AMP Glossary of Terms

- **Alignment of Expectations** – An SSP dimension that measures conflicting demands placed on one from others in the organization (ex: producing excellent work, but finishing under severe time constraints).

- **Attachment Index** – A measurement found on the Individual Report that shows how attached the individual is feeling to the organization and how attached they feel the organization is to them; how likely they are to leave.
    - 1 – "I'm happy here."
    - 2 – "It's ok here, but I'll keep my resume updated."
    - 3 – "I'm looking for something else."
    - 4 – "I'm out of here."

- **Attachment Level** – Shown on the Team Health report, this measures how attached the employees are to the organization; how likely they are to leave.

- **Average Performance Score** – Average of the ten core profile dimensions, shown on the Team Health Report, required for a healthy, productive workgroup.

- **Career Outlook** – A Quik Help dimension. In coping and evolving one's work skills it is best to have a clear picture of one's future career to which a clear line of sight can be affixed or path can be established. The factors included for such measurement are: how well one is aligned with the work culture; the clarity of one's current role so the future progress can be compared; and the alignment of expectation of one's career progress, clear career opportunities or work assignments that can offer opportunities for one's career development.

- **Career Succession Scale** – Shown on the Organizational Impact Summary, this scale is a pictorial representation of the aging of the workplace and the need to plan for the future replacement of workers. Depending on the career being looked at, the number of years needed to plan for replacement will vary. For example, if it is a group of professionals, it takes typically five years to prepare someone well enough to handle the duties of a seasoned employee. Other jobs may take more or less time but should be calculated using this chart.

- **Clear Career Opportunities** – A workplace perception profile dimension that can be found on the Team Health Report and the Individual Report. This dimension measures whether the individuals feel stagnant in their current roles or have a lack of growth in the job because of few opportunities for learning and growth, and/or lack of a clear path for their career development.

- **Clear Purpose/Goals** – A workplace perception profile dimension that can be found on the Team Health Report and the Individual Report. Measures the level of vision the workgroup and/or individual has for their future. Higher levels (orange and red) in this dimension indicate that the individual and/or workgroup has a low vision. The absence of a vision creates an uncertain future, even disorientation. In the extreme, low levels of vision can cause individuals to lose perception of time, place, and identity, increasing attrition risk and the need for developmental efforts.

- **Comments Report** – The Comment Report displays all comments for the selected group or filter. This allows an easy way to sort through the comments and see what people are saying about an organization.

- **Competence Perception** – A SSP dimension that measures the lack of knowledge, skill, or preparation to be effective in a particular role.

- **Competency/Skill Issue** – A Quik Help dimension. The four corners of the behavioral foundation required to develop and sustain competency/skills needed to produce a desired level of performance. These are role clarity or what are the skills required of me, the culture alignment of these skills to the job needs of the organization, the alignment to the expectation by supervisor/management and lastly the individual's perception of their ability to produce the work outputs being required.

- **Condition/Attachment Summary Composite** – The Condition/Attachment Summary Composite shows a historical view of the selected group's Condition and Attachment Index for the last 5 completions.

- **Connectedness** – A workplace perception profile dimension that can be found on the Team Health Report and the Individual Report. Measures the individual(s) feelings of being part of, or united with, where they live and work, and whether they have bonded with their greater living environment or "community" to their satisfaction. While this measure goes beyond the workplace, it directly impacts the workplace in terms of commitment, "ownership," and ultimately attrition risk.

- **Coping with Job Stress** – A Quik Help dimension. Stress, an element of any job, needs to be coped with or handled efficiently and effectively. This coping behavior manifests itself in: one's morale or how one's work energy is assigned to productive work outputs or self-maintenance; overall stress score based on the ten core stressors; one's work and overall life balance; and one's perception of their job or position security. This security is the platform or foundation needed to establish effective job stress coping mechanisms.

- **Culture Alignment** – A SSP dimension that measures a conflict between one's personal values or interests and one's job requirements.

- **Current Condition** – An average of the nine core AMP dimensions necessary for healthy, productive work performance. The colors represent how seriously the individual is feeling about these particular dimensions and shows how immediately contact is required:
  - Red – Issue.
  - Orange – Concern.
  - Yellow – Caution range.
  - Green – Normal range.

- **Current Operating Level** – A measure of how the employees feel – their satisfaction with their work place as found on the Team Health Report. The higher the score, the greater the probability of workgroup performance.

- **Direction of the Company** – This chart, found on the Organizational Development Summary, depicts how pleased the employees in the selected group are with the current direction of the organization.

- **Effective Communication** – A workplace perception profile dimension that can be found on the Team Health Report and the Individual Report. It measures the interchange of thoughts, ideas, opinions, and data between individuals needed in the workplace to adequately perform one's job. The quality of communication is made up of three individual items: 1) the level of exchange, 2) the timeliness and type of communication, and 3) the flow of communication and accuracy of data provided.

