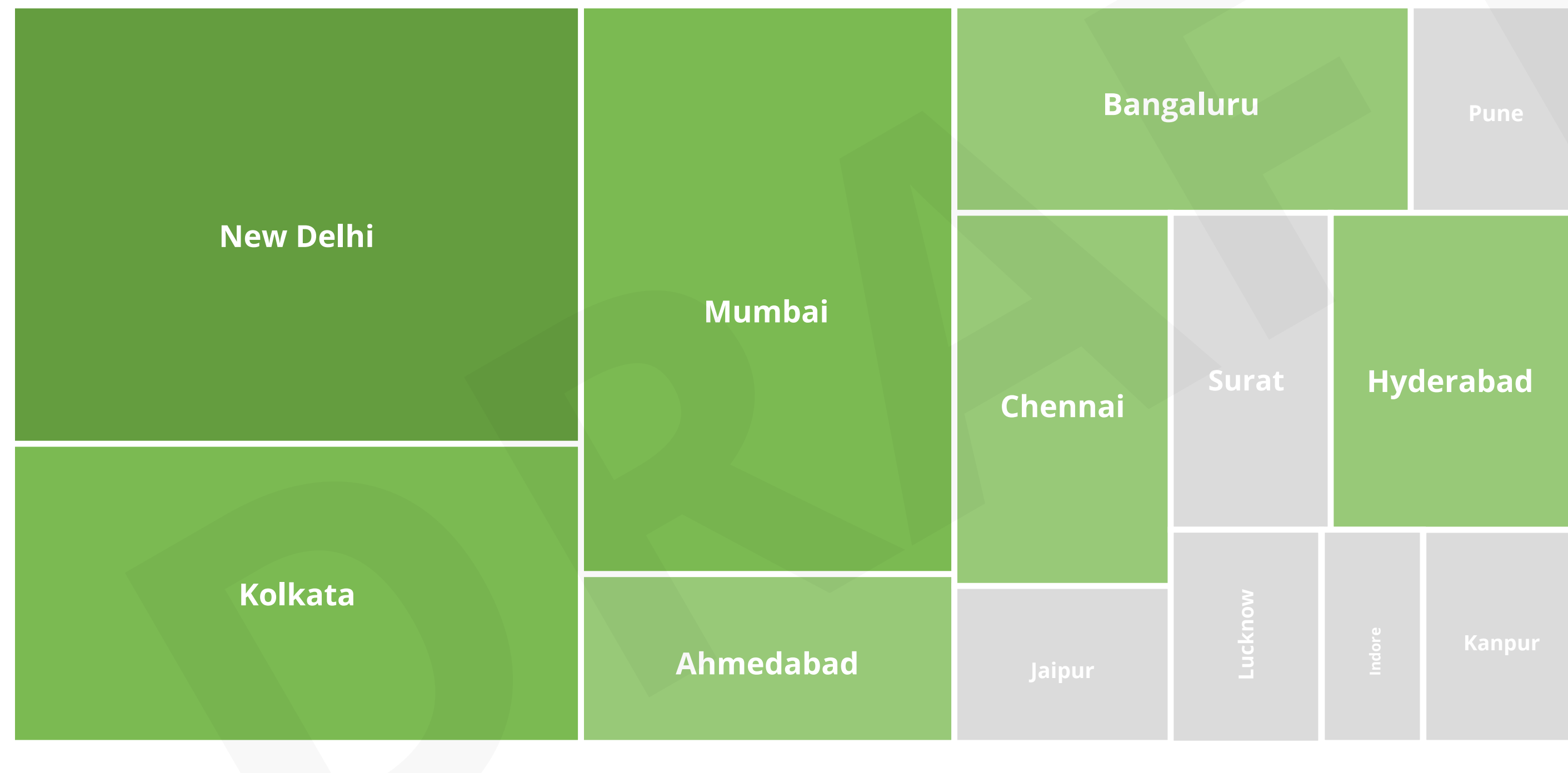
20 \* This is a question or something that is a bit longer the the other question. Good?

0/34 Responded to Question



20 \* This is a question or something that is a bit longer the the other question. Good?

