

Achieving Positive Business Results

Minimizing the Costs of Stress

SDI:

- ◆ Measures Pressures and Demands
- ◆ Assesses Root Cause Performance Issues
- ◆ Recommends Solutions to Improve Performance and Reduce Costs
- ◆ Develops an Action Plan for Achieving Bottom-Line Results

The Impact of Business and Personal Pressures and Demands



Inherent conditions in an environment of complex, dynamic business cycles, potentially strain a business' ability to perform



Circumstances inside and outside of the workplace influence individual employees' fluctuations in performance

Minimize the Impact of Operating Realities and Improve Business Results

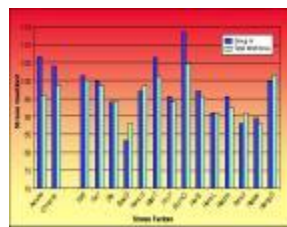


Business Realities

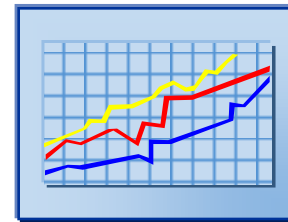
- Downsizing
- New Business Model
- Deregulation

Employee Realities

Operating Realities



New Operating Realities



Leading Indicators

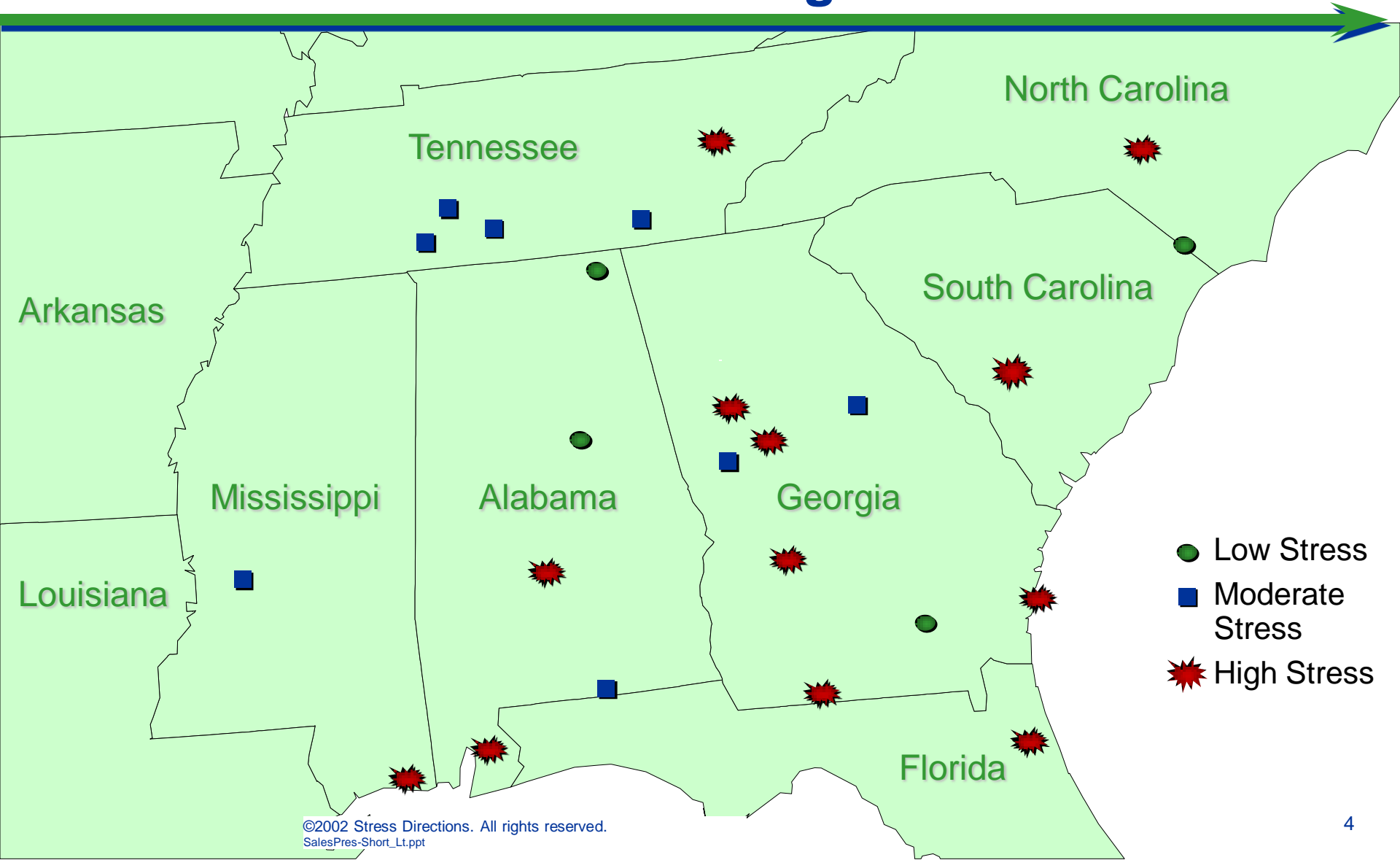
Lagging Indicators

Case Study: 15,000 Employees at Fortune 100 Telecomm Co.



- ◆ Workers' Comp Costs up 35% in one year
- ◆ Escalating Health Care Costs
- ◆ Absenteeism/turnover rose 200%
- ◆ Variation in performance and accidents by business units in different locations




Stress Levels in Regional Offices



Our Results

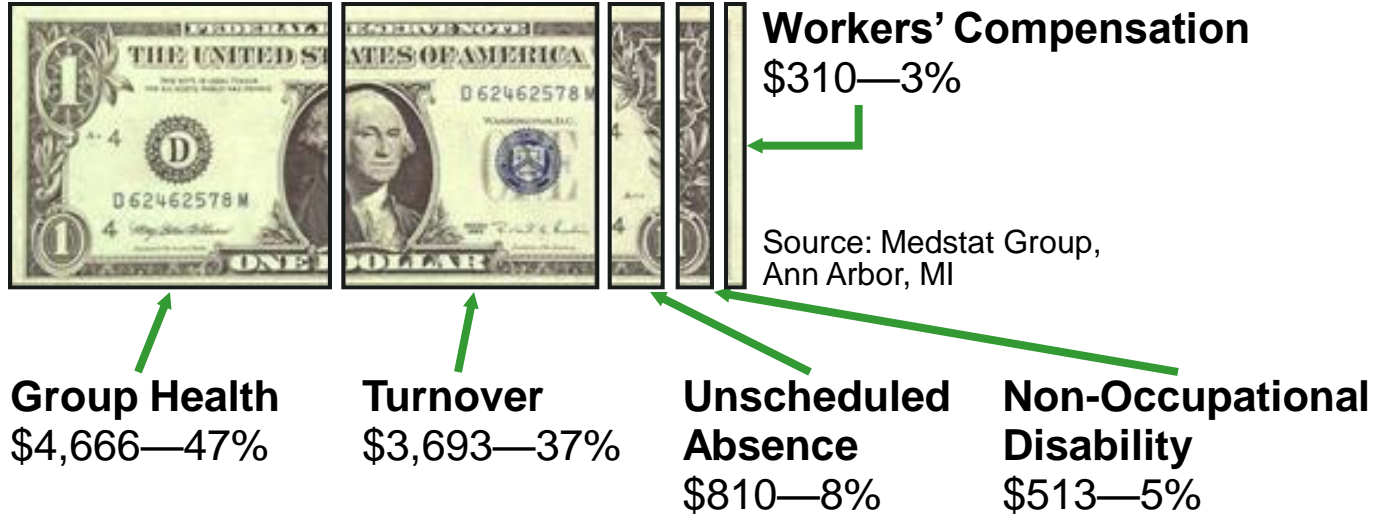
Cost
Investment
less than
\$1M

In 12 months:

