

An overhead, top-down view of a meeting table. Several people are seated around the table, their heads and shoulders visible. The table is made of light-colored wood. The floor is tiled with large, light-colored square tiles. The lighting is soft and even.

# Qi Index

*Measure the quality of your interaction.*

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Never has it been so important to be able to innovate and adapt. Our organisations and teams need to be both agile and resilient; not just to be able to survive but to be able to flourish in this changing world. The Qi Index maps the patterns of interaction within the organisation that are needed to create a working environment that supports adaptability - an environment in which we can take full advantage of the challenges and opportunities we face to generate value for customers and clients.

## The Qi Index in short

The Quality of Interaction Index, developed by Alison Reynolds and David Lewis, is an assessment tool that provides insight into the human side of change. The Qi Index maps out organisational strengths and weaknesses in terms of how people interact and how it impacts performance.



The Qi Index identifies the behaviours that need to be strengthened and let go if we are to make the best use of the diverse talents and perspectives of our people. The Qi Index does this by focusing on the behaviours that enhance psychological safety and cognitive diversity within the organisation in order to facilitate a generative environment.

## The Qi Index in practice

The Qi Index is widely used in many organisations across the world. The insights provided by the Qi Index help people work together and build consensus around the generative and non-generative behaviours that directly impact performance and strategy execution. The Qi Index is the start of a dialogue to create a team and organisational environment that supports high-performance through the way in which we interact. The tool also provides insight into:



The strategic challenges of growth from  
a human perspective;

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The manner in which psychological safety and cognitive  
diversity manifest themselves within the team  
or organisation;



Suboptimal team performance and how to improve this by optimising team dynamics and personal growth mindsets;

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Measuring improvements in the quality of interaction to support growth;

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Connecting strategy execution to a clear framework that everyone within the organisation can understand and act on.



# The Qi Index for teams

*Identifying interaction patterns for performance*

The Qi Index is an optimal assessment tool for teams because it inventories the interaction patterns within teams to map where and how they can be improved: with the ultimate goal of optimising both individual and team performance and creating better cooperation between team members. When team members can interact in such a way that they know each other's strengths and can respond to them effectively, we see improvement in the execution of the strategic team goals and the overall team performance.



# The Qi Index for organisations

*Facilitating culture change for growth*

The Qi Index is also an ideal assessment tool to use within organisations because it maps out which behaviours within the organisation have a generative nature and how cognitively diverse the organisation really is: both to optimise overall performance. Moreover, the Qi Index contributes to the creation of a working environment in which people feel comfortable enough to fully express themselves, which increases psychological safety and creates an inclusive culture.



## What does it mean for our organisation and its people?

The Qi assessment is facilitated by certified practitioners who provide clear insight into the impact of strategic choices on the human side of the organisation and how to develop an environment in which generative behaviour is encouraged.

The Qi Index maps out the different behaviours within different business units and how they can be responded to effectively and collectively in order to implement the organisational strategy and achieve the set objectives.





# The QI Index and other Human Insight tools

## **AEM-Cube®**

What do individuals naturally contribute to when it comes to organisational growth and change? How do we connect these natural contributions to strategy execution?

## **Growth-Curve**

Where are we currently as a team and organisation? What challenges come our way? What must be overcome in order to keep growing?

## **ACT-Cube®**

To what part of the Growth Curve do different business units contribute, do they optimally align with our current strategic objectives, and do they contribute in a consistent, reliable way?

## **RPA-Cube**

Are the result areas in the organisation aligned with the strategic priorities of the organisation and are people able to execute them?



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