

Ripple Analytics Inc. User Guide



Version 1

October 12, 2016

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Overview of Ripple: The Basics

Ripple's platform enables you to fearlessly give and receive on-going, consistent, honest and constructive feedback to your co-workers. Genuine feedback provides you with valuable insight as to how you are perceived by the people you interact with in the workplace. Equipped with this knowledge, you can better leverage certain skills you have and improve in areas where you may not be as strong.

Ripple gathers feedback through **Reflection Surveys™** completed regularly by all employees assigned to give you feedback. The complete survey set consists of a total of fifty (50) questions that are grouped into five behavioral characteristic categories: Curiosity, Conscientiousness, Cooperation, Commitment and Consistency. An example of a survey:

RIPPLE
Dashboard
Give Feedback
Invite Feedback
Daryl's Account
Sign Out

Daryl, you are completing a Ripple Reflection Survey for

Noel Nagbody
demo+manager@ripplecrew.com

Noel seeks new opportunities to improve our business.

never 1	rarely 2	sometimes 3	often 4	always 5
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Noel sets high personal standards.

never 1	rarely 2	sometimes 3	often 4	always 5
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Noel asks good questions.

never 1	rarely 2	sometimes 3	often 4	always 5
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Noel is able to compromise to arrive at solutions.

never 1	rarely 2	sometimes 3	often 4	always 5
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Noel delivers on promises.

never 1	rarely 2	sometimes 3	often 4	always 5
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☐ Also provide written comments to Noel

3 more
Next >>

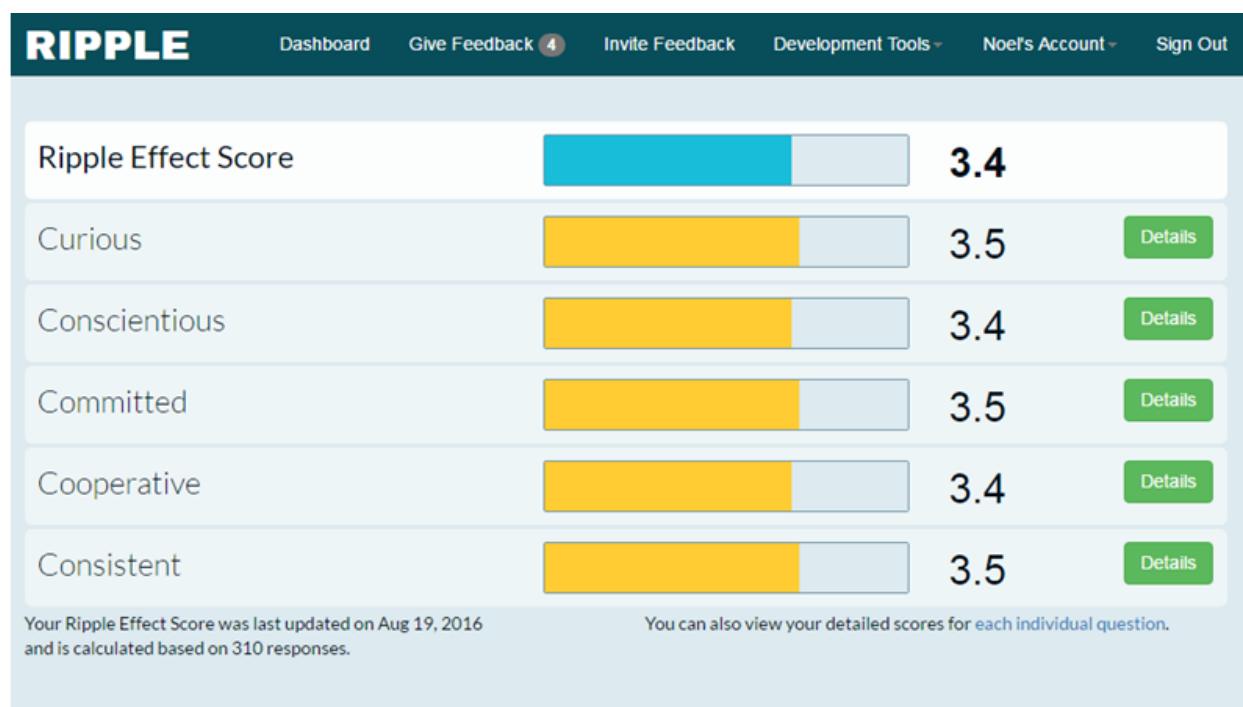
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To set an initial baseline **Ripple Effect Score™**, employees answer all 50 survey questions for the employees they are providing feedback to and complete a Self-survey (the **Self Reflection Survey™** contains the same 50 questions answered by the employee about him/herself). The data gathered through the surveys is summarized and displayed on a personal dashboard, allowing you to drill into the details of their Ripple Effect Score on an (i) overall behavioral characteristic basis and (ii) individual survey question level. In addition, Ripple provides development content from the Center for Creative Leadership™ (CCL) - a world renowned leadership development organization. Ripple has selected key development content from CCL's vast library of resources to empower you to strengthen certain personality traits, resulting in you having a more positive influence on everyone you work with. [**For more detail, see the section in this guide entitled "Reviewing Your Feedback"**]

Your dashboard will look like:



Open surveys

Surveyee (Survey Type)	Due In
Linda Shoeleather (Ripple Reflection Survey)	3 days
Daryl Boxwood (Ripple Reflection Survey)	3 days
Randy Checkbox (Ripple Reflection Survey)	3 days
Bert Ashpy (Ripple Reflection Survey)	3 days

Other Action Items

Action
Complete a Ripple Reflection Survey about yourself
Invite more feedback



New Reflection Surveys are delivered at a frequency determined by your company and your Ripple Effect Score is updated according to the results.

It cannot be understated: Ripple's platform is a completely anonymous environment designed and built to ensure that no employee will know the identity of other employees responding and completing surveys.

Background: The Ripple 5 Behavioral Characteristics

Psychologists and researchers have been formally studying the human personality for over 100 years*. Since the early 1950s, it has been widely accepted there are five core dimensions of personality (referred to as “the Big Five”). The Big Five personality traits are Openness, Conscientiousness, Extroversion, Agreeableness and Neuroticism. Numerous empirical research studies over the last 50 years have shown these five personality factors are consistently accurate across a wide variety of subjects of different ages and from different cultures.

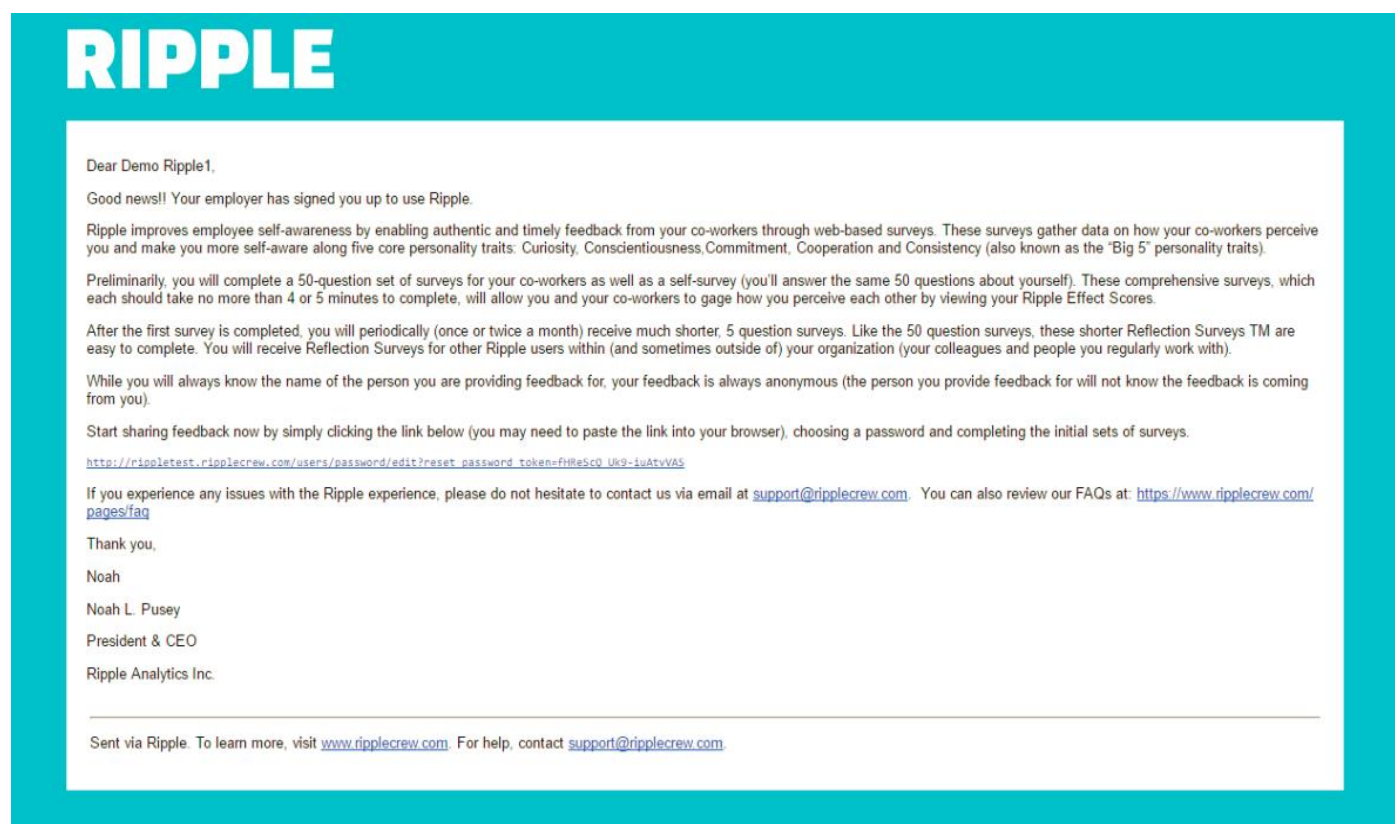
The **Ripple 5™** characteristics correlate on a one-to-one basis with the Big Five (See, Chart below). However, the Ripple 5™ have been adapted to provide a more positive, “user-friendly” experience and designed with positive workplace performance in mind. Ripple has worked with top academicians from the Industrial Psychology and Business worlds as well as leaders in management training and leadership development to create and develop a unique set of questions that tightly correlate with each behavioral characteristic. All Ripple Reflection Survey™ questions are asked from a positive perspective and all questions have been designed consistently so that answers mean the same thing on a 1-5 scale where 5 is the strongest score.

RIPPLE FIVE	DESCRIPTION	BIG FIVE
Curious	Inquisitive, Open Minded, Imaginative, Creative, Original	Openness
Conscientious	Hard Working, Persevering, Organized, Responsible, Dependable	Conscientiousness
Committed	Engaged, Sociable, Colloquial, Assertive, Outgoing	Extroversion
Cooperative	Amiable, Sympathetic, Empathetic, Personable, Tolerant, Trusting	Agreeableness
Consistent	Poised, Self-Confident, Steady, Calm Cool and Collected	Neuroticism

Getting Started

On Launch Day for your company, an introductory email will be sent to you and all employees regarding your inclusion in the Ripple experience and providing overview information about how and why Ripple works. The email will include a link to the platform as well as the list of people who will be providing feedback to.

Sample Introductory Email

A sample introductory email from Ripple Analytics Inc. The email is set against a teal background with the word "RIPPLE" in large white letters at the top left. The body of the email is white and contains the following text:

Dear Demo Ripple1,

Good news!! Your employer has signed you up to use Ripple.

Ripple improves employee self-awareness by enabling authentic and timely feedback from your co-workers through web-based surveys. These surveys gather data on how your co-workers perceive you and make you more self-aware along five core personality traits: Curiosity, Conscientiousness, Commitment, Cooperation and Consistency (also known as the "Big 5" personality traits).

Preliminarily, you will complete a 50-question set of surveys for your co-workers as well as a self-survey (you'll answer the same 50 questions about yourself). These comprehensive surveys, which each should take no more than 4 or 5 minutes to complete, will allow you and your co-workers to gauge how you perceive each other by viewing your Ripple Effect Scores.

After the first survey is completed, you will periodically (once or twice a month) receive much shorter, 5 question surveys. Like the 50 question surveys, these shorter Reflection Surveys TM are easy to complete. You will receive Reflection Surveys for other Ripple users within (and sometimes outside of) your organization (your colleagues and people you regularly work with).

While you will always know the name of the person you are providing feedback for, your feedback is always anonymous (the person you provide feedback for will not know the feedback is coming from you).

Start sharing feedback now by simply clicking the link below (you may need to paste the link into your browser), choosing a password and completing the initial sets of surveys.

http://rippletest.ripplecrew.com/users/password/edit?reset_password_token=ftH8e5CQ_Uk9-iaAtvVAS

If you experience any issues with the Ripple experience, please do not hesitate to contact us via email at support@ripplecrew.com. You can also review our FAQs at: <https://www.ripplecrew.com/pages/faq>

Thank you,

Noah

Noah L. Pusey
President & CEO
Ripple Analytics Inc.

Sent via Ripple. To learn more, visit www.ripplecrew.com. For help, contact support@ripplecrew.com

To gain access to Ripple, simply click the link provided in the introductory email and customize your password.

Choose a password

Password

Minimum eight characters, at least one uppercase, lowercase, and number

Password confirmation

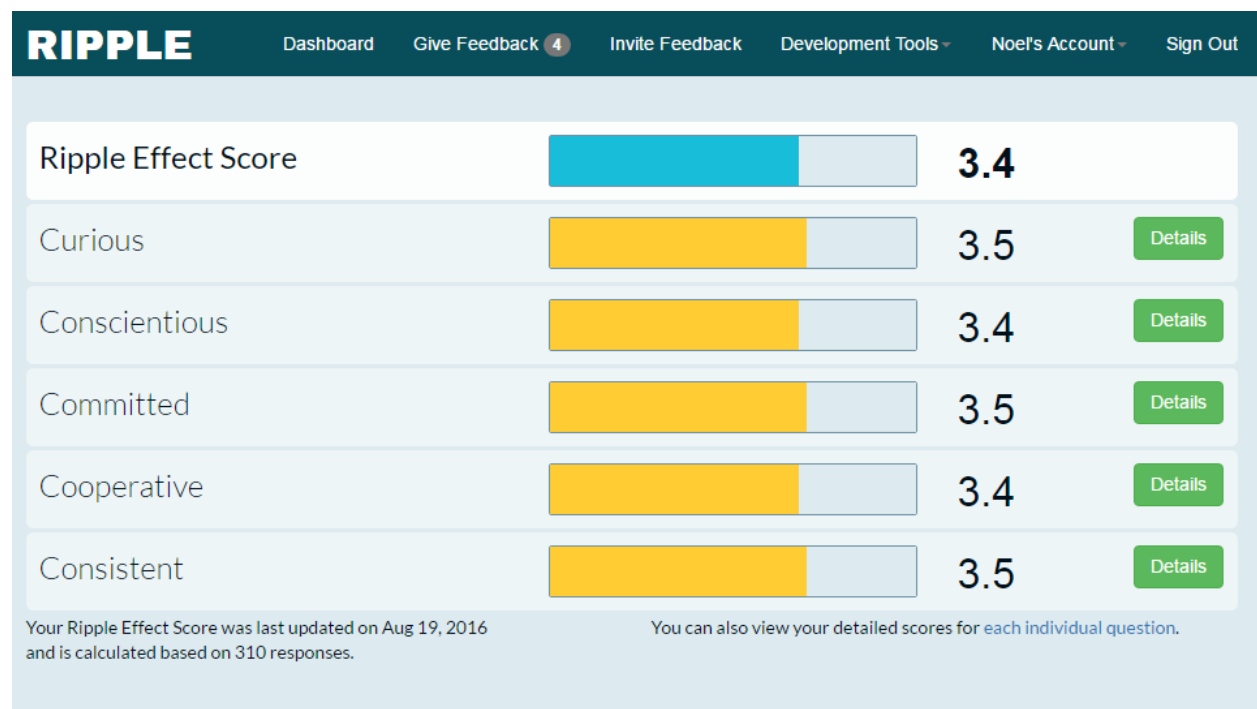
[Change my password](#)

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After customizing your password, you can log into Ripple and immediately begin completing full surveys (the Ripple 50) for your fellow employees (those on your team or that you work closely with that you have been assigned to give feedback to). In addition, you will complete your Self-survey (the same 50 questions your colleagues answer about you). As feedback is collected for you, the results will be processed and populate your individual dashboard:



The Ripple platform has been designed to provide continuous feedback so you can monitor your progress. To that end, new Reflection Surveys will be delivered at a frequency determined by your company. Unlike the initial survey, only five survey questions will be asked on subsequent surveys. Your Ripple Effect Score is updated with new results every time five (5) new Reflection Surveys are completed for you.

Reviewing Your Feedback

Each time you log into Ripple, you will see your current dashboard along with any open surveys you need to complete and Other Action Items. Your dashboard displays your **Ripple Effect Score**, which is a summary of all data collected relating to your individual behavioral characteristic scores.



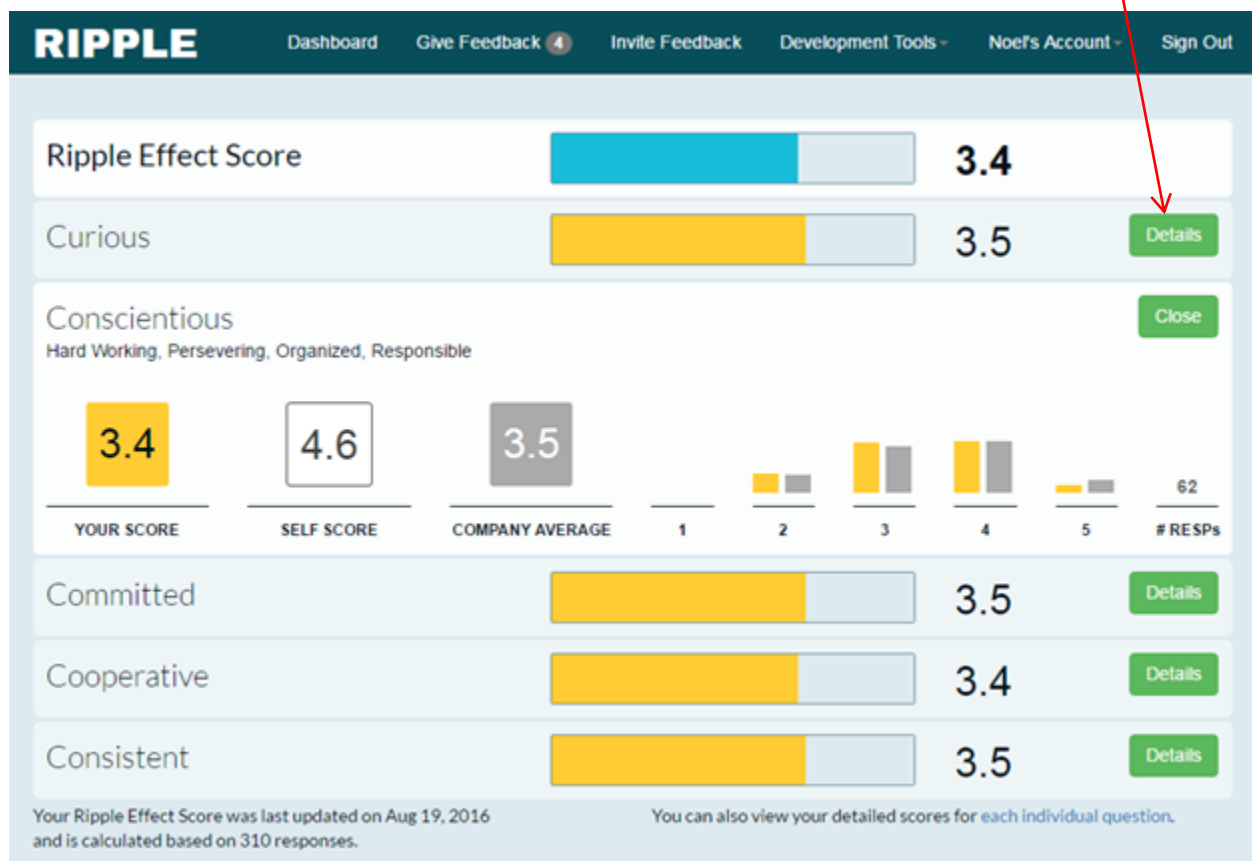
Open surveys

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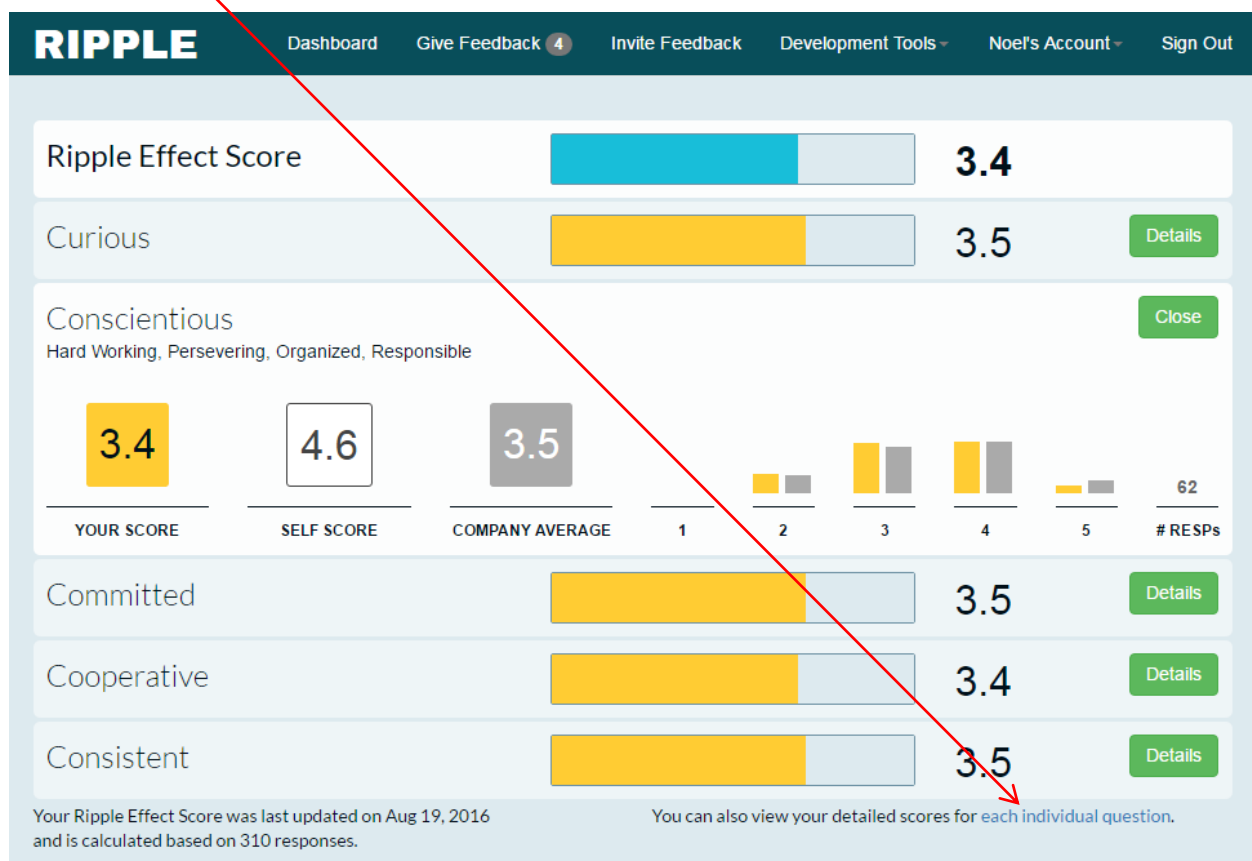
Other Action Items