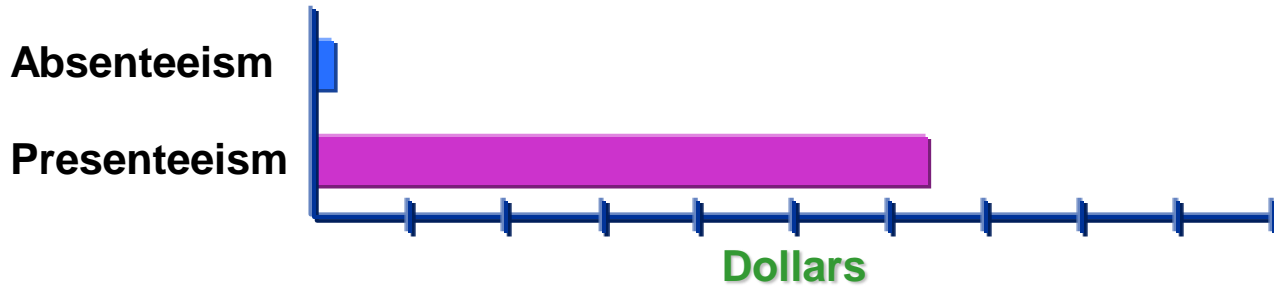
- ◆ Health benefits utilization  \$13M
- ◆ Workers' compensation claims  \$30M
- ◆ Employee turnover in one job function in 4 states  170%

The Health and Productivity Dollar

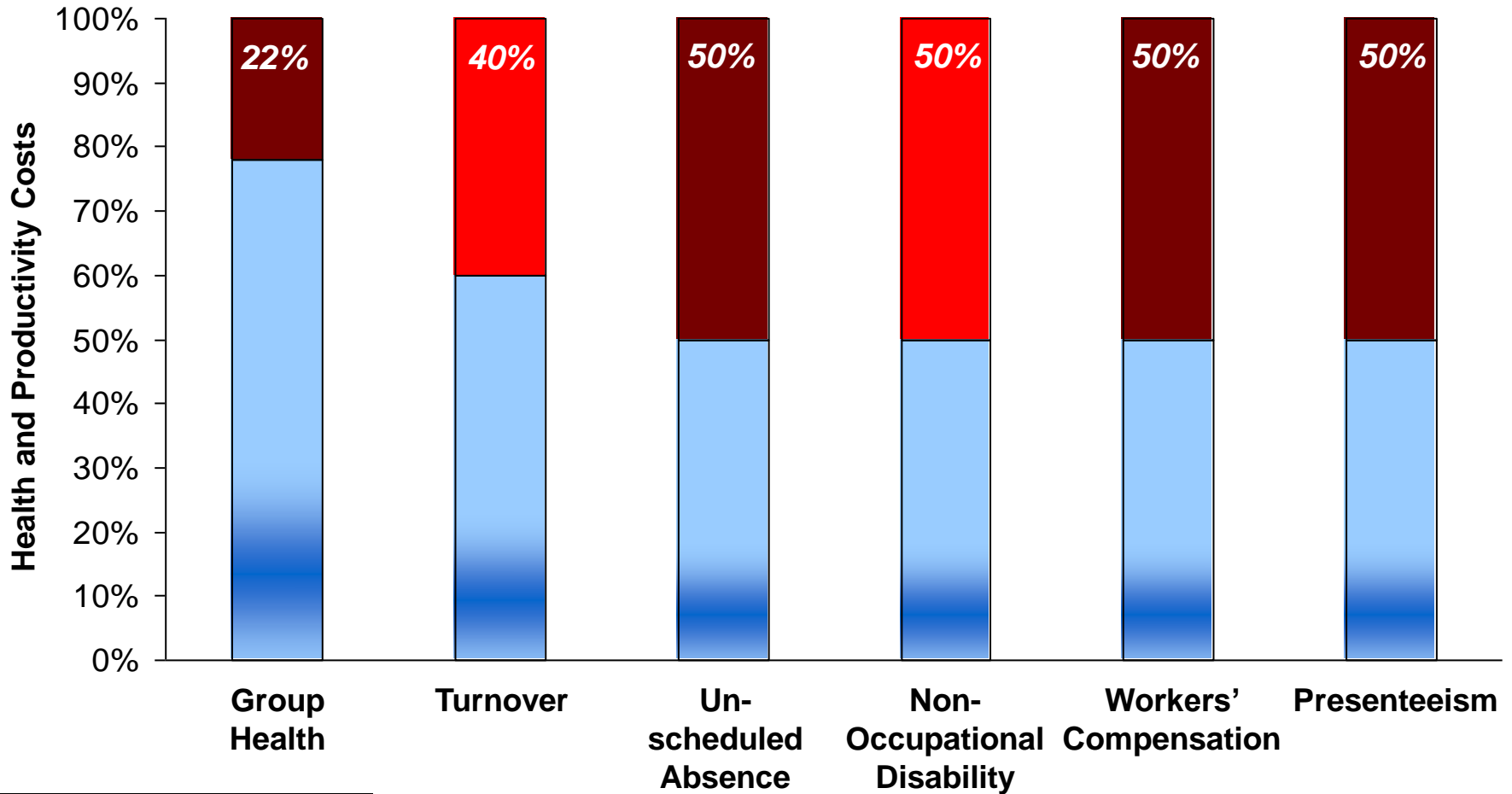
Median Health and Productivity Costs per Employee in 2000




