

Organizational Health Index

We often liken our Organizational Health Index (OHI) to a medical exam – some are in-depth investigations, and some are quick checkups. In either case, **the OHI takes what is beneath the surface of your organization and brings it to light** – an X-ray perspective of your company, showing you what’s working, what’s not, and what’s next.

Just as doctors cannot diagnose themselves, neither can organizations. At the same time, only the patient can identify their symptoms. Our consultative approach embraces the fact that we *do not* know everything about your business. But we *do* know who to ask – your stakeholders.

The goal of our OHI is to uncover solutions to problems that may otherwise remain hidden behind departmental silos or silenced by internal politics. We do this by focusing in on one central question, developed alongside your leadership, and engaging stakeholders at all levels in finding the answers.

Services Offered

The Comprehensive OHI

Comprehensive OHIs are built to answer broad central questions, where finding a solid answer requires large-scale research into your company’s organization. It involves three distinct phases of research, in which stakeholders are consulted anonymously: the Total Performance Leadership Survey, the Cultural Health and Effectiveness Questionnaire, and One-on-One Stakeholder Interviews.

These OHIs delve deeply into your organization over the course of several months. We recommend Comprehensive OHIs to answer questions like these:

- How do we repair broken communication between our departments?
- What are the root causes of high turnover within our organization?

The Custom OHI

The Custom OHI is narrower in scope, tailored to the specific needs of our client. Custom OHIs often target specific departments within an organization, taking place over a shortened time frame to facilitate a quick response from leadership.

We also offer Custom OHIs as a check-up following Comprehensive OHIs, tracking progress toward the goals already identified.



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Needs Met

We find that OHIs are particularly helpful in meeting the following needs:

- Identifying clear priorities and specific interventions for improved culture
- Gaining a holistic understanding of cultural strengths and deficits
- Receiving honest feedback from stakeholders at all levels of your organization

Total Performance Leadership (TPL)

Our Organizational Health Index seeks to identify your organization's strengths and weaknesses in all nine TPL principles, with the end goal of creating a culture of peak performance.



In a Comprehensive OHI, we will survey and interview your stakeholders to assess your performance in all nine principles, and identify opportunities for immediate improvement. Based on this initial research, we will then focus our report on three to five principles that stand out.

A Custom OHI, meanwhile, will often begin with a narrower focus, zeroing in the TPL principles most top-of-mind for our client.

In either case, our Key Findings will offer insight into the need for focusing on particular principles, and our Recommendations will offer meaningful steps you can take to move to a culture of peak performance.