0/34 Responded to Question



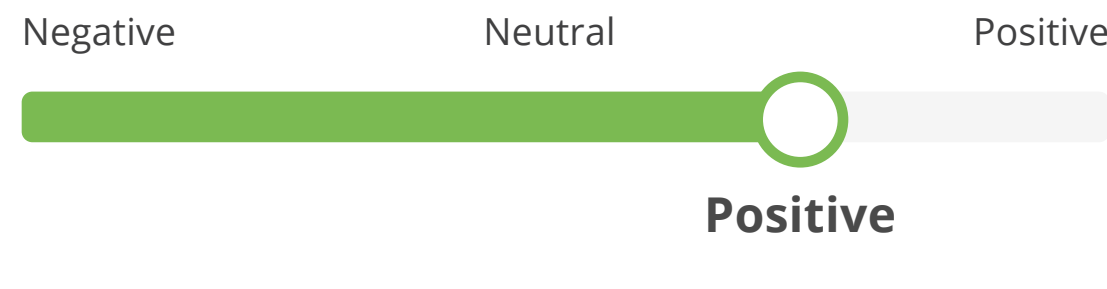
## Comment Reponses

Comment breakdown with top positive and negative comments

20 \* This is a question or something that is a bit longer the the other question. Good?

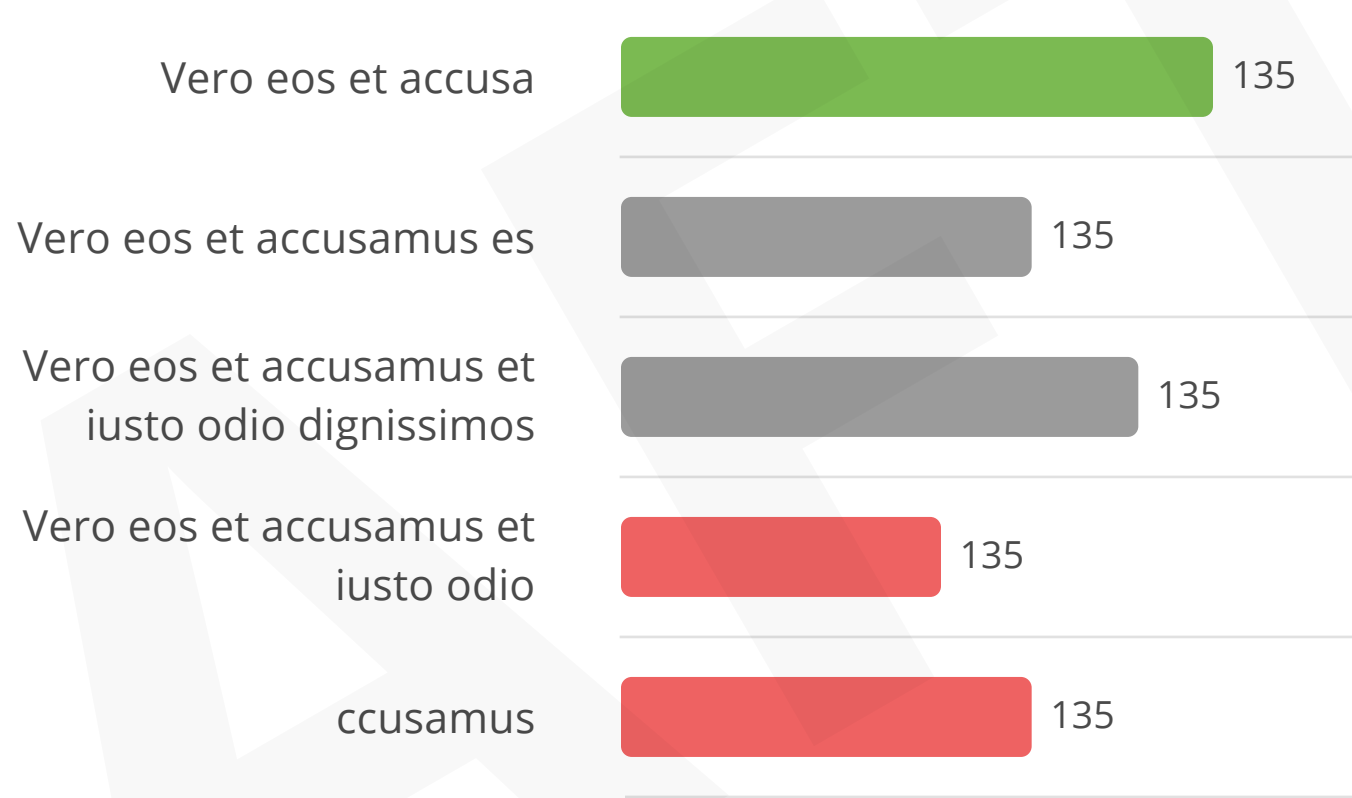
0/34 Responded to Question

### Overall Sentiment



7.2  
Positive

### Top 5 Keywords/Phrases



### Top 3 Positive Comments

<b>Comment</b>
Vero eos et accusamus et iusto odio dignissimos ducimus qui dignissimos ducimus qui et accusamus et iusto odio dignissimos ducimus qui dignissimos ducimus qui et accusamus et iusto
<b>Comment</b>
Vero eos et accusamus et iusto odio dignissimos ducimus qui dignissimos ducimus qui et accusamus et iusto odio dignissimos ducimus qui dignissimos ducimus qui et accusamus et iusto
<b>Comment</b>
Vero eos et accusamus et iusto odio dignissimos ducimus qui dignissimos ducimus qui et accusamus et iusto odio dignissimos ducimus qui dignissimos ducimus qui et accusamus et iusto Vero eos et accusamus et iusto odio dignissimos ducimus qui dignissimos ducimus qui et accusamus et iusto Vero eos et accusamus et iusto odio dignissimos ducimus qui dignissimos ducimus qui et accusamus et iusto Vero eos et accusamus et iusto odio dignissimos ducimus qui dignissimos ducimus qui et accusamus et iusto Vero eos et