

Every company eventually has a crisis...



And when your company has one, you!

Your Human Resources organization will be asked to find out *how* your employees feel about it,

...and *why* they feel about it that way,

...and *what* are their greatest concerns,

...and your management will want the recommendations

as soon as possible!

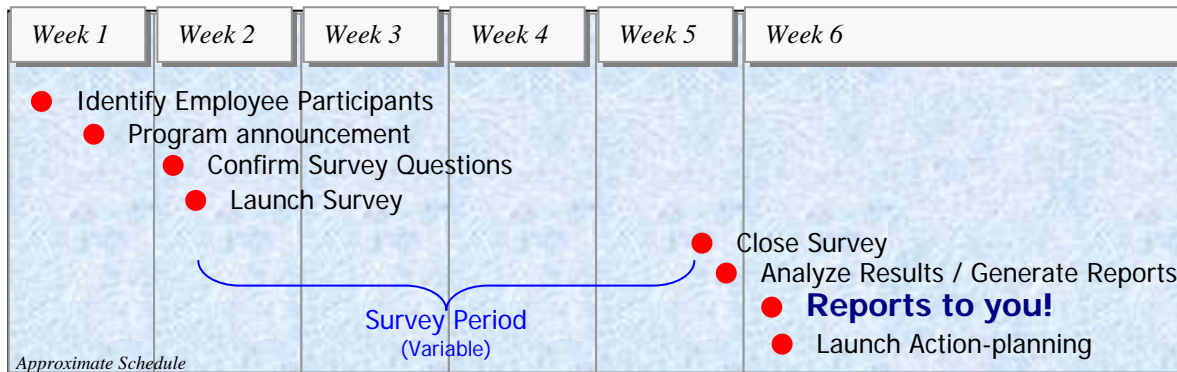
We've got you covered !

Development II's highly-effective Employee Opinion Assessment process uses the speed and power of the Internet to pinpoint the issues that impact your employees during a major company change.

Your employees' contentment and productivity is the key to your company's success. But change is always happening. In today's high-speed business environment, employees' reactions to new or potentially threatening situations are unpredictable and are not always heard or understood, until perhaps it is too late. The fallout could be the loss of valuable employees, the costs of training their replacements, or a decline in productivity.

In a crisis situation, the Human Resources Organization is often asked to monitor employees' issues and to recommend action plans to address problem areas with rapid and effective response. During a significant company-wide change, listening to employees is important; **managing their feedback is vital!**

How does the Employee Opinion Assessment work?



- ✓ **Quick Turnaround** Generally, the entire process can take less than two months. If you already know the questions you need to ask, the entire process can take less than a month!
- ✓ **Cost Effective** No paper involved, No distribution costs, No data entry costs.
- ✓ **Accurate & Secure** Respondents enter data using unique usernames and passwords. They can participate at any time, from any location, and at their convenience.
- ✓ **Written Comments** Often, anecdotal comments from people indicate the urgency of their issues. Comments are easily entered and categorized through our ConSensor® On-line Survey method.
- ✓ **In-depth Analysis** *Development II* uses comprehensive causal analysis techniques to determine *why* people have issues. You can then address the cause; not simply the effect.

Case Study:

When GTE acquired BBN Planet, company management committed to addressing their employees' concerns during this period of significant organizational change. *Development II* launched an employee opinion assessment via the Internet and discovered that the greatest concern revolved around the uncertainty of BBN's future within the larger corporate context. However, when surveyed six months later, the issues identified included a heightened anxiety over individual job security and career advancement within the larger organization. Armed with this information GTE Management was able to stay abreast of the changes in employee concerns, and to take action as the changes occurred, minimizing employee discontent and attrition.

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