

# Talent Watch Benchmark

## An Organisational Development Initiative

Talent Watch Benchmark (TWB) utilises the WRDI® - a workforce alignment and retention diagnostic survey tool. It is based on a research validated model of the psychological contract (or employer / employee relationship).

The WRDI® diagnoses the health and consequences of the relationship, from the employee's perspective (see model below).

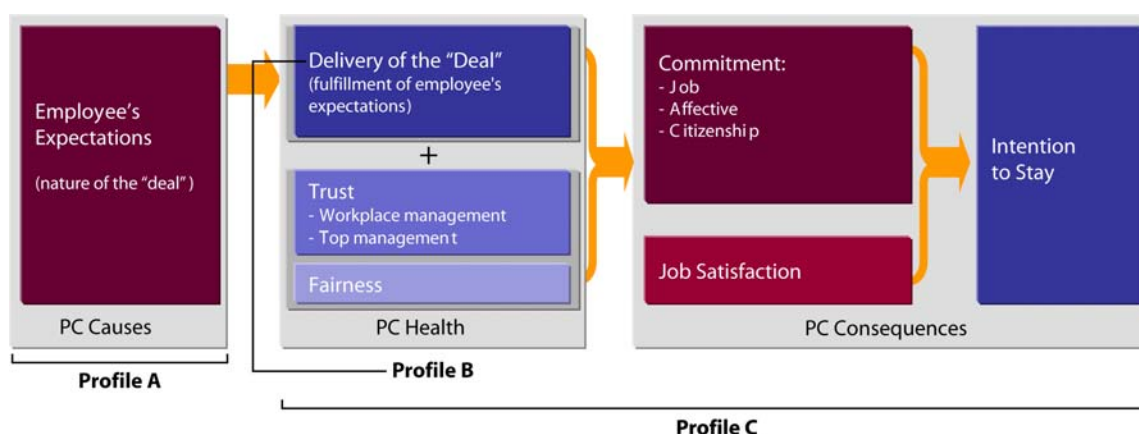
The Organisational Development (OD) Report, which is generated from aggregated WRDI® findings, produces profiles which enable the analysis of any workforce segmentation distress. For example, the OD report:

- Identifies the "deal" or the expectations of employees from their perspective (Profile A);
- The extent to which the "deal" has been delivered (Profile B);
- The health of the Psychological Contract (Profile C), which also includes measures of trust and fairness; and
- The consequences of the Psychological Contract (Profile C), which includes:
  - commitment (job, citizenship and affective)
  - job satisfaction; and
  - intention to stay.

TWB findings then provide the basis for targeted interventions to address misalignment and/or retention risk. Because of the diagnostic properties of the instrument, these interventions have predictable outcomes.

*Note:*

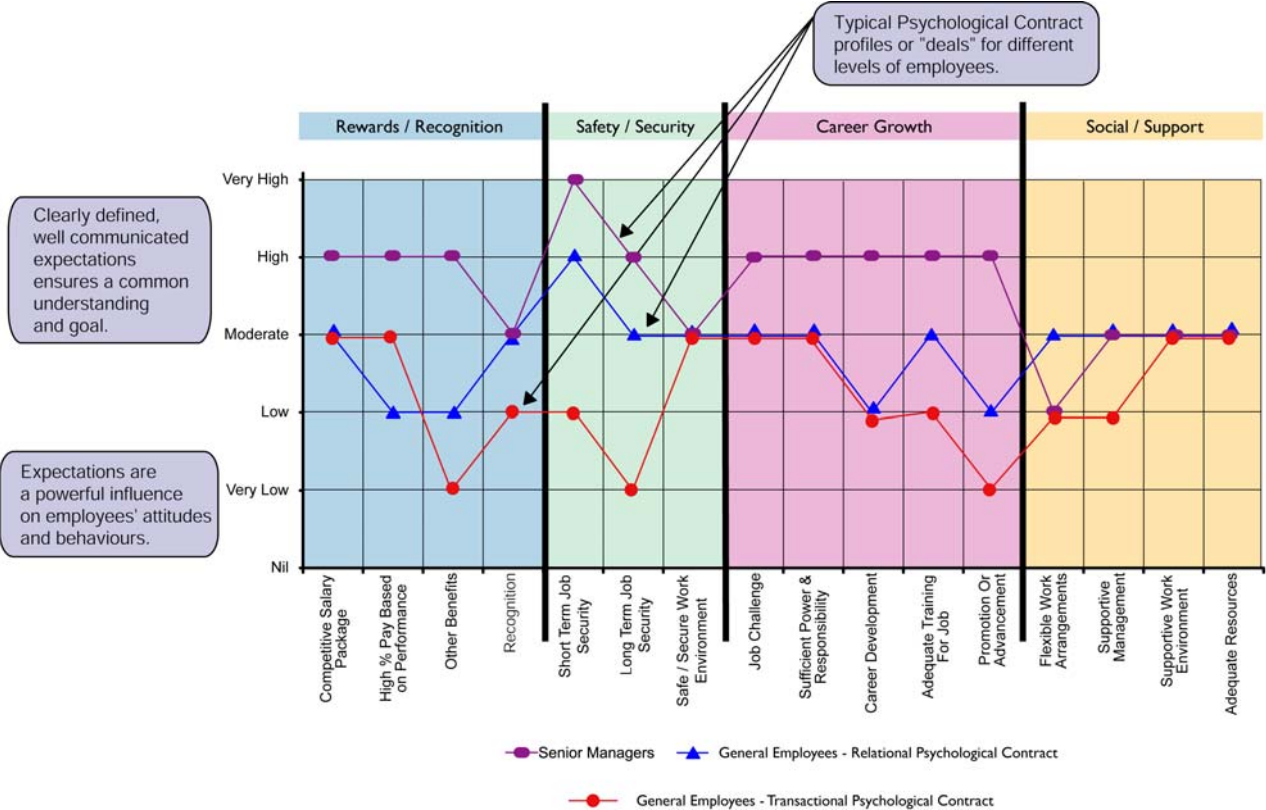
1. *The "deal" includes both tangibles (e.g., pay) and intangibles (e.g., support).*
2. *Affective commitment = emotional attachment or engagement.*
3. *Intention to stay is the main predictor of turnover / retention.*



