



Net promoter score = % promoters - % detractors

Detractors – those of us who are dissatisfied with their experience in PD Training at the time of the survey.

Fence Sitters – those of us who are passively satisfied, however not overjoyed with their experience in PD Training at the time of the survey.

Promoters – those of us who believe their lives have been enriched by their experience in PD Training at the time of the survey.

To calculate the net promoter score the % of detractors is subtracted by the % of promoters to determine a raw number score. Fence sitters are removed from the equation because they neither promote nor detract.

Percentage of Employees who undertook the survey

100%

I would recommend [org. name] as a place to work to my friends

Rating Given

	1	2	3	4	5	6	7	8	9	10	Grand
Total	0	0	0	1	1	2	0	0	1	4	9

NPS Score:
11

Comments were as follows:

What could we do to make this number higher for you?

- Continue to work at changing the culture so that people feel respected in their roles

I feel appreciated at [org. name]

Rating Given

	1	2	3	4	5	6	7	8	9	10	Grand
Total	0	0	0	0	3	0	0	0	5	1	9

NPS Score:
33

Comments were as follows:

What could we do to make this number higher for you?

- Continue acknowledging the work put in by staff to make things happen.

I feel driven to help our clients and our team to achieve our goals.

Rating Given

	1	2	3	4	5	6	7	8	9	10	Grand
Total	0	0	0	1	0	0	1	0	2	5	9

NPS Score:
67

Comments were as follows:

What could we do to make this number higher for you?

- I get tired of working hard to help clients but the tools and processes change without consultations or being trialed properly before being released