

Workplace Assessments

Shepell-fqi's Workplace Assessments provide our customers with the opportunity to work with one of our professional consultants to assess and analyze organizational function (or dysfunction). The process can more formally be described as "issue identification through facilitated investigation and inquiry." Our consultants assess the perceptions of an organization's employees and managers about their work environment. The aim is to identify what is working well and what is not.

Workplace assessments are often undertaken in situations where there is anecdotal evidence or a series of *informal* complaints about a specific workplace issue. **While the aim of this process is to report back common themes discovered through questioning and fact-finding, we may also recommend other interventions to help address underlying issues.**

A workplace assessment helps employees and people leaders become aware of issues, accept that these issues are creating problems and take action to resolve them. The initiative will help identify perceived sources of conflict or contributing factors leading to dissatisfaction within the work environment. The assessment can also identify what is working well, allowing the organization to build on these strengths.

The Shepell-fqi Approach

Workplace assessments are conducted by our national network of senior consultants specialized in human resources or organizational development. These assessments are effective in both unionized and non-unionized environments.

Our process follows the four (4) general steps below:

- Step 1: Briefing from the customer on the nature of their need for the workplace assessment
- Step 2: Identification of best method to assess the issue (individual interviews or focus groups)*
- Step 3: Assessment questioning and fact-finding
- Step 4: Report (includes analysis and recommendations)**

* The structure of the assessment varies and depends on the needs of the organization, the number of employees and the nature of the issue.

** Recommendations may include workshops, workplace mediation, executive coaching as well as other resources available from our EAP or Health Management business areas.

Objectives / Outcomes

Reduction or prevention of *formal* complaints or legal action and turnover as a result of poorly managed conflict in the workplace. May also reduce or prevent certain types of absenteeism that is driven by workplace conflict. Supports a workplace culture of fairness and equity. Supports HR policy in the area of conflict resolution.

Business Issues Addressed

Conflict in the workplace, people leader challenges, employee absenteeism/presenteeism, and potentially S/LTD claims driven by mental-nervous issues at the root of which is workplace, employee-to-employee or manager-to-employee conflict.

Workplace Indicators (*workplace behaviour suggesting this service may be needed*):

Anecdotal evidence or a series of informal complaints about a specific workplace issue. Poorly performing teams or workgroups. Poor communication among teams. High rates of turnover, absenteeism/presenteeism. Incidences of workplace hostility or aggression.

Cost

\$2,000/day or \$250/hour, *plus* applicable taxes, travel costs and related expenses when applicable.