accusamus et iusto odio dignissimos ducimus qui dignissimos ducimus qui et accusamus et iusto Vero eos et accusamus et iusto odio dignissimos ducimus qui dignissimos ducimus qui et accusamus et iusto Vero eos et accusamus et iusto odio dignissimos ducimus qui dignissimos ducimus qui et accusamus et iusto

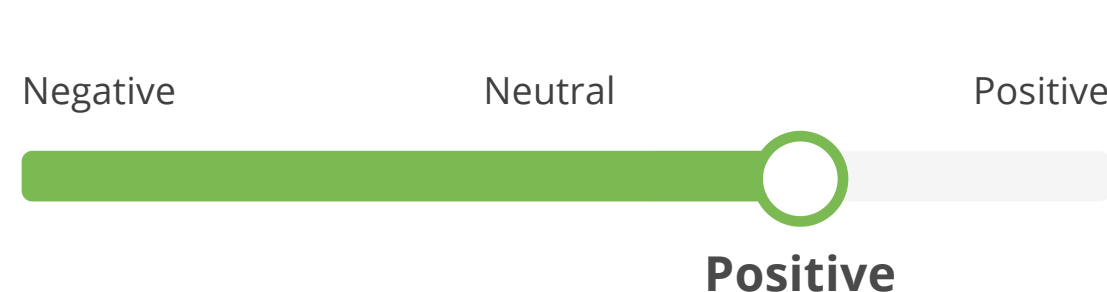
### Top 3 Negative Comments

<b>Comment</b>
Vero eos et accusamus et iusto odio dignissimos ducimus qui dignissimos ducimus qui et accusamus et iusto odio dignissimos ducimus qui dignissimos ducimus qui et accusamus et iusto
<b>Comment</b>
Vero eos et accusamus et iusto odio dignissimos ducimus qui dignissimos ducimus qui et accusamus et iusto odio dignissimos ducimus qui dignissimos ducimus qui et accusamus et iusto
<b>Comment</b>
Vero eos et accusamus et iusto odio dignissimos ducimus qui dignissimos ducimus qui et accusamus et iusto odio dignissimos ducimus qui dignissimos ducimus qui et accusamus et iusto Vero eos et accusamus et iusto odio dignissimos ducimus qui dignissimos ducimus qui et accusamus et iusto Vero eos et accusamus et iusto odio dignissimos ducimus qui dignissimos ducimus qui et accusamus et iusto Vero eos et accusamus et iusto odio dignissimos ducimus qui

20 \* This is a question or something that is a bit longer the the other question. Good?

