## **CGP WORKPLACE OUTCOME SUITE**

General Instructions: Below is a series of statements that refer to aspects of your work and life experience that may be affected by the personal problems you want to address at the EAP during the past 30 days. Please read each item carefully and answer as accurately as you can.

|                       |                   | ns for items 1-5.<br>port for the period of the past thirty (30) days the total number of hours your personal problems:   |                   |                      | UMBEI<br>HOUF |                   |                   |
|-----------------------|-------------------|---|-------------------|----------------------|---------------|-------------------|-------------------|
| ABSENTEEISM           | 1.                | Caused you to miss work altogether.   |                   |                      |               |                   |                   |
|                       | 2.                | Made you late for work.   |                   |                      |               |                   |                   |
|                       | 3.                | Caused you to take off early.   |                   |                      |               |                   |                   |
|                       | 4.                | Pulled you away from your normal work location.   |                   |                      |               |                   |                   |
|                       | 5.                | Required you to be on the phone, e-mail or internet while at work.  |                   |                      |               |                   |                   |
| The                   | e follov<br>degre | ns for items 6-25.<br>wing statements reflect what you may do or feel on the job or at home. Please indicate<br>he to which you agree with each of the statements for the past thirty (30) days.<br>-5 response key to the right. | STRONGLY DISAGREE | SOMEWHAT<br>DISAGREE | NEUTRAL       | SOMEWHAT<br>AGREE | STRONGLY<br>AGREE |
| PRESENTEEISM          | 6.                | I had a hard time doing my work because of my personal problems.  | 1                 | 2                    | 3             | 4                 | (5)               |
|                       | 7.                | My personal problems kept me from concentrating on my work.   | 1                 | 2                    | 3             | 4                 | 5                 |
|                       | 8.                | Because of my personal problems I was not able to enjoy my work.  | 1                 | 2                    | 3             | 4                 | 5                 |
|                       | 9.                | My personal problems made me worry about completing my tasks.   | 1                 | 2                    | 3             | 4                 | 5                 |
|                       | 10.               | I could not do my job well because of my personal problems.   | 1                 | 2                    | 3             | 4                 | 5                 |
| WORK<br>ENGAGEMENT S  | 11.               | I feel stimulated by my work.   | 1                 | 2                    | 3             | 4                 | 5                 |
|                       | 12.               | I often think about work on my way to the work site.  | 1                 | 2                    | 3             | 4                 | 5                 |
|                       | 13.               | I feel passionate about my job.   | 1                 | 2                    | 3             | 4                 | 5                 |
|                       | 14.               | I am often eager to get to the work site to start the day.  | 1                 | 2                    | 3             | 4                 | 5                 |
|                       | 15.               | I often find myself thinking about my work at home.   | 1                 | 2                    | 3             | 4                 | 5                 |
|                       |                   |   |                   |                      |               |                   |                   |
|                       | 16.               | My life is nearly perfect.  | 1                 | 2                    | 3             | 4                 | 5                 |
| L<br>ATIS             | 17.               | I am not very satisfied with my life as a whole.  | 1                 | 2                    | 3             | 4                 | 5                 |
| LIFE                  | 18.               | So far, my life seems to be going very well.  | 1                 | 2                    | 3             | 4                 | 5                 |
|                       | 19.               | There isn't anything about my life that I would change if I could.  | 1                 | 2                    | 3             | 4                 | 5                 |
|                       | 20.               | I am very disappointed about the way my life has turned out.  | 1                 | 2                    | 3             | 4                 | 5                 |
| WORKPLACE<br>DISTRESS | 21.               | I often feel anxious at work.   | 1                 | 2                    | 3             | 4                 | 5                 |
|                       | 22.               | Thinking about being at work makes me upset.  | 1                 | 2                    | 3             | 4                 | 5                 |
|                       | 23.               | I am unhappy most of the time at work.  | 1                 | 2                    | 3             | 4                 | 5                 |
|                       | 24.               | I dread going into work.  | 1                 | 2                    | 3             | 4                 | 5                 |
|                       | 25.               | I can't wait to get away from work.   | 1                 | 2                    | 3             | 4                 | 5                 |
|                       |                   |   |                   |                      |               | ut Global F       |                   |



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## How does your EAP measure effectiveness?

Although many EAPs define "effectiveness" as obtaining positive outcomes in the workplace, many struggle with being able to credibly demonstrate the end result of their interventions. The task of finding a measure that is workplace focused, valid, short, and able to detect change, along with the difficultly of designing an evaluation that is manageable and inexpensive, has been burdensome for many EAP providers.

The consequence of this burden is that many EAPs really don't know the extent to which their program and interventions improve the work performance of employees who use their service, resulting in purchasers overly focusing on the two metrics everyone knows: PRICE & UTILIZATION. As a participant in the 2010 Montreal EASNA Institute, you can now address this problem by using the **Workplace Outcome Suite (WOS).** 

This new tool, developed by Chestnut Global Partners Division of Commercial Science in collaboration with John Burke from Burke Consulting, is:

- Workplace Focused (Absenteeism, Presenteeism, Engagement, Life Satisfaction, and Work Distress)
- Short but Precise
- Scientifically Validated
- Easy to Administer as a Pre/Post Measure
- Able to Detect Change (when it exists)
- Available FREE

The only requirement is to sign a short License Agreement (also enclosed). If questions, please contact:

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Dr. Lennox is a research psychologist specializing in psychometrics and measurement and has served as a Principal Investigator on numerous federally funded studies in the United States. He has published over 50 articles in peer reviewed journals and scientific publications. He also created the Workplace Outcome Suite, a scientifically based outcome tool designed to help EAPs measure the workplace effects of their interventions.

Dr. Lennox currently provides outcome evaluations and analytical methodologies for service providers, commercial entities, and federally funded research projects.



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