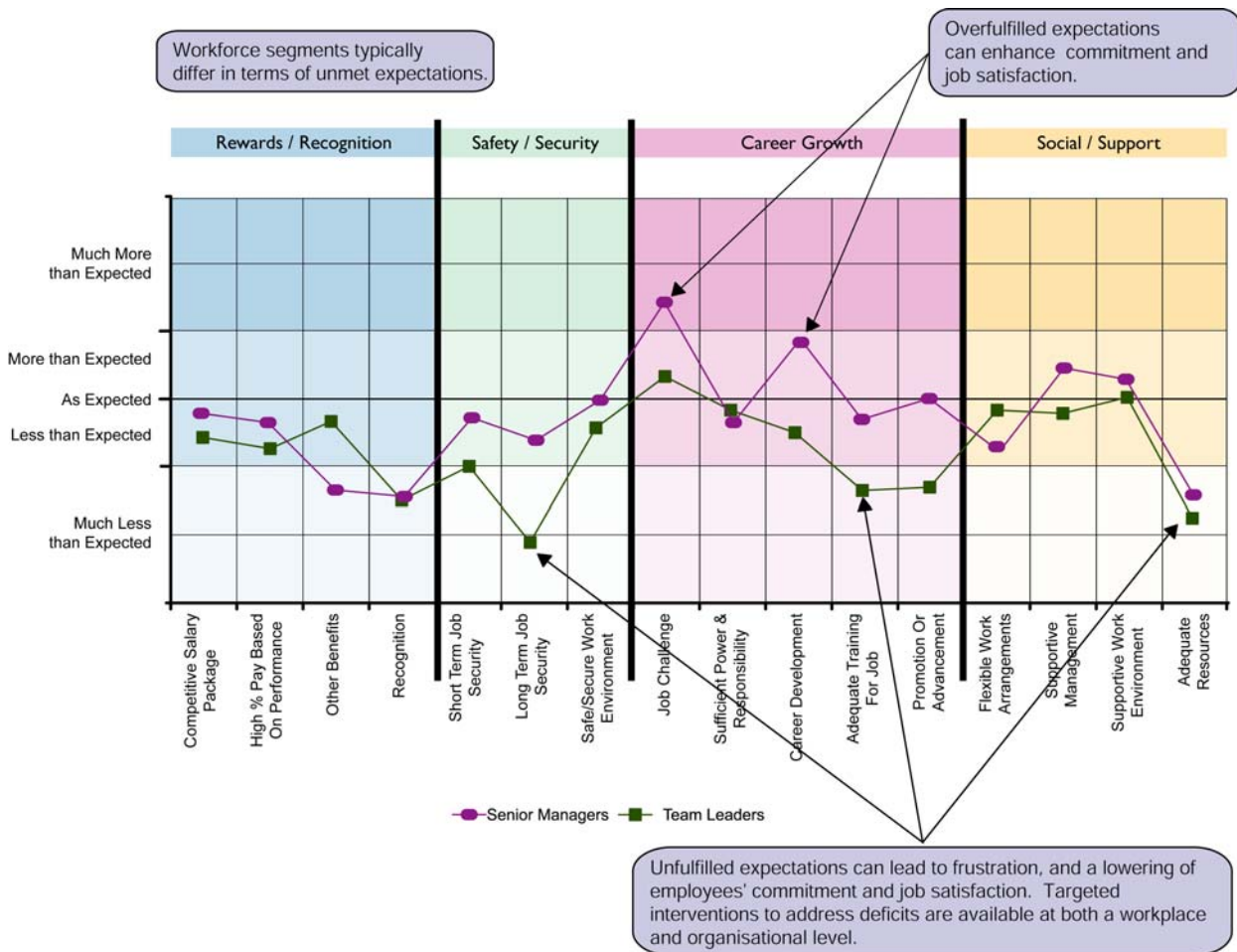
**Talent Watch Benchmark using the WRDI® is  
"The next generation in workforce diagnostics"**

