



BRIDGES

360 Feedback Summary Report

Prepared for
Mind Shift
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How would you describe your relationship with Mind Shift?

Mind Shift matches roles to specialists' abilities, leading to a low turnover rate.

Select Interview Quotes:

- A lot of the work here is really repetitive. We have a hard time holding people in these roles because they are repetitive and entry level. A lot of people move on quickly and don't want to stay. Through Mind Shift, we've found people interested in that type of work and have found great employees.
- With Mind Shift, we have seen less turn over and higher quality work, and also more communication with employees and a generally better atmosphere. There are never any complaints or issues with our Mind Shift employees, and everyone who has come in has done really well.
- The atmosphere is totally different than when we used to bring in contractors. With contractors, you never know what you're going to get, but with Mind Shift, I know it will be someone great.

What is the best part of the experience and partnership?

Specialists help relieve stress and pressure from other managers and workers.

Select Interview Quotes:

- Our specialists - I work the most with them, and, to me, it is taking a burden off of me to help me to stay strategic, and they take the load off of me. They run reports and data for me and test applications.
- They have done a great job of taking the stress for a large organization and have made that part easy, no issues for barrier to entry.
- [The specialist] provided tech support. He does data mining. He is taking what three or four people did before, and hated, and he now works with our CFO on a daily basis. We have him scouring the network. A lot of detail oriented stuff. Our biggest problem is finding enough to keep him busy.

Mind Shift staff is responsive and well liked.

Select Interview Quotes:

- Relationships with Tony and his team have been great. They are in the office to make sure their employees have what they need, and they are forthcoming with offers to help – basic things or even more specific things. They have gone above and beyond to make sure the partnerships are solid.
- Our specialist has been great in asking questions and providing services. The team at Mind Shift with Tony has been great. It is a personal relationship, and it has been easy to invest.
- The predictability of quality work and the relationship I've had with the company. Tony is great. They are very responsive and communicative.

How could the experience and partnership be better?

Some of Mind Shift's inner workings are not transparent.

Select Interview Quotes:

- Haven't put a lot of thought into it. The only question that comes up for me is regarding the accounts payable compared to standard employment agreement. When we work with other agencies, the process for those candidates working through the agency and eventually becoming fully employed by us is very clear. With Mind Shift, I don't have

much clarity on that process. I would like to hire their candidates on but do not know of any process to do that.

- Need greater clarity on the employment agreement and how that can evolve.

Did the onboarding and training of your specialist(s) happen as you expected?

Onboarding and training was seamless and effective.

Select Interview Quotes:

- The team at Mind Shift was great to work with, and Tony gave us an exercise as to how most people interact with each other, and that helped me translate it.
- Yes. A rep will come in with the employee and help get started on the first day. Appreciate the selection process that employees are hand picked for the role. Everyone catches on really quick.
- Yes. Margie was our liaison. She spent just the right amount of time making sure we didn't overwhelm Forest. It went perfect.
- I believe it did.

When you have a question or need support from Mind Shift, are your needs addressed in a timely manner?

Mind Shift is responsive and timely.

Select Interview Quotes:

- Yes. I ask questions, and they are responded to immediately. Emails, calls or texts are extremely responsive. We let them down with communication. By the way, they have never given us feedback on our response times.
- Yes, always.
- Oh, for sure.
- Great communication. I know that everybody there is really busy. They are a very small office supporting a lot of people, but they are very responsive, and I haven't had any issues.

How satisfied are you as a client partner? (very satisfied, satisfied, not satisfied)

Partners are very satisfied with Mind Shift.

Select Interview Quotes:

- Very satisfied, based on the ease of the relationship.
- Very satisfied.
- Very satisfied. Without a doubt, we are happy to advocate on their behalf.
- Very satisfied. We are very satisfied with the partnership.
- Very satisfied! The good working relationship, how great the specialists have been, great transition and great work.

Are you interested in adding more specialists in the next 12 months?

If capacity allows, partners would like to add more specialists to their teams.

Select Interview Quotes:

- I think at this point, it is more of a matter of capacity instead of interest. We have a couple positions that line up well for them.
- Yes, I think so, and we are identifying roles that could be served currently.
- Yes, and we will if/when there is turnover and roles open up.
- Part of it for me is that we have a multi-year program, so the more tasks we can pick up for the specialists, the more demand we will have for their help. We are very new to the program, so it is hard to say. I will have more on specifics; we will have a great blueprint when we are ready to expand the programs.

Would you endorse or refer a colleague or friend to Mind Shift?

Partners unanimously endorse Mind Shift.

Select Interview Quotes:

- Absolutely. I do currently through HR colleagues.
- Yes, and I have recommended them to others.
- Yes, absolutely.
- Absolutely, and I have recommended Mind Shift to many others.

Do you have anything else you would like to add?

Mind Shift should engage in more sophisticated marketing tactics.

Select Interview Quotes:

- From Mind Shift, I would like to know how they are marketing, so I can help spread the word. More on the marketing strategy. Part of it is I am curious about how they get the word out that they are open and how they leverage job sites, billboards, social media. Are there events? What is their plan?
- I would push further, and I would say at some point, they need to be less conservative with their marketing. They have a great cause and could get bigger and better with their events and partnerships. I would love to see their presence grow.
- Information technology forums would be a good place for them to market and a huge PR potential presence for them. Two years ago they got a 5k donation from the IT council, and I think there could be more vertical in that market.
- They need to create a forum to market their success. Marketing would eat this up. Mind Shift should meet with marketing people.

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