Presenteeism Costs Are 32 Times Greater Than Absenteeism Costs



The Organizational Costs of Stress



 Percent attributed to stress

Case Study: 850 Employees at Fortune 100 Consumer Prod. Co.



- ◆ Six months delay in product development and rollout
- ◆ 75% cost overrun
- ◆ 20% increase in reporting of muscle pain and accidents
- ◆ Increased morale problems and suicides

The OSP Identified Hot Spots and Business Impact

Life Areas Stress Table



Snapshot	Manufacturing Group	Total Group
Stress Quotient (SQ)	104	100
Susceptibility (SUS)	107	107
Total Sources (SRC)	100	92
Total Symptoms (SYM)	107	100
Sources of Stress		
Job	108	106
Family	100	97
Personal	88	88
Social	88	89
Financial	94	96
Environmental	100	95
Symptoms of Stress		
Parasympathetic (GI Tract)	93	96
Sympathetic (Cardio)	100	97
Muscular	103	100
Emotional	104	98
Cognitive	112	103
Endocrine	93	93
Immune	93	94

The OSP Factors Impact Performance Outcomes

Stress Factors Table



Snapshot	Manufacturing Group	Total Group
Acute stress	107	96
Chronic stress	104	97
Stress Factors		
Work setting	102	100
Powerlessness	100	98
Discrimination	94	94
Social demands	82	87
Personal uncertainty	97	98
Marital turmoil	106	101
Financial pressure	95	94
Burnout	114	105
Personal success	97	95
Personal loss	91	91
Reproduction	95	92
Personal isolation	88	91
Relocation	89	88
Housing demands	100	102

Our Results

Invested
less than
\$500
thousand in
9 months

- ◆ Product Rollout Lag Time ↓ Released on time
- ◆ Project Cost Overruns ↓ \$3 million
- ◆ Muscle Pain Complaints
and Accidents ↓ 50 percent
- ◆ Employee Suicides ↓ 100 percent

