

# PERCEPTIONMAPPING

**MAP YOUR BUSINESS. CHANGE YOUR OUTLOOK.**

Surveys and diagnostic tools to foster maximum performance in your business.



## IN TODAY'S WORKING ENVIRONMENT, YOU NEED TO KNOW YOUR WORKFORCE IS STRONG, EFFICIENT AND ABLE TO MEET ANY FUTURE CHALLENGES.

Perception Mapping is an experienced diagnostic firm able to find the exact thoughts, behaviours, structures or processes that could be blocking the performance of your business.

We can map your culture to find out what your employees really think about the company. What they consider are the key changes that would make a difference.

Teams that work in harmony are more productive; do you know if there are any frictions, disagreements or lack of focus in your teams?

Often problems start from poor communication. The majority of employees can handle change if they know why it's happening and what's expected of them. Sadly, management may overlook this and productivity suffers.

Perception Mapping isn't just a fault finder; we can track and measure the success of introduced programs and the impact they are having on your business. Diagnostic tools can be tailored to accurately identify trouble spots or map the success of management strategies.

Your business may be really healthy and staff are performing well but if you can engage the collective genius from within your organisation you may be surprised what else is possible.

Getting ready to take your business to the next level? Let us give you the map so you will know you are on the right road to continued success.

## ADVANTAGES

ENHANCE THE EXISTING OPERATIONS OF A BUSINESS BY DOING MORE WITH LESS.

- Early warning system to fix small problems before they become big ones
- A quick, accurate and anonymous way to continuously monitor your business
- Enables effective and meaningful conversations about difficult topics
- Provides a map for continued success.

## PROCESS

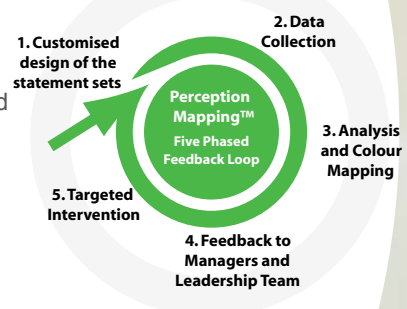
FIVE PHASED FEEDBACK LOOP FOR CONTINUOUS MONITORING IN YOUR BUSINESS.

Perception Mapping invests extra effort in the proper design of your customised statement set. If you don't ask the right questions from the start, then outcomes are flawed. Our secure web site then collects inputs quickly and anonymously. The full colour reports are easy for key leaders to understand and can be fed back to your team in almost real time.

## ORGANISATIONS THAT PERCEPTION MAP

INDUSTRY WIDE EXPERIENCE. INTERNATIONAL REACH.

BankWest, Troika Bank, Texas Instruments, Computer Services Corp, Woolworths, Commonwealth Bank of Australia, Plan B Financial Services, RailCorp NSW, Dallas AirMotive, Australian Institute of Management, John Holland Group, BHP Billiton, Qantas, Multiplex, Santos, Local Governments, St Vincents' Hospital, TAFE NSW



## CULTURE MAPPING |

DIAGNOSTIC TOOLS THAT CONTINUOUSLY MONITOR WORKPLACE CULTURE.

Dissatisfaction, discrimination and office politics can cause significant harm to your organisation. An unhealthy work place culture leads to low productivity, increased absenteeism and low moral. If left untreated tension between individual employees and groups inside of your organisation has the potential to cause significant damage, even negligent lawsuits. Our real-time mapping tools identify and monitor hot-spots before they have the chance to cause significant harm.

TEAM PERFORMANCE MAPPING  
EMPLOYEE SATISFACTION  
WORKPLACE DIVERSITY MAPPING

## WORKPLACE SURVEYS |

ACCURATE, LOW-COST, RAPID TURNAROUND SURVEYS.

When it comes to measuring the state of your organisation, do you really believe an off-the-shelf product will give you meaningful results? Ask the wrong questions and you risk producing incorrect results and reports. Perception Mapping adapts everyone of its core products to work within the nuances of your operating environment and strategic goals. We build affordable, customised survey solutions that deliver results fast.

EXIT SURVEYS  
CUSTOMER SATISFACTION SURVEYS  
EMPLOYEE ENGAGEMENT SURVEYS

## PSYCHOLOGICAL PROFILING |

EVERY TEAM IS A COLLECTION OF UNIQUE INDIVIDUALS.

Whether you are hiring for your organisation or putting together a work team, intelligent profiling helps you not only identify the best candidates, but also fosters awareness of potential weaknesses. Psychological profiling helps uncover the real person. Perception Mapping utilises, under license, the highly respected and widely used employee selection tool known as The Omnia® Profile.

RECRUITMENT  
LEADERSHIP DEVELOPMENT  
MERGERS AND TEAM PROFILING



COMPLETE DIAGNOSTIC SOLUTIONS TO GUIDE THE EVOLUTION OF YOUR BUSINESS.

**PERCEPTION MAPPING HAS OVER 40 YEARS  
COMBINED EXPERIENCE WORKING WITH SOME  
OF THE LARGEST AND BEST PERFORMING  
ORGANISATIONS IN THE WORLD.**

This has provided the kind of hands on experience that has distinguished us as a leader in assisting organisations to better identify any gaps between what you “think” is going on around your workplace and what is “really” happening. Not only will we assist you to diagnose the issues but we will provide easy to use, proven strategies to becoming a more consistent high performing workplace. A proven track record that speaks for itself, highly competitive rates plus unique tailor-made services, combine to ensure Perception Mapping is at the forefront of our industry.

**Why Conversations?** We believe how we communicate with each other sets the tone. Not just what we say but how we say it, how often we say it...and what we really mean in our underlying messages? We believe that every situation and every person in your organisation is unique therefore so is every solution to every problem. We have real senior business experience across a wide range of industries and disciplines. Our dedicated team are aligned to our purpose of assisting you to become truly high performing.

**REAL PEOPLE. REAL RESULTS.**

*“Your unique Perception Mapping process helped enormously in maximising the effectiveness of our Strategic planning session with ChevronTexaco. The speed and degree of intuitive data gathering and the powerful simplicity embodied in the resultant Perception Maps provided the group with a great grounding of baseline perceptions that we could explore and re-measure”*

**Greg C Barnes - Managing Director – Aust. Management Group P/L and CLQ**

*‘Perception Mapping? Brilliant tool, easy to use, non-threatening to staff and virtually immediate feedback. Highly recommended’*

**Rob Stewart CEO Local Government Authority**

*“Perception Mapping is a valid and reliable organizational culture survey..... After reviewing the ten most common dimensions of an ideal organizational culture tool outlined in the literature review, it is evident that PM clearly addresses all of the identified organizational culture dimensions and does so with depth.....PM has proven to exhibit much strength and few weaknesses. PM was rated very highly by the respondents because of its clarity, usability, coverage of items and relevance. Because the PM survey is customized, the constructs are what the respondents say they are and increases survey relevance”*

**Michelle Kane Researcher Macau University**

*“The Perception Mapping exercise is commended for its sensitivity in engaging staff in identifying areas for improvement.”*

**Doris Lombardi St John of God Health Care**