20/20
Insight GOLD

A Tool That Solves
All Your Feedback Needs

Comprehensive

Customizable

Cost-Effective

The REALITY
People need feedback.

Most people don't see themselves as others see them. They have "blind spots." That's why they often don't understand the impact their actions have on others.

They may be the only ones who don't know they're causing problems! Feedback is essential for them to improve their performance.

The CHALLENGE
People rarely give and receive feedback.

Most people don't know how to affirm each other's strengths, and they find it uncomfortable to confront each other directly about performance issues. They often find it easier to talk about issues with someone else, so the individual who needs the feedback never hears it.

The ANSWER
Use a tool that makes it easy to give feedback.

20/20 Insight GOLD gives you an efficient, confidential and anonymous way for people to give feedback to each other.

If you can use MS Word®, you can use this program. It's that easy. To help you get up-to-speed quickly, you have access 24/7 to online training videos and extensive online Help.

The following pages explain why this software can be the only tool you need when you want to gather input about an individual, a team or an entire organization.

It's COMPREHENSIVE: A Total Feedback System

20/20 Insight GOLD provides a unique combination of resources you won't find in any other feedback system. Save time and money by investing in a single package with all support materials included.

Client-side software for administrators

Install the software on your PC, laptop or network where *you control the security of your data*. Manage multiple surveys simultaneously and aggregate report data from as many surveys as you'd like.

Cloud-based questionnaires

Distribute surveys to respondents using your private account on our secure server. Later, when you've downloaded responses with a single click, delete the survey from the web, ensuring the security of your data.

Training-on-Demand

Learning how to use *20/20 Insight GOLD* couldn't be easier! You have 24/7 access to all of the how-to videos. Each one shows you how to use a specific part in the program. Expert-level techniques are also offered for power users.

20/20 PowerUser

This online resource is for those who will serve as facilitators. You'll find case studies and articles, along with scripts and slides for conducting participant workshops.

You'll also learn about best practices with 360-degree feedback, so you ask the right questions up-front and implement successful feedback projects.

"We purchased 20/20 Insight to create a customized assessment for a new management development program. The software is easy to use and the training center has quick videos that walk you through the various features. The live support as a first-time user was incredible and helped me to get my project done quickly and correctly. I recommend 20/20 Insight as a product and definitely recommend PSS for the support they provide to make sure you can get the best out of the software." — Amy Dinning, ARRIS

Massive Survey Library

Our extensive Survey Library contains **more than 1,200 survey items**. Select or edit the ones that fit your requirements, or add your own survey items.

Each of the 300 items related to leadership skills includes developmental recommendations and resources for improving in that area.

A few of the library's standard surveys:

For Individuals	**For Teams and Organizations**
Executive Leadership	Employee Engagement
Team Leadership	Team Effectiveness
Personal Leadership	Customer Satisfaction

Impressive Reporting Capabilities

Our reports are easy to read and straightforward, giving you the data you need without unnecessary complexity.

You can generate dozens of powerful reports with *20/20 Insight GOLD's* reporting engine.

- ✓ Select from dozens of report templates.

- ✓ Print reports to a PDF file or a hard copy, with option to email the PDF directly to subjects.

- ✓ Compare scores from earlier assessments with current ones to measure improvements in performance.

- ✓ Combine data from multiple surveys to produce summary data for the entire organization.

- ✓ Export data to other programs for additional analysis and displays.

"We've been using 20/20 Insight as a component of our leadership development program since 1996. Our managers often tell us the feedback opens their eyes to their 'blind spots.' They can more easily identify and improve the skills necessary for leadership effectiveness and advancement. I recommend 20/20 Insight to any organization looking to take their leadership program to the next level."
— Nancy Outlaw, Henrico County, Virginia

It's CUSTOMIZABLE: A Versatile Survey Tool

With the software's unique customization capabilities, you can set up surveys to collect virtually any type of feedback about the performance of an individual, a team or the entire organization.

You can tailor almost *any* aspect of a feedback project, such as:

- ✓ **Questions**. Include scaled items with or without comments and open-ended questions.

- ✓ **Respondent (Perspective) types**. Use standard relationships such as Manager, Peer, Direct Report...or create your own.

- ✓ **Scales**. Vary the type (agreement, satisfaction, etc.), length and descriptors.

- ✓ **Reports**. Create detailed reports for individuals and summary reports for executives.

The types of surveys you create are limited only by your imagination! Just a few examples...

- ✓ **Needs assessment**. Study performance data to decide where to invest for development programs.

- ✓ **Measuring performance improvement**. Use before and after training to determine if the skills taught in class transfer to improved performance.

- ✓ **Leadership development**. Diagnose skill strengths and areas for development.

- ✓ **Individual skill development**. Have team members give each other feedback about their team interaction skills.

- ✓ **Team development**. Assess team issues by collecting input from a variety of stakeholders.

- ✓ **Employee engagement surveys**. Collect information about your organization's vision, values, structure, communication and management support.

- ✓ **Customer satisfaction surveys**. Get feedback from customers to find out what you need to keep doing or change to create loyal customers.

"I've used 20/20 Insight to facilitate dozens of 360 assessments, and the system is extremely user friendly. When confronted with an obstacle, PSS tech support is accessible and always helpful in solving the issue at hand. I highly recommend 20/20 Insight."
— Melissa Ann Auter, Florida Department of Health

It's COST-EFFECTIVE: A Very Economical Investment

You'll get excellent value for the money you invest.

All these benefits are included in the package price:

- ✓ Administration Software to set up an unlimited number of surveys

- ✓ Administrator training via Training-on-Demand videos (24/7 access)

- ✓ 20/20 PowerUser with comprehensive resources for the facilitator and HR professionals

- ✓ Free software upgrades

- ✓ Free technical support on an 800 number

- ✓ Outstanding service

- ✓ Complete online Help system

- ✓ On-site self-customization

- ✓ Reports at the individual, project or organization level

"The customer support is incredible! There's no working through an interactive voice response system. I get a real person who is knowledgeable, patient, and a great communicator." — Celeste Garcia, Vision Consulting, LLC

For a product tour and pricing information, contact:

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