

Helping Your Organization
Manage Well, Serve Well
& Communicate Well.

The Jackson Group

Our Mission

The Jackson Group, Inc. commits itself and its resources to “helping organizations manage well, serve well and communicate well.” Through a wide and ever-growing array of solutions for organizations like yours — including employee surveys, customer satisfaction surveys, exit surveys, and market perceptions studies — we help you understand and respond to your work environment through our Business Services division. We also have a specialized Healthcare Services division focused on helping organizations in that particular industry better serve their community.

Helping you ask the right questions, understanding the information gathered, presenting results in a user-friendly manner, and then working with you to make the necessary changes for improvement – it’s a simple, circular process that The Jackson Group has been perfecting for over thirty years.



- Timeline (details) (responsibilities) → Learning Hub (ED)
- Check sheet (details/responsibilities)
- Sample case sheet (DC)
- Sample tally (DC)
- Reference sheet (PH) → survey information
- FAQ sheet → detailed to WCS → Link to website, database, meeting, poster
- Sample letter (prior to survey) → Intro letter → (K)
- Good Health (PH) Logo (MS)

manage well



serve well

Our Company

It would be easy to say that The Jackson Group, Inc. is simply dedicated to the improvement of organizations through the use of our survey services, consulting services and multimedia services. That standard way of describing a company comes nowhere close to describing our talented people and their personal commitment to our clients.

Serving over 200 clients in over 38 states and Great Britain, The Jackson Group, Inc. continues its search for innovative ways to meet clients' needs. The company has pioneered and led the survey and consulting industry into the use of self-entry, touch screen and Web methodologies for employee and customer surveying...and the search for practical and useful applications and technologies continues today.

The Jackson Group's consultants and project managers believe in a true "partnership" with their clients – seeing their role as not just helping them collect survey data from their various populations, but to also help their clients understand the results and use them to affect change. Our motto is to "Be There First" - with ideas, suggestions, and in responding to clients' needs and questions.

We are pleased to be recognized as a leader in our field, but most importantly we are honored that many organizations have chosen to be clients of The Jackson Group, Inc. continuously since 1976.

Our Process

At The Jackson Group, Inc. we like to think of ourselves as a “Catalyst” for our clients... not only helping organizations understand how their employees and customers feel, but also how to help improve the service provided to each group. The cycle has to be complete for things to improve... and The Jackson Group is able to provide the necessary resources to create that change.

Every service we provide is designed to help you understand and respond to your environment, helping your organization get better at what they do. We work closely with your organization to develop customized services that provide useful, actionable results.

Surveys & Assessments

- » Employee & Customer Satisfaction Surveys
- » Leadership Assessments
- » Market Perception Studies
- » Exit Interviews
- » Focus Groups

Training & Development

- » Leadership Development
- » Customer Service Training
- » Team Building Facilitation
- » Process Improvement
- » Multimedia Development

PROVE



User-Friendly Reports

- » Organization and Department Level Reports
- » Simple scoring and reