SOUTHWEST TRAINING INSTITUTE--SINCE 1988
<u>PERFORMANCE SURVEY SOFTWARE</u>

This customizable survey tool makes it easy for you to find out what your customers and employees are thinking. Our Performance Survey Software gives you a cost-effective way to discover information critical to your business success. The software comes pre-loaded with surveys for employee opinion, customer satisfaction and individual performance plus it can also produce any type of assessment feedback. Find out more by clicking on the following link: ***https://pssinc.infusionsoft.com/go/SFSB/MJH/***

SATISFIED CUSTOMER COMMENTS FOLLOW

"When addressing the challenge to introduce a low-cost effective 360-degree feedback process that could be managed in-house, this was the logical choice. It has allowed me to truly establish a process versus a program." (Stephen Fremder, HERSHEY FOODS)

"It was useful for our leadership development program. In the first year, we collected feedback for over 2,700 participants. We are convinced of the confidentiality of this feedback process, participants opened up with their qualitative comments and gave honest ratings. Most feedback recipients reported that the feedback was very useful to their development." (RADIOSHACK)

PERFORMANCE SURVEY SOFTWARE INCLUDES:

- Survey Templates. Users can easily use 12 survey templates—just add the names and email addresses in Step 1. All the others steps (relationships, items, scales) are already filled in for 12 different kinds of surveys.   **Written instructions** for setting up each survey template are included.

- **Example Projects.** Users can view 12 examples of completed survey template projects and print reports, to help them see what the end-result looks like.

- Permanent access to **Online Training Videos** for using the software

- **41 Survey Question Sets.** 350 professionally-written customizable survey items are ready for use or you can write your own assessment items.

- **Single-Usage Licenses** to launch the first 5 surveys.

This totally downloadable software is a trimmed-down, specially tailored version of our 20/20 Insight technology.

PRODUCT	DESCRIPTION	PRICE
1. **PERFORMANCE SURVEY SOFTWARE**	Software program with personalized Web Hosting account. Includes: • 6 months of FREE technical support • Permanent access to Online Training Videos • Library of Survey Items. • 12 Survey Templates. Users only need to add the names and email addresses in Step 1. All the others steps (relationships, items, scales) are already filled in for 12 different kinds of surveys plus written instructions for setting up each survey template. • 12 Example Projects. Users can view examples of completed survey template projects and print reports, to help them see what the end-result looks like. • 5 FREE Survey Licenses (to run your first five projects) • 41 Survey Question Sets (350 survey items) • FREE Guide, "How to Write Effective Survey Items"	**$897.00**
2. **SINGLE-USE SURVEY LICENSES**	You get 5 FREE licenses with your initial purchase. When you need more, order them as needed. You need a survey license each time you create a survey for a person or entity ("subject"). Example: your company name in an Employee Opinion Survey or Customer Satisfaction Survey. NOTE: There is NO charge for respondents. You can have an unlimited number of participants rate the subject at no extra charge.	**$50 each**
3. **20/20 POWERUSER**	This is an **OPTIONAL** package of tools to help you effectively implement all aspects of the survey process. Includes: - Perpetual license to reproduce the Self-Development Toolkit (32-page PDF), excellent resource for people who receive feedback from others - Tips for implementing individual 360-degree feedback - Lesson plans and PowerPoint files for facilitating feedback sessions - Case studies - Train-to-Ingrain Guidebook (90-page PDF) - Related articles	**$547.00**

ASSESMENT FLEXIBILITY—USE UNLIMITED RESPONDENTS

FEEDBACK FOCUS	BRIEF DESCRIPTION
1. **MANAGEMENT TEAM**	Managers, like all of us, have a "blind spot" that limits their success and their leadership ability. Help them discover what they don't know so you can take steps to develop desired skills and traits.
2. **PRE-ASSESSMENT**	This assessment will help you identify the most needed developmental skill areas so you can target your training effort—train-to-Ingrain.
3. **POST-ASSESSMENT**	This assessment will help you show your CEO or Leadership Team that the training interventions you provide add value (ROI) to the organization—it is a tool to help you demonstrate the impact of training on the organization.
4. **UPPER MANAGEMENT ASSESSMENT**	This assessment can help to determine the level of support and encouragement that is being provided those who are putting into practice the new behaviors learned during your targeted training & development efforts.
5. **ORGANIZATIONAL ASSESSMENT**	This organizational assessment measures how well the policies and procedures help or hinder the new behaviors being practiced by those who attend training.
6. **TRAINING LEVEL I PARTICIPANT FEEDBACK**	Learn how to collect participant feedback following any and all types of people gatherings—training, meetings, events, etc.
7. **TRAINING LEVEL II FEEDBACK**	We can show you how to electronically gather pre and post-test knowledge to measure the effectiveness of your training program.
8. **TRAINING LEVEL III FEEDBACK**	Justifying training dollars is increasingly important. We can help you gather the feedback necessary (is learning being applied at work).
9. **SERVICE, POLICY, or PRODUCT**	Failure is costly. For very little effort and cost, you can evaluate the impact of a decision, service, or product before its deployment.
10. **CUSTOMER SATISFACTION**	Customer satisfaction is the #1 competency essential for success in business today--worldwide. We can assess customer feedback easily and cost effectively.
11. **INDIVIDUAL DEVELOPMENT PLANNING (IDP)**	Everyone needs feedback. We can provide the desired feedback and then provide a systemized process (Self-Development Toolkit) for planning and tracking personal development efforts.
12. **TEAM LEADERS & SUPERVISORS**	We can help develop leadership & supervisory skills for the most impactful segment of the population. Effective team leaders and supervisors are THE primary keys to employee engagement and ultimately, customer satisfaction.
13. **READINESS FOR 360**	This assessment helps your organization determine the potential appropriateness and future success of a 360-feedback project.
14. **360-PERFORMANCE FEEDBACK**	Where do you want your employees to develop? You can help identify competencies and measure current and ongoing performance, discover skill gaps.

15. COMPETENCY ID & MEASUREMENT	Conduct an assessment of your primary job functions and determine the key competencies for success.
16. EMPLOYEE ATTITUDES	Implement targeted organizational improvements by exploring the sentiments and attitudes (climate assessment) of your employee population.
17. NEEDS ASSESSMENT	We can measure and compile learning and organizational needs for any size group and show you how.
18. ADMINISTRATIVE SUPPORT STAFF	Often left out of the feedback loop, you can give meaningful and helpful feedback to your administrative support staff.
19. COACHING FEEDBACK	Group or one-on-one coaching helps to better comprehend and understand the "information" behind the data gathered and to plan appropriate, targeted development.
20. FOCUS GROUPS	Conduct "electronic" focus groups--there is no need to travel or pull people physically together in order to discover opinions and views.
21. MARKET RESEARCH	You don't have to wonder. You can gather the necessary insight so you can make decisions that work right the first time.
22. WORKPLACE SKILLS	Ongoing development is the key to continued employability. We can help identify essential skills and provide the feedback for targeted development.
23. TEAM PRODUCTIVITY	Teams, just like individuals, need feedback. We can provide a means to gather all the necessary feedback to increase a team's awareness, performance, and productivity.
24. TRAINING STAFF	Targeted staff development for your training department is essential. We have assessments that can be customized and anonymously conducted.

Ask Us About All Of Your Multi-Rater Assessment Needs. We Provide Customized Assessments That Are Priced Right.

"Incorporating assessment feedback into a training program for our salespeople has met with very positive results. The participants of the class feel they have gained valuable knowledge about how their customers perceive them; they would not have been able to obtain this information elsewhere." (Ginger L. Eardley, SYSCO FOODS)

"I have received rave review from my employees on how well they like the electronic format; it is simple and confidential and is very easy to administer." (Patty Camp, Barr Engineering)

You Can Own This Capability or Outsource Your Feedback Needs To Us!

HOW DOES THE SOFTWARE WORK?

- The software resides on someone's computer (usually called the Administrator) who administers the feedback process.

- The Administrator creates the feedback survey questions from the questions (customizable items) contained in the System's Library (350 items).   You can also write your own items.

- The Administrator sends out a request for feedback to the Feedback Respondents.

- Feedback Respondents respond to the survey via the Internet.

- The Administrator downloads the confidential respondent response data into the feedback software and creates a fully customizable report using simple report wizards.

- The Administrator sends the completed report to the Feedback Recipient.

"My internal customers have benefited the most from the ability to customize the survey items, the scales and respondent relationships. This software gives me the flexibility I need to meet my internal customers' needs. Also, the technical support staff is knowledgeable, patient and responsive."
(Suzanne Hendler, BellSouth)

WHAT DOES IT COST?

- **Survey Software with Web Hosting is $897.00**. Includes the capability for ONLINE assessments for respondents using a personalized web access link. The Package includes the Administration Software, personalized Web-Hosting Service Account, User Guide, 5 Single-Use License, permanent access to Training-On-Demand (TOD) Videos, Free Technical Support for six months and free Software Upgrades always. Annual Technical Support Contract (optional after 6 months) is $197 or $30/15 minutes.

- **SINGLE Usage License** *(one assessment for one subject)* is $50.

  SUBJECTS & LICENSES: A "SUBJECT" can be a manager, a workshop, a product/service, an entire organization, a team, etc.--whatever the target of your assessment is.

- **Technical Assistance** is free for six months *(800 toll-free line).*

  - Optional Consulting Support Services (questions of a non-technical nature) are billed at $30 for each 15-minute increment.

KEY FEATURES:

- Local customization-input any desired changes to the software library; include entirely new items
- Create respondent comment reports, select multiple scales for the same report, create unique scales
- Unlimited individual feedback reports--print multiple copies
- Report design is flexible as the software can divide the feedback data into a multitude of segments. Each segment can map to a developmental learning area or key competency.
- Six-month technical support on an 800 number; software upgrades are free FOREVER

REQUEST a Customized Proposal with Pricing Information.

We also provide more than 140 Classroom-Delivered Workshops, Online Courseware, Turn-Key Instructor Kits, Video Training Programs, Personal Development Reports, Webinar Distance Learning, Multi-Rater Feedback & Coaching, Professional Meeting Facilitation, Speakers for Conferences and Meetings, and HR Consulting Services.

FOR INFORMATION, CONTACT:

Mary Jo Huard, Owner at 1-888-978-6632 (Toll Free) or
E-mail: mjhuard@swtinstitute.com **Corporate Website: www.swtinstitute.com**

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