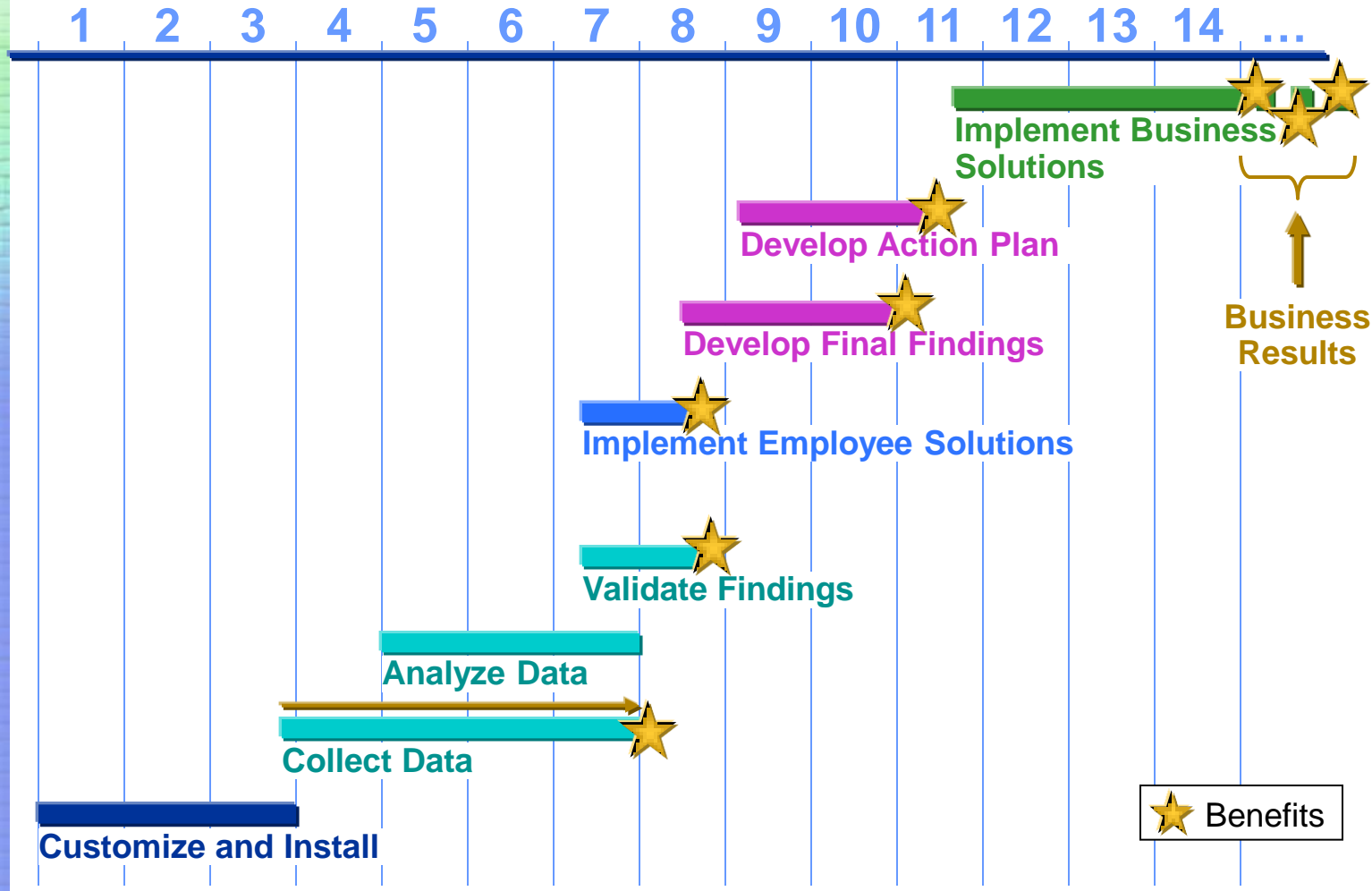
SDI: An MRI for Your Organization



- ◆ SDI's approach shows executives root cause issues that are otherwise invisible. Understand:
 - What is inside your control that you can impact
 - What is outside of your control that you can influence and stimulate
 - What you can do about both
- ◆ SDI's approach equips executives with new capabilities
 - To fix business problems at their source
 - To know what to do at the organizational level
 - To turn challenges into constructive opportunities

SDI's Process: Focus, Speed, Solutions and Escalating Benefits

Week →



★ Benefits

SDI: The Company



Our core competence

- ◆ Stress Navigator[®] and Organization Stress Profile[™] pinpoint stress impact on business performance

Our tools and frameworks

- ◆ Technology developed and statistically validated by two of the world's leading authorities on the organizational cost of stress, Lyle H. Miller and Alma D. Smith, Ph.D.s

Our People

- ◆ Cofounders Carolyn Krusinski, CEO, and Alma Dell Smith engaged product commercialization
- ◆ Business development and strategy consultants with Fortune 200 experience

Our Partners

- ◆ PwC Strategic Business Partner

SDI: The Products



- ◆ Personal Stress Navigator[®]
- ◆ Organization Stress Profile[™]
- ◆ Organization Stress Audit[™]
- ◆ Infrastructure Monitoring
- ◆ Employee Action Planning Workshops
- ◆ Executive Stress Awareness Coaching

SDI Overview



- ◆ An infrastructure solution requiring zero investment in hardware and software
- ◆ A single 30-minute data gathering from employees provides a major strategic organizational assessment
- ◆ Both the organization and employees learn “what’s hot, what’s not” and what targeted actions to take
- ◆ Positive business results
- ◆ Multiple executive support tools in one engagement

Next Steps



- ◆ Collect specific cost data
- ◆ Assess opportunities
- ◆ Target business results

Case Study: 150 Employees at Small Organization






- ◆ Turnover rose 40%
- ◆ Escalating health complaints and absenteeism
- ◆ Morale and productivity decreasing
- ◆ Variation in performance due to seasonal layoffs and frequent reorganizations