Action
Complete a Ripple Reflection Survey about yourself
Invite more feedback

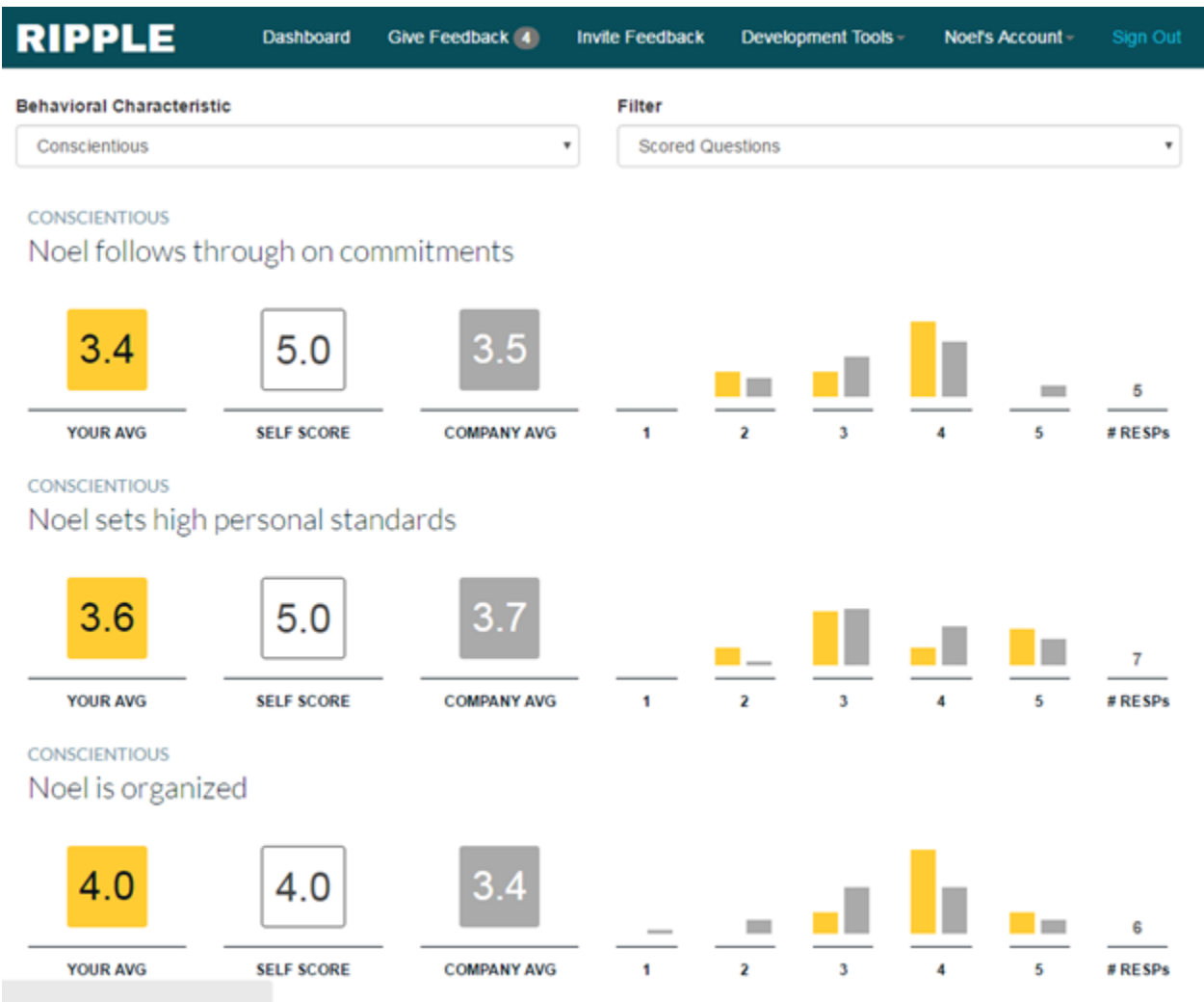
To see more detailed information in each category, simply click the green “Details” box at the right. When you do, the category will expand displaying the average score from your peers (Yellow) along with your Self Score (White) and the average score for all employees across the Company for that category (Grey). In addition, you will see a graphical distribution of your scores for all responses in this category.



If you wish to dig even deeper, you can see details by survey question by clicking the link in the lower right corner of the dashboard (underneath the dashboard) that says “each individual question”.



Once you click the individual question link you can use the drop down boxes (located at the top of the page) to filter the data based on specific personality traits (upper right hand side of the screen) or to view responses with or without comments (upper left hand of the screen).



After reviewing your Ripple Effect Score (and each of the Details of the 5 personality traits), you may identify certain personality characteristics you would like further develop. As mentioned previously, Ripple provides development content from the Center for Creative Leadership (CCL). You can access the CCL content from the drop down menu “Development Tools” at the top of the menu bar on your dashboard.



Clicking on each category will bring you to a page of development content specifically for each category (there is also content specifically designed to assist managers in effectively utilizing the feedback Ripple gathers). Content includes webinars, guide books, podcasts and white papers. An example of a content page (Conscientiousness) is below:

**Conscientious - Hard Working, Persevering, Organized, Responsible**

Webinars - Please be sure to hit the "View" button after hitting a webinar link!