- **Individual Development Report** – The Individual Development Report is a report for a Coach or supervisor to use to be able to work with the selected employee based on their AMP results. It shows their current AMP results, the AMP Quik Help scores, their responses to questions about their outlook and feelings regarding their job, and their view on the current direction, leadership, and progress within the organization.

- **Individual Reports** – The Individual Report is a report that summarizes all results for an individual employee. It looks at the dimensions of the Workgroup Perception Report and the Stress Source Profile to give a quick picture of how an employee perceives an organization and

what areas may need addressed for that individual.

- **Leadership of the Company** – This chart, found on the Organizational Impact Summary, shows how pleased the employees in the selected group are with the current overall leadership of the organization.

- **Organizational Commitment** – A workplace perception profile dimension that can be found on the Team Health Report and the Individual Report. Measures how committed the workgroup and/or individual believes the organization is to them. The pledging or promising (formally or informally) by the employer or their representative and the corresponding action taken to support, recognize, and enhance the investment of the respondents' efforts. I.e., does the workgroup/individual perceive that the organization has maintained its promise to support them in their work?

- **Organizational Impact Summary** – The Organizational Impact Summary (OIS) report displays organizational measures captured in the AMP assessment. Focused more on a "top down" and overall view of the organization, the OIS report looks at how key organizational variables are perceived by the organization.
    - Included measures are:
        - Morale
        - Teamness
        - Recent Morale Scale
        - Workgroup Forecast
        - Weather Forecast
        - Supervisory Support
        - Career Succession
        - Overall SSP

- **Organizational Support** – A Quik Help dimension. A compilation of scores that have measured the perception of organizational commitment, alignment of expectations, the feeling of appreciation, job contribution perspective, resource availability and task/job support. In other words, the sum of the key factors that impact how supported one feels by their organization.

- **Performance Profile** – The 10 core organizational dimensions that represent a healthy, productive workgroup as found on the Team Health Report.

- **Personal Highlights** – The Personal Highlights report is presented to the employee after they complete their AMP assessment. It displays a brief, written overview of the results and includes their top stressor and areas of concern – along with general descriptions. This report can be used during a coaching session, or to provide employees with a quick overview of their results.

- **Progress of the Company –** This chart, found on the Organizational Impact summary, is a pictorial representation of how pleased the employees in the selected group are with the

current progress of the organization.

- **Quik Help Development Composite** – The Quik Help Development Composite is a composite of the scores for the selected group in the 7 Quik Help categories that can be triggered when specific patterns of issues are identified.

- **Recent Morale Changes** – A pictorial review, found on the Organizational Impact Summary, of how the direction in which morale for the selected group is moving. It reflects the shifting of the most recent morale or trend of change. If the "Recent Morale Scale" shows a healthy morale, a score of steady on this chart would be adequate. However, if the "Recent Morale Scale" is marginal or lower than desired, it is best if this chart indicates, at best, morale is "improving steadily."

- **Recent Morale Scale** – This chart, found on the Organizational Impact Summary, is a look at the selected group's most recent morale or state of mind. The morale score shows the overall average of the group's responses. The options range from 0 (lowest or worse) to 90+ (highest). The generally accepted "healthy" zone is 70 or above.

- **Resource Availability** – A SSP dimension that measures a lack of resources or information necessary to perform well in a role.

- **Role Clarity** – A SSP dimension that measures unclear feedback from others about one's responsibilities and performance.

- **Role Potential** – An SSP dimension that measures a feeling of stagnation and lack of growth in the job because of few opportunities for learning and growth.

- **Role Shift** – An SSP dimension that measures a decrease in one's level of responsibility or a feeling of not being fully utilized.

- **SSP Composite** – The SSP Composite shows the selected group's current scores from the Stress Source Profile.

- **Staff Utilization** – A workplace perception profile dimension that can be found on the Team Health Report and the Individual Report. Measures whether individuals feel there has been a decrease in their level of responsibility, or if they feel they are capable and desirous of doing more.

- **Stress Average** – The SSP chart, found on the Organizational Impact Summary, shows the average stress of the selected group by individual stressor, as well as the average overall stress. The individual scores range from 5 to 25, and the overall average can range from 50 to 300. An individual stressor needs to be at least 10 for it to begin to be an issue. The exception is Competence Perception which begins to be an issue at 8. The highest number out of the 10

stressors is often the logical place to begin with team building interventions. In other words, it acts as the "trigger" to initiate change.