Our Results

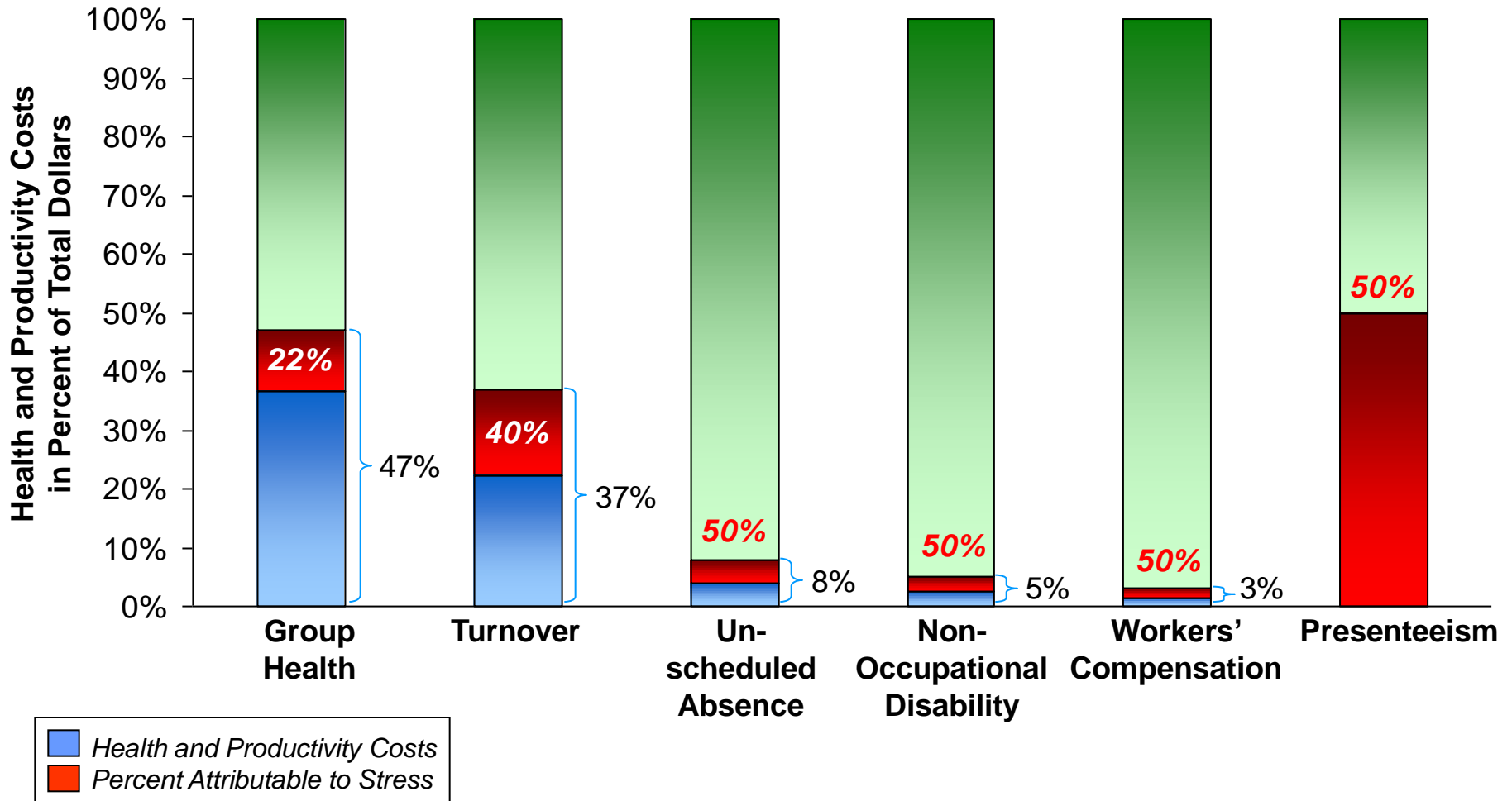


Cost:
Investment
less than
\$90,000


In 9 months:

- ◆ Turnover  \$390,000
- ◆ Health Complaints and Absenteeism  \$100,000
- ◆ Morale due to Work Process and Management Restructuring 

The Organizational Costs of Stress



**End of
Document**



To learn more about Transpective's use of the SDI research and assessments please contact Bob Elliott at:

Phone - 603.772.6310

Email – belliot@transpective.com

Web site – www.transpective.com

T R A N S  P E C T I  V E