[Accountability: Taking Ownership of Your Responsibility](#)

[Do Less and Accomplish More...Now!](#)

[The Potential and Challenges of Consensus Decision Making](#)

Guide Books

[Accountability](#)

[Changing Yourself and Your Reputation](#)

[Influence](#)

Podcasts

[Building Character](#)

[Myths of Effective Decision Making](#)

[The Myth of Elegant Reasoning](#)

White Papers

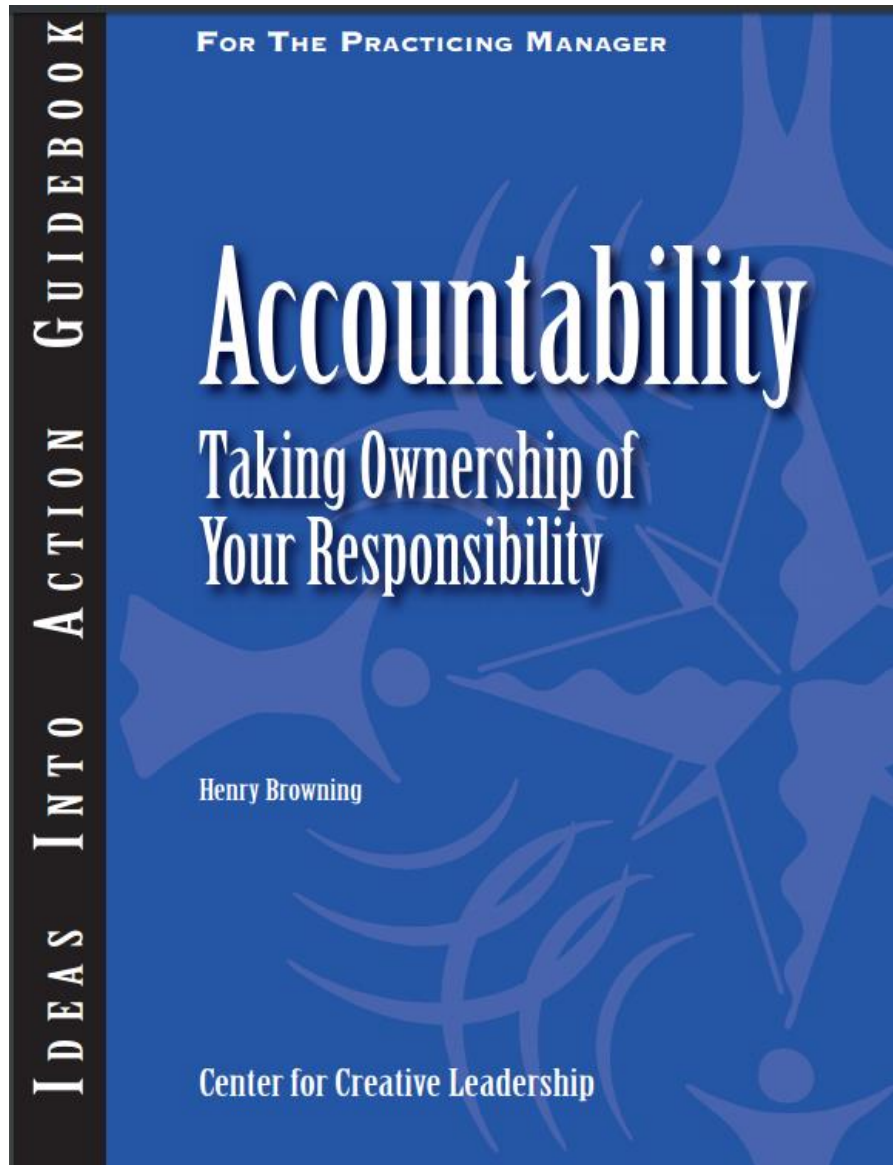
[The Irony of Integrity](#)

Leadership in Action Articles

[Creating Master Decision Makers](#)

[Good Choices](#)

Each piece of content that is displayed is a direct link to the CCL development material. One click on the link will bring you directly to the content.





Customer Service

In the event, at any point during the Ripple experience, you have any questions, comments or issues with the platform, simply email us at support@ripplecrew.com or call us at **855-499-2244**. You can also review our FAQs at <https://www.ripplecrew.com/pages/faq>.

Everyone at Ripple looks forward to working with all users to create a meaningful, effective and productive Ripple experience.

