

# F.I.R.S.T.<sup>TM</sup> INSIGHTS

BUSINESS INTELLIGENCE  
AT YOUR FINGERTIPS

*People Analytics  
Redefined*

Forging high **trust** high **performance** cultures



# IMAGINE HAVING A FINGER ON THE **PULSE** OF YOUR ORGANISATION

You would know with certainty...

- ★ How your people feel about their work and the organisation.
- ★ What they need to enhance their engagement, morale and performance.
- ★ The business maturity of your organisation and what is required to move to the Transformational or Optimising level.
- ★ The leadership maturity of your people managers and what they need to enhance their impact.
- ★ The precise learning & development needs of a team, or the impact of your training dollars.

F.I.R.S.T.<sup>™</sup> INSIGHTS makes this amazingly easy.

With a few simple steps, you can rapidly gather critical insights and then take concrete actions to rapidly seize business opportunities and overcome obstacles.

You can take targeted decisions to make your organisation a Great Place to Work.

## **BUSINESS INTELLIGENCE** REDEFINED & SIMPLIFIED

# BUILD TRUST - RAISE YOUR GAME

TWO TAILORED SOLUTIONS  
FOR MAKING STRATEGIC PEOPLE DECISIONS.

## KEY ORGANISATIONAL INSIGHTS



### F.I.R.S.T.<sup>™</sup> ANALYTICS

**Six powerful insights to  
understand your PEOPLE**

- Their engagement, motivations, morale and performance

- ★ 12 indicators of a **Culture of Engagement**.
- ★ The **Engagement** and **Performance** levels of your people.
- ★ How **F.I.R.S.T.<sup>™</sup>** (*Future-Ready. Innovative. Relevant. Strategic. Trusted*) your organisation is.
- ★ **The 4 Metrics of your Talent Cycle**  
How your organisation fares in terms of attracting, developing, utilising and retaining talent.
- ★ **Business Maturity** of your organisation and the **Leadership Maturity** of your people managers.
- ★ **Targeted intelligence** into specific business **opportunities and obstacles**; such as, Discovery Surveys to identify the specific learning needs of a team, or the customer centricity of your organisation.

## INDIVIDUAL LEADERSHIP INSIGHTS



### F.I.R.S.T.<sup>™</sup> 360 LEADERSHIP PROFILE

Provide your leaders with actionable insights and feedback to help them develop their careers, enhance their performance and elevate their impact.

Each leader responds to 35 questions and gets structured feedback from up to 10 observers to better understand:

- ★ How F.I.R.S.T.<sup>™</sup> they are (*Future-Ready. Innovative. Relevant. Strategic. Trusted*)
- ★ What they are doing well
- ★ What they could do differently, and
- ★ What else they could do

to demonstrate greater leadership maturity, enhance their impact and accelerate their careers

For more information, please visit:  
[www.influence-solutions/first360](http://www.influence-solutions/first360)



# ACTIONABLE INTELLIGENCE JUST A FEW CLICKS AWAY




## 1 Assign a sponsor from your organisation

Sponsor can access the survey dashboard, start the survey and view the results.

## 2 Select the number of respondents

## 3 Select the number and type of questions

You have three powerful options:




### PULSE

- Up to **5** quantitative or qualitative questions.
- Only **5 mins** per respondent required to complete this survey.



### GOLD

- Up to **25** quantitative or qualitative questions.
- Only **15-20 mins** per respondent required to complete this survey.



### PLATINUM

- Up to **60** quantitative or qualitative questions.
- Only **35-40 mins** per respondent required to complete this survey.


## 4 Select the languages for the respondents

## 5 Decide the business intelligence you seek.

You have six powerful options, which are described in detail on the next three pages.




### 12 indicators of an Engaged Culture



### The level of Engagement & Performance



### The F.I.R.S.T.™ Rating



### The 4 metrics of the Talent Cycle



### Business and Leadership Maturity



### Special Custom Insights

## 6 Decide how you want to analyse and view this intelligence

Some popular options for analysing the results are, as per:

- Location (City, country etc.)
- Brand or business function
- Organisational hierarchy
- Gender-wise

# 6 POWERFUL WAYS TO ANALYSE BUSINESS INTELLIGENCE

# 1

## 12 INDICATORS OF AN ENGAGED CULTURE

These comprise of **6 foundational metrics** that lead to a culture of engagement; inspiring employees to take ownership, live the values and deliver their best.

Leadership & Role-Modeling	Collaboration & Teamwork	Upholding Integrity
Rewards, Recognition & Developing Aspirations	Open Honest Communication	Engaging & Inspiring Staff

There are **6 additional metrics** to calibrate the customer-centricity and business readiness of your organisation. These 6 optional metrics enhance your organisation's ability to create and harness business opportunities.

A Supportive & Nurturing Environment	Ideas & Innovation	Brand & Reputation
Customer Centricity	Making A Difference	Wellness

# 2

## THE LEVEL OF ENGAGEMENT / PERFORMANCE

This indicates the level of engagement and performance. It enables you to calibrate the ratio of engagement and how it corresponds with performance.

You can better understand how you are currently driving EXCELLENCE IN ENGAGEMENT and EXCELLENCE IN PERFORMANCE; thereby enhancing your organisation's business readiness, as well as empowering and engaging your people to excel.

