

Quality of Interaction Report

Name: ***
Organisation: ***
Date: ***
Confidential



humaninsight

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Qi stands for Quality of Interaction. Qi is a relational and behavioral approach to enhancing an organization's ability to adapt to threats and opportunities. It is based on research that shows that organizations characterized by people who think differently and feel encouraged to speak out and contribute fully are best placed to generate new ideas and solutions to prosper in a changing world.

The Qi Index © analyses the dominant emotions, behaviors and cultural traits in your organization in comparison to those associated with organizations with high perceived generative qualities, i.e. able to adapt and innovate. From the results presented in this reports it will be clear what behaviors you need to strengthen and which need to be eliminated to enhance your organization's generative capabilities. The research shows that organizations and teams with high diversity in thinking styles (cognitive diversity) and high levels of inclusion (psychological safety) are associated with the highest generative capabilities.

The generative behaviors are:

- Curious
- Encouraging
- Forceful
- Inquiring
- Experimental
- Nurturing

The non-generative behaviors are:

- Hierarchical
- Directive
- Cautious
- Resistant
- Controlling
- Conforming

The Qi Index can be used with any size group wishing to better understand and enhance their patterns of interaction.

Qi leads to an action-orientated approach to create new dominant patterns of behavior to support and enhance;

- Strategy execution
- Board development and team coaching
- Leadership development

Qi can be used independently or easily combined with other Human Insight tools to deepen awareness and create a route map for change.

The Qi approach has been designed to be simple, straightforward and widely accessible. The research and thinking underpinning the Qi Index has been published by Harvard Business Review (The Two Traits of the Best Problem-Solving Teams) and is actively applied with client organizations seeking to enhance their performance spanning industries including; Global Retail, High-tech, Information Technology, Government, Life Style and Creative.

Our research draws on psychology, philosophy and anthropology. The published findings result from a normed database of over 100 organizations, across 25 industries and 20 countries worldwide.

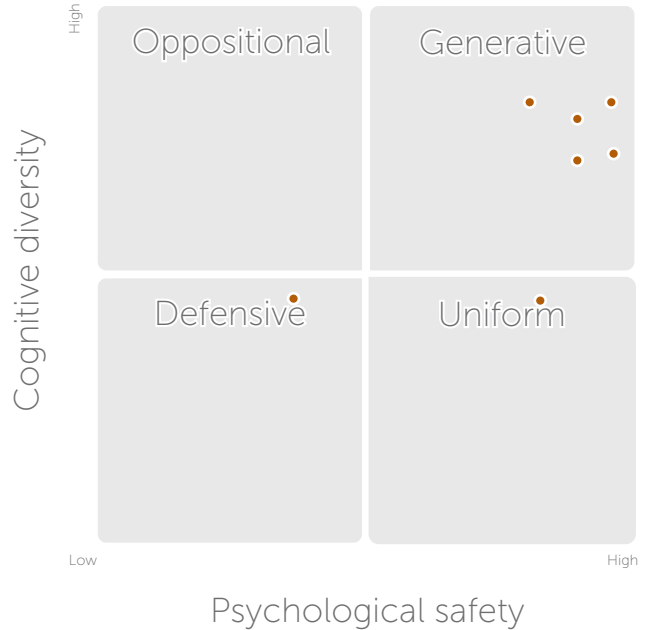
Qi Position

Generative factor

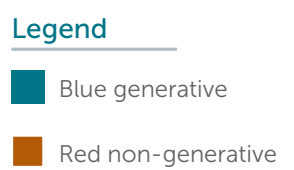
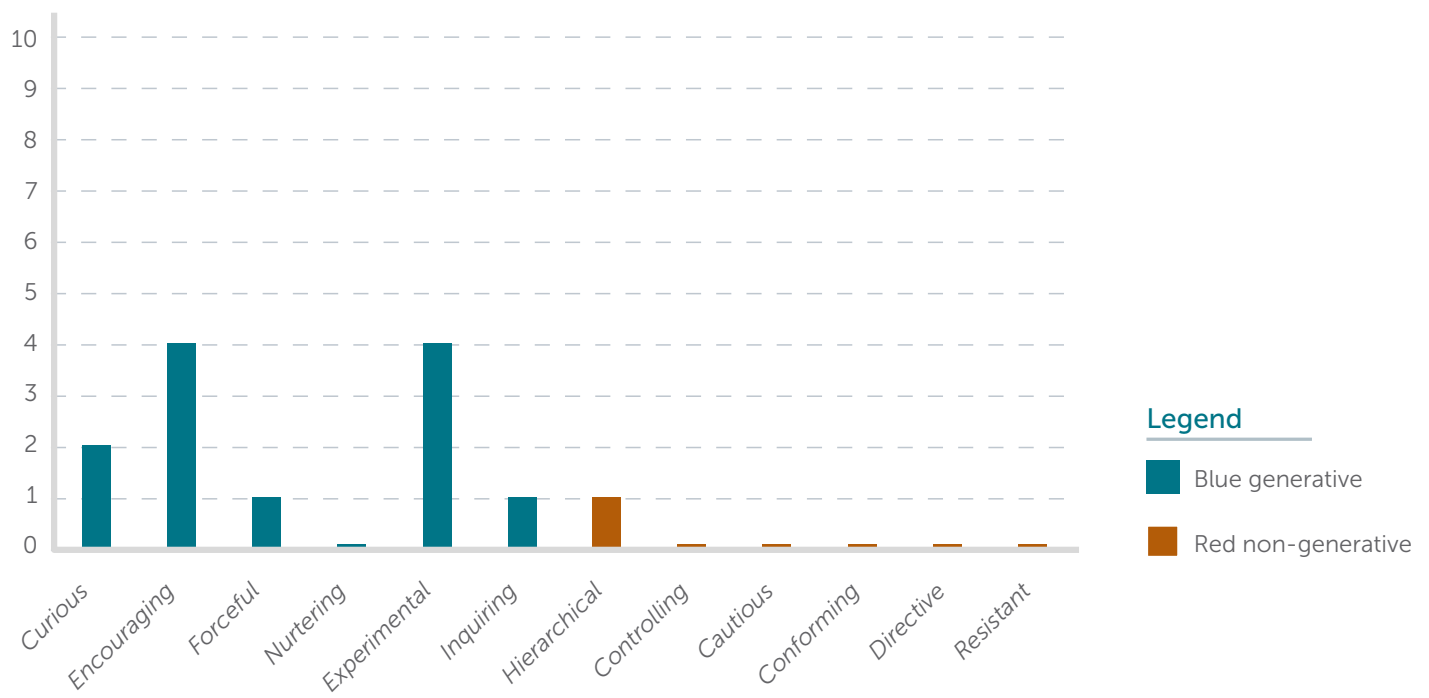


Qi Spread

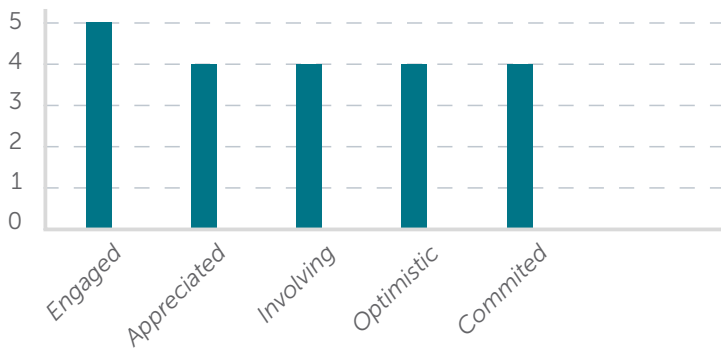
Generative factor, standard deviation



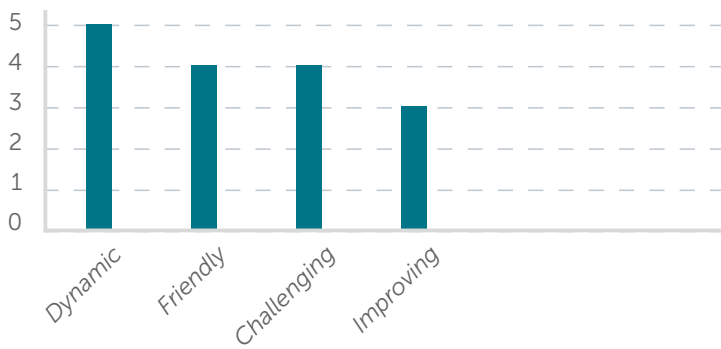
Generative and non-generative behaviours



Top emotions



Top states



Averages question scores

| | | | | | | | | | |
|---|---|----------|---|----------|----------|---|---|---|----|
| In your organisation to what extent do people approach problems in largely similar ways | | | | | | | | | |
| 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 |
| In your organisation to what extent do people have similar ideas | | | | | | | | | |
| 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 |
| In your organisation to what extent do people approach problems in radically different ways | | | | | | | | | |
| 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 |
| In your organisation to what extent do people have very different ideas | | | | | | | | | |
| 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 |
| In your organisation to what extent do people hold back from speaking out | | | | | | | | | |
| 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 |

Averages question scores (continuation)

| | | | | | | | | | |
|---|---|---|----------|---|---|---|---|---|----|
| In your organisation to what extent do people conform with convention | | | | | | | | | |
| 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 |

| | | | | | | | | | |
|---|---|---|---|---|---|---|---|----------|----|
| In your organisation to what extent do people openly express their view | | | | | | | | | |
| 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 |

| | | | | | | | | | |
|--|---|---|---|---|---|----------|---|---|----|
| In your organisation to what extent do people challenge convention | | | | | | | | | |
| 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 |

| | | | | | | | | | |
|---|---|---|---|---|---|----------|---|---|----|
| In your organisation to what extent do people pay attention to others | | | | | | | | | |
| 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 |

| | | | | | | | | | |
|---|---|---|---|---|---|---|---|----------|----|
| In your organisation to what extent do people appear approachable | | | | | | | | | |
| 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 |

| | | | | | | | | | |
|--|---|---|---|---|---|----------|---|---|----|
| In your organisation to what extent do people actively invite feedback | | | | | | | | | |
| 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 |

| | | | | | | | | | |
|--|---|---|---|---|----------|---|---|---|----|
| In your organisation to what extent do people actively seek views different to their own | | | | | | | | | |
| 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 |

| | | | | | | | | | |
|--|---|---|---|---|----------|---|---|---|----|
| In your organisation to what extent do people express their emotions | | | | | | | | | |
| 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 |

| | | | | | | | | | |
|--|---|---|---|---|---|----------|---|---|----|
| In your organisation to what extent do people give others the benefit of the doubt | | | | | | | | | |
| 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 |

| | | | | | | | | | |
|---|---|---|---|---|----------|---|---|---|----|
| In your organisation to what extent do people talk openly about their fallibility | | | | | | | | | |
| 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 |

| | | | | | | | | | |
|---|---|---|---|----------|---|---|---|---|----|
| In your organisation to what extent do people engage in 'Cover your back' behaviour | | | | | | | | | |
| 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 |

| | | | | | | | | | |
|--|---|---|---|---|---|----------|---|---|----|
| To what extent do you consider your organisation to be capable of identifying and adapting to challenges | | | | | | | | | |
| 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 |

| | | | | | | | | | |
|---|---|---|---|---|---|----------|---|---|----|
| To what extent do you consider your organisation to be capable of identifying and realising opportunities | | | | | | | | | |
| 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 |

Question scores

Emotions

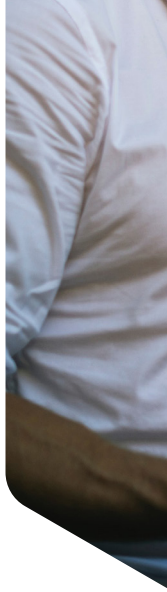
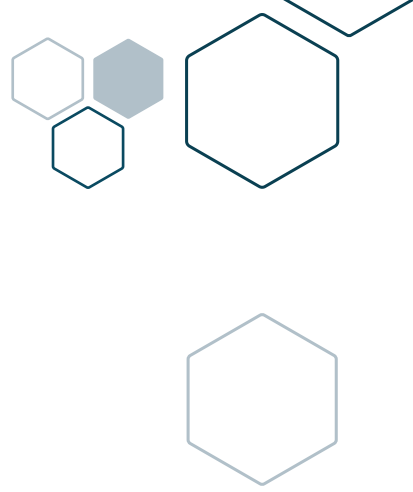
| | |
|-----------------|---|
| Angry | 0 |
| Satisfied | 1 |
| Bored | 0 |
| Optimistic | 4 |
| Proud | 0 |
| Demoralised | 0 |
| Connected | 2 |
| Fearful | 0 |
| Fulfilled | 0 |
| Vulnerable | 0 |
| Resentful | 0 |
| Disenfranchised | 0 |
| Engaged | 6 |
| Powerless | 0 |
| Valued | 3 |
| Inadequate | 0 |
| Committed | 4 |
| Defensive | 0 |
| Appreciated | 4 |
| Fatigued | 0 |
| Excited | 1 |
| Confused | 0 |
| Empowered | 0 |
| Confident | 2 |
| Involved | 4 |
| Isolated | 1 |
| Secure | 0 |
| Constrained | 0 |
| Respected | 2 |
| Alienated | 0 |

Behaviours

| | |
|-----------------|---|
| Playful | 3 |
| Combative | 1 |
| Forgiving | 0 |
| Resistant | 0 |
| Considered | 1 |
| Forceful | 1 |
| Curious | 2 |
| Controlling | 0 |
| Empathetic | 0 |
| Conforming | 0 |
| Experimental | 4 |
| Hierarchical | 1 |
| Reflective | 2 |
| Advocating | 0 |
| Expressive | 3 |
| Directive | 0 |
| Inquiring | 1 |
| Expectant | 1 |
| Nurturing | 0 |
| Resolute | 1 |
| Reasoned | 0 |
| Cautious | 0 |
| Encouraging | 4 |
| Individualistic | 0 |
| Flexible | 1 |
| Derogatory | 0 |
| Appreciative | 2 |
| Contradictory | 0 |
| Questioning | 2 |
| Competitive | 2 |
| Resourceful | 3 |
| Reserved | 0 |

States

| | |
|----------------|---|
| Evolving | 1 |
| Bureaucratic | 0 |
| Fair | 0 |
| Consensus | 2 |
| Sustainable | 0 |
| Constrained | 3 |
| Indecisive | 1 |
| Purposeful | 0 |
| Predetermined | 1 |
| Improving | 2 |
| Pressurised | 0 |
| Stable | 0 |
| Connected | 1 |
| Networked | 4 |
| Predictable | 0 |
| Competitive | 1 |
| Challenging | 2 |
| Inspiring | 2 |
| Reactive | 0 |
| Transparent | 2 |
| Developmental | 1 |
| Energy sapping | 5 |
| Dynamic | 0 |
| Enabling | 0 |
| Exciting | 0 |
| Polarised | 2 |
| Meritocratic | 0 |
| Inclusive | 0 |
| Fragmented | 0 |
| Participative | 1 |
| Conforming | 0 |
| Friendly | 4 |



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