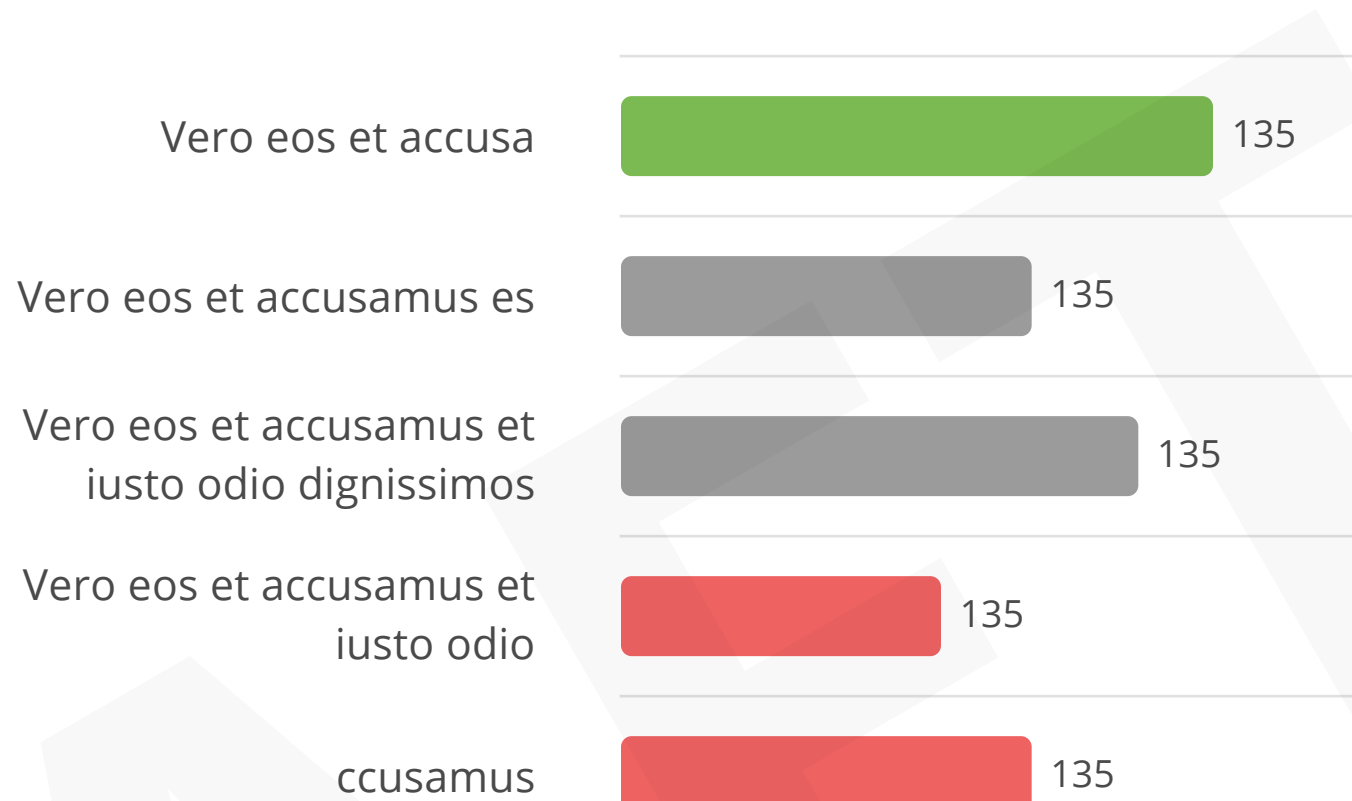
0/34 Responded to Question

### Overall Sentiment



7.2  
Positive

### Top 5 Keywords/Phrases



### Top 3 Positive Comments

<b>Comment</b>
Vero eos et accusamus et iusto odio dignissimos ducimus qui dignissimos ducimus qui et accusamus et iusto odio dignissimos ducimus qui dignissimos ducimus qui et accusamus et iusto
<b>Comment</b>
Vero eos et accusamus et iusto odio dignissimos ducimus qui dignissimos ducimus qui et accusamus et iusto odio dignissimos ducimus qui dignissimos ducimus qui et accusamus et iusto
<b>Comment</b>
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### Top 3 Negative Comments

<b>Comment</b>
Vero eos et accusamus et iusto odio dignissimos ducimus qui dignissimos ducimus qui et accusamus et iusto odio dignissimos ducimus qui dignissimos ducimus qui et accusamus et iusto
<b>Comment</b>
Vero eos et accusamus et iusto odio dignissimos ducimus qui dignissimos ducimus qui et accusamus et iusto odio dignissimos ducimus qui dignissimos ducimus qui et accusamus et iusto
<b>Comment</b>
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# Year-to-Year

## Comparison Year over Year

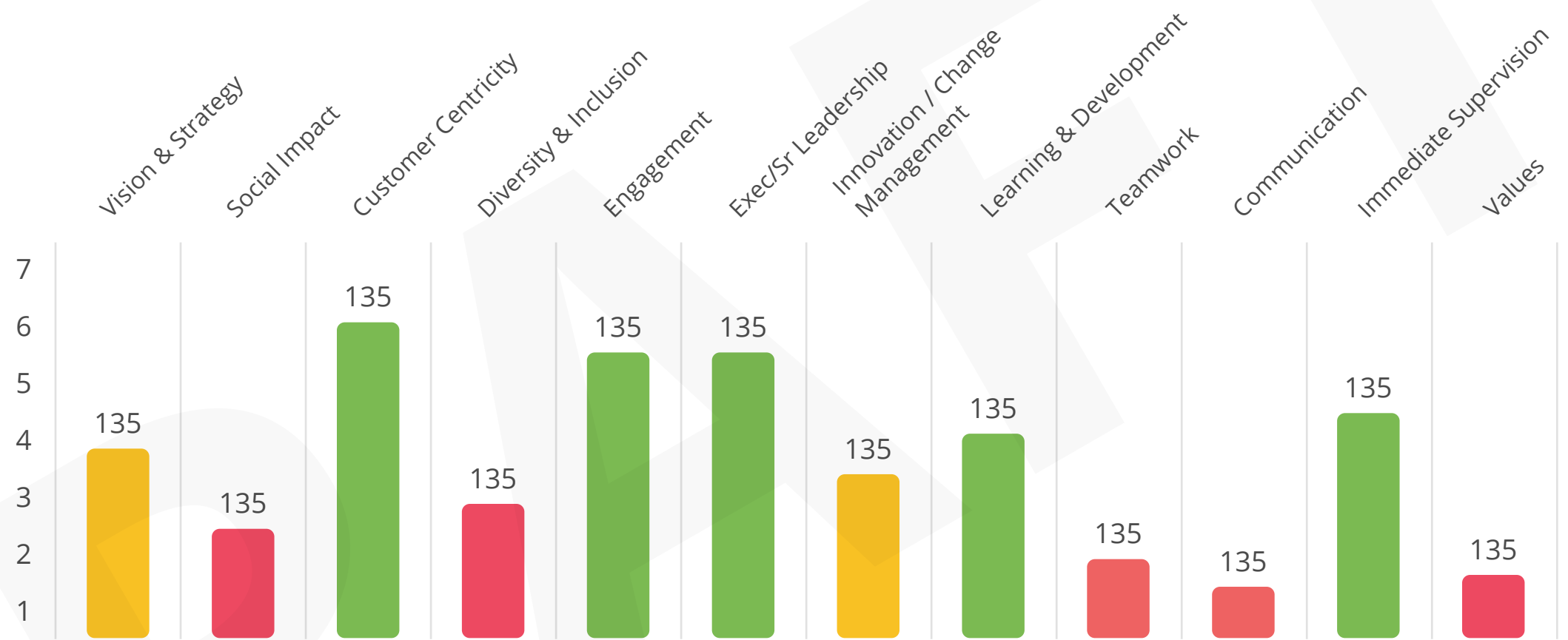
Aggregate Culture Health Area scores by Year

### 2022

**6.1**

Out of 7

Your health score for entire organization is **Strong Health**

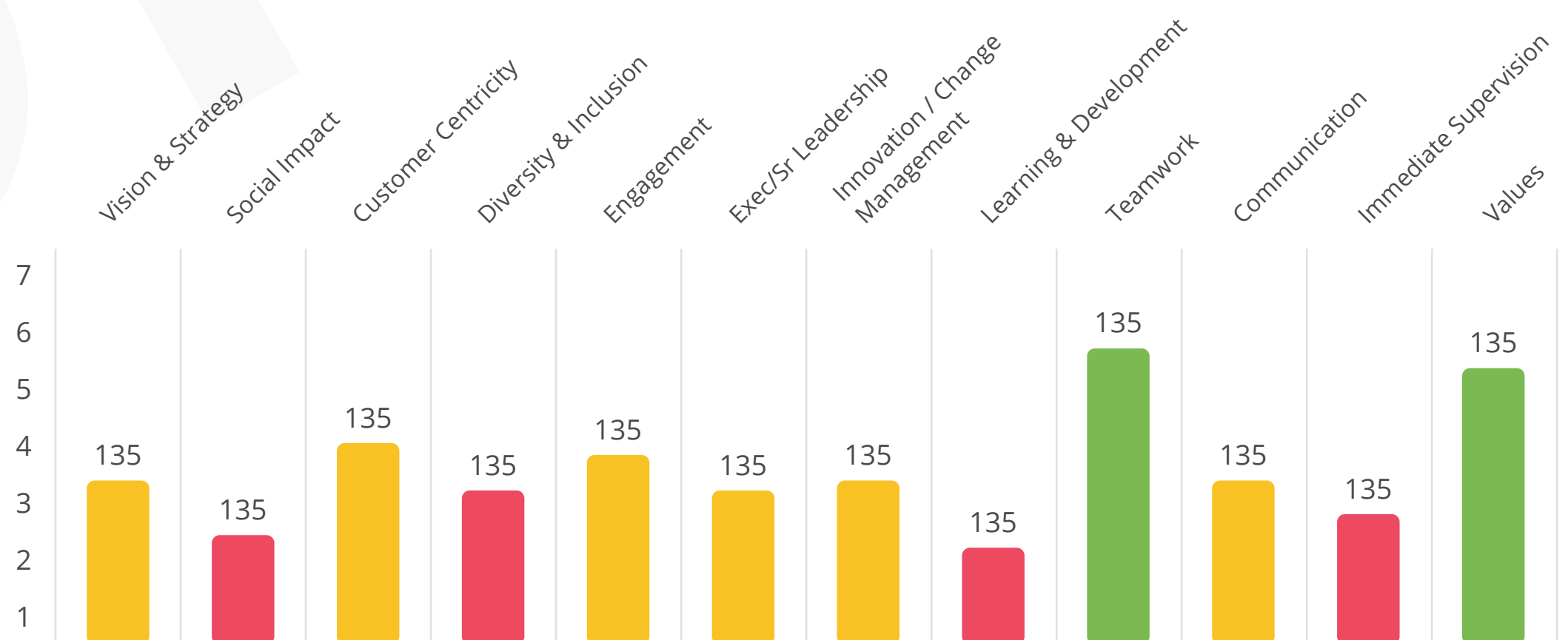


### 2021

**3.2**

Out of 7

Your health score for entire organization is **Limited Health**





## High & Low

### Highest and Lowest Rated Items

Lists your top strengths and weaknesses in the Culture Areas

#### Top 5 Questions

4.30	13. This is a question or something? This is a question or something? This is a question or something? his is a question or something?	Vision & Strategy
4.03	13. This is a question or something? This is a question or something? This is a question or something? his is a question or something?	Social Impact
3.87	13. This is a question or something? This is a question or something? This is a question or something? his is a question or something?	Engagement
3.87	13. This is a question or something? This is a question or something? This is a question or something? his is a question or something?	Engagement
3.87	13. This is a question or something? This is a question or something? This is a question or something? his is a question or something?	Diversity & Inclusion
4.30	13. This is a question or something? This is a question or something? This is a question or something? his is a question or something?	Immediate Supervision
4.03	13. This is a question or something? This is a question or something? This is a question or something? his is a question or something?	Engagement
3.87	13. This is a question or something? This is a question or something? This is a question or something? his is a question or something?	Diversity & Inclusion
3.87	13. This is a question or something? This is a question or something? This is a question or something? his is a question or something?	Customer Centricity
3.87	13. This is a question or something? This is a question or something? This is a question or something? his is a question or something?	Values

#### Bottom 5 Questions

1.20	21. This is a question or something? This is a question or something? This is a question or something? This is a question or something? This is a question or someth?	Vision & Strategy
2.30	21. This is a question or something? This is a question or something? This is a question or something? This is a question or something? This is a question or someth?	Social Impact
2.75	21. This is a question or something? This is a question or something? This is a question or something? This is a question or something? This is a question or someth?	Engagement
2.89	21. This is a question or something? This is a question or something? This is a question or something? This is a question or something? This is a question or someth?	Engagement
3.10	21. This is a question or something? This is a question or something? This is a question or something? This is a question or something? This is a question or someth?	Diversity & Inclusion
1.20	21. This is a question or something? This is a question or something? This is a question or something? This is a question or something? This is a question or someth?	Immediate Supervision
2.30	21. This is a question or something? This is a question or something? This is a question or something? This is a question or something? This is a question or someth?	Engagement
2.75	21. This is a question or something? This is a question or something? This is a question or something? This is a question or something? This is a question or someth?	Diversity & Inclusion
2.89	21. This is a question or something? This is a question or something? This is a question or something? This is a question or something? This is a question or someth?	Customer Centricity
3.10	21. This is a question or something? This is a question or something? This is a question or something? This is a question or something? This is a question or someth?	Values