- **Supervisor/Leadership Issues** – A Quik Help dimension A compilation of the elements that create good supervisory/leadership behavioral relationships that include connectedness, creating and maintaining a trusting environment that leads to excellent communications and good supervisory practices.

- **Supervisory Support** – Found on both the Team Health Report and the Organizational Impact Summary, this dimension measures how much the selected group or individual believes they are being supported by their supervisor. This is a subtle indicator of servant leadership and determines the perceived capability of the supervisor to serve the employees as a leader, to guide their efforts, and unleash their full potential. This is shown through asking helpful questions, quick responses, providing needed resources, offering clear assignments, providing feedback on performance, etc.

- **Task/Job Support** – A workplace perception profile dimension that can be found on the Team Health Report and the Individual Report. Measures the perception or belief that a useful or valuable support system is in place to assist the workgroup and/or individual in handling their workload, which could include training, response to questions, clear processes, and positive job recognition. This includes support for the pressures, complexities, and conflicts of work. This is a secondary measure as it does not measure the existence of a support system, but rather how useful or valuable the existing support system is to the respondent. A lower score suggests a support system is not adequately formed to help them with their work experience.

- **Team Health Report** – The Team Health Report looks at the team level of an organization. It combines the scores of each individual in the selected group and displays the overall results of that team. It can be used to examine trends across the team to determine where a team may need development or support.

- **Team Support –** A SSP dimension that measures feelings of being isolated from channels of information and not being part of what is happening.

- **Team Support Issue** – A Quik Help dimension. The work group or team one is assigned and its ability to support this individual in their job responsibilities; the efficiency of the team in converting the individual energies into a team output; clear established goals and purpose to which the individual can connect with and endorse; and the respect from the team members as reflected on the individual for his/her contribution and effort.

- **Teamness Rating** – The Teamness Rating chart, found on the Organizational Impact Summary, measures how well the selected group is performing using the typical A, B, C scale found in elementary schools. The Teamness Score mimics the Organization Utility Index (OUI) which measures the corporate/team "horsepower" or how much of the resources are creating outputs/performance.
    - F = -100 to -50
        E = -50 to 0
        D = 0 to +50
        C = +50 to +100
        B = +100 to +150
        A = +150 to +250
    - Three critical points on this scale:
        - 0 – team degeneration becomes exponential. This enters the Organizational Triage (OTR) zone. A score of -37 generally is where a company goes bankrupt or the department is "bleeding out" money.
        - +31 is the workgroup's tipping point. At 30 or below, it is the course of least resistance to degenerate. At 32 or above it is natural for the workgroup to desire to develop. A workgroup should consistently stay over 32 points.
        - 100 points, or more precisely, as a workgroup approaches 100 at 93 to 95 points. The issue is at 100 points the workgroup enters the "high performance" area or zone that requires significant change or a shift in the organizational architecture, focal length, leadership, information handling, and performance monitoring. It is not unlike desiring to drive at a sustained speed of 150 to 170 mph. It requires a different type of vehicle than we normally drive: different tires, more driving skills, requires us to look further out as we drive, etc.

- **Trusting Environment** – A workplace perception profile dimension that can be found on the Team Health Report and the Individual Report. Measures how trustworthy the workgroup and/or individual perceives their current environment. E.g., is honesty expected in the organization, or is the use of false statements and lying commonplace? While trust is generated and demonstrated at many levels in the organization, this dimension measures the foundation and application of trustfulness in the workplace.
- **Work Assignment Issue** – A Quik Help Development dimension. This score consists of six different scores that include: role clarity or the individual's understanding of their job based on organizational context; clear and measureable purpose and goals as understood; the perception of ability to perform the work as assigned including training and experience, workload assignment given the skills, abilities, and time available; role optimization or the feeling of being fully and constructively utilized; and perception of flexibility and reality of being assigned where needed.

- **Workgroup Forecast** – The Workgroup Forecast chart, found on the Organizational Impact Summary, depicts how the selected group sees the future of their workgroup. A direct comparison should be made to the "Recent Morale Scale." If the average Forecast is greater than the Morale Score, the selected group has a good outlook for the future of their workgroup. If the average Forecast is lower than the Morale Score, the selected group has a poor outlook for the future.

- **Workgroup Health** – This chart, found on the Organizational Impact Summary shows the current state or health of the organization according to the selected group. When the number above "really sick," "unhealthy," and "need checkup" is greater than 70%, further diagnostics are recommended.

- **Work-Life Balance** – A workplace perception profile dimension that can be found on the Team Health Report and the Individual Report. It is also a SSP dimension. Measures the amount of pressure the individual and/or workgroup feels in the organizational position and the conflict between their organizational and other external roles (ex: between travel on the job and spending time with one's family.)

- **Workload Level** – A SSP dimension that measures too much to do and too many responsibilities to do everything well.