# Profiles A and B

**Extent of Employees' Expectations**  
Profile A: Typical Psychological Control Profiles ("Deals")

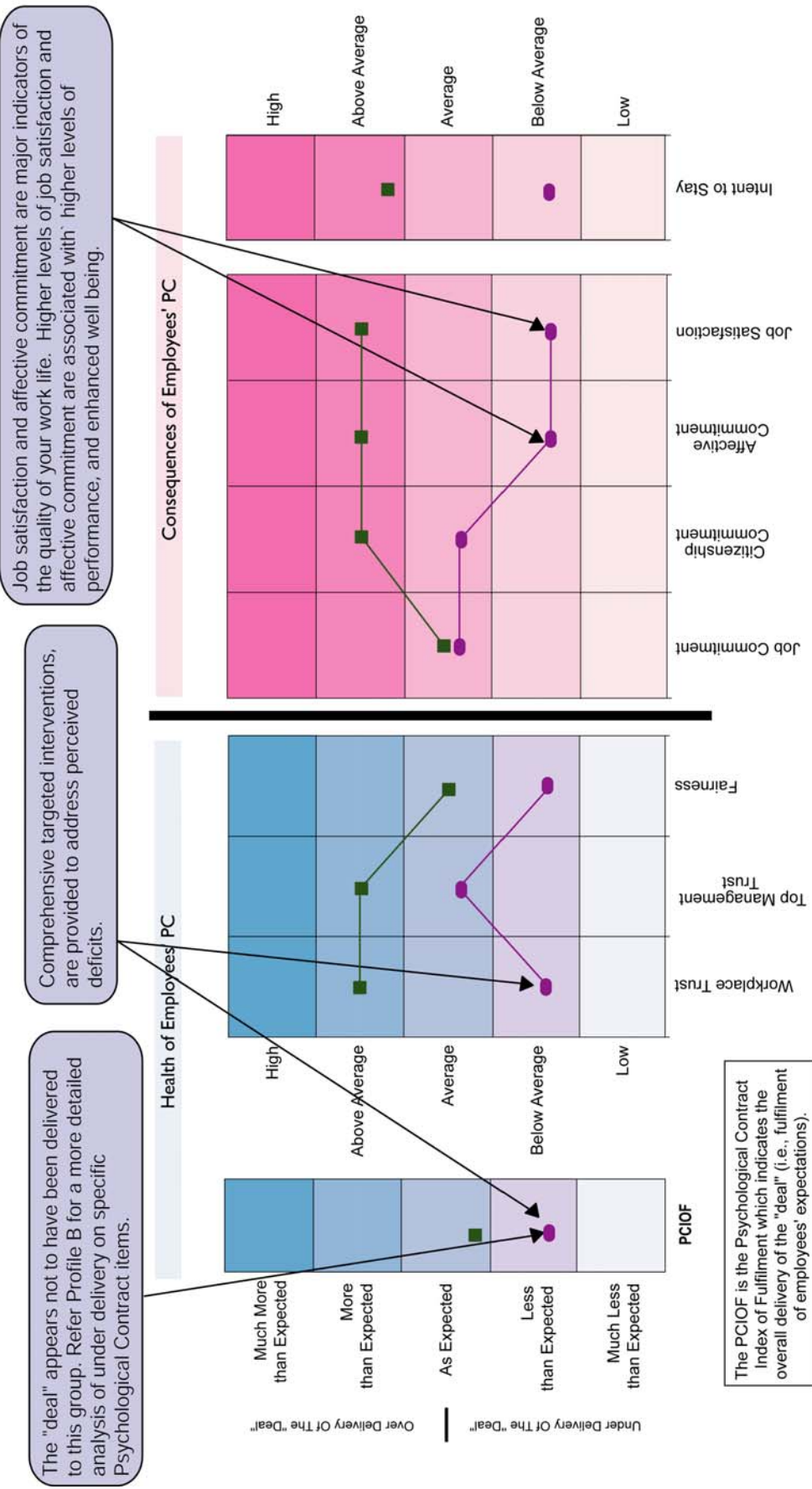


**Weighted Fulfilment of Employees' Expectations**  
Profile B: The Delivery of the "Deal"



# Profile C

## The Psychological Contract and Consequences of Employees' Psychological Contact



Job satisfaction and affective commitment are major indicators of the quality of your work life. Higher levels of job satisfaction and affective commitment are associated with higher levels of performance, and enhanced well being.

Comprehensive targeted interventions, are provided to address perceived deficits.

The "deal" appears not to have been delivered to this group. Refer Profile B for a more detailed analysis of under delivery on specific Psychological Contract items.

The PCIOF is the Psychological Contract Index of Fulfillment which indicates the overall delivery of the "deal" (i.e., fulfillment of employees' expectations).

An "unhealthy" psychological contract can lead to a lowering of affective commitment and job satisfaction, and thus weaken employees' intention to stay with the organisation.