Engagement

Performance

# 6 POWERFUL WAYS TO ANALYSE BUSINESS INTELLIGENCE (CONTINUED)

## 3

### THE F.I.R.S.T.<sup>™</sup> RATING

Mapped to Influence Solutions' proprietary F.I.R.S.T.<sup>™</sup> framework, the F.I.R.S.T.<sup>™</sup> ANALYTICS report can provide a deeper understanding on how your people view your organisation in terms of being: Future-Ready, Innovative, Relevant, Strategic & Trusted.



#### ENSURING OUR ORGANISATION IS F.I.R.S.T.<sup>™</sup>

*Future-ready. Innovative. Relevant. Strategic. Trusted.*



For even more comprehensive results, pair **F.I.R.S.T.<sup>™</sup> Analytics** with the **F.I.R.S.T.<sup>™</sup> 360 Leadership Profiling tool**. This helps your people managers to realise how they are perceived by their supervisors, peers, team members and other key stakeholders. This specific, actionable (qualitative and quantitative) feedback enables them to harness their strengths as well as focus on their development areas.

For more information about F.I.R.S.T.<sup>™</sup> 360 Leadership Profiles, please visit:



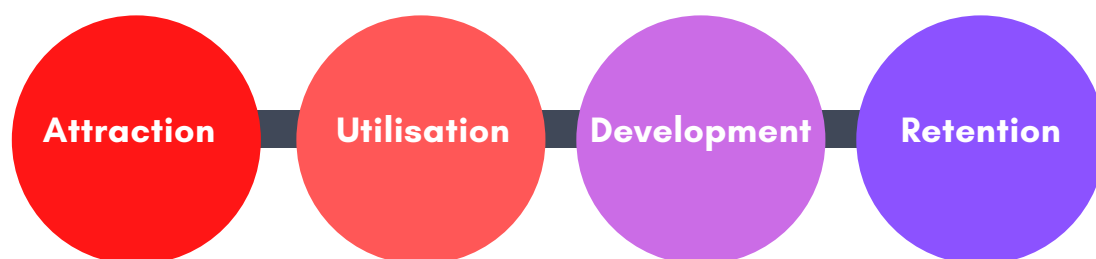
[www.influence-solutions/first360](http://www.influence-solutions/first360)

# 6 POWERFUL WAYS TO ANALYSE BUSINESS INTELLIGENCE (CONTINUED)

## 4

### 4 METRICES OF THE TALENT CYCLE

Better understand where your organisation stands in terms of Attracting, Developing, Utilising and Retaining talent using four metrics that correspond to the talent management cycle. This enables you to utilise a nuanced approach in attracting and retaining the best talent.



## 5

### BUSINESS & LEADERSHIP MATURITY

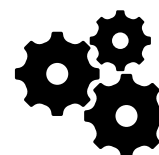
Customisable insights about the **business maturity** of your organisation and / or the **leadership maturity** of your people managers.



## 6

### CUSTOMISED INTELLIGENCE

You could also gather insights into special areas; for example, the learning needs of a particular team, the impact of a transformation initiative, or the customer centricity of your client facing staff.



# 3 BRILLIANT **OPTIONS** TO MEET YOUR EVERY NEED



## PULSE

**5**  
question survey

### INCLUDES

- ✓ 5 quantitative and/or qualitative questions
- ✓ Customisable questions
- ✓ GEMS report with analysis
- ✓ Multi-languages options

**SGD 55**  
per person only

(For a minimum of 50 persons)



## GOLD

**25**  
question survey

### INCLUDES

- ✓ 25 quantitative and/or qualitative questions
- ✓ Customisable questions
- ✓ GEMS report with analysis
- ✓ Multi-languages options
- ✓ Comprehensive intelligence across selected categories on engagement, performance, morale and customer centricity
- ✓ Actionable insights and recommendations

**SGD 75**  
per person only

(For a minimum of 50 persons)



## PLATINUM

**UP TO 60**  
question survey

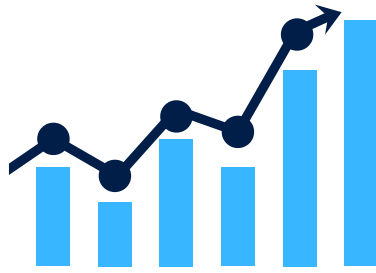
### INCLUDES

- ✓ Up to 60 quantitative and/or qualitative questions
- ✓ Customisable questions
- ✓ GEMS report with analysis
- ✓ Multi-language options
- ✓ Comprehensive intelligence across selected categories on engagement, performance, morale and customer centricity
- ✓ Actionable insights and recommendations
- ✓ A complete 360 and 3D perspective of business

**SGD 95**  
per person only

(For a minimum of 50 persons)





THE BEST DECISIONS ARE THE BEST INFORMED ONES

# INFLUENCE SOLUTIONS

Forging High Trust, High Performance Cultures

*Inspiring Leaders. Inspired Teams.*

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**FOR MORE INFORMATION, GO TO  
INFLUENCE-SOLUTIONS.COM**

487 Yio Chu Kang Road, #06-10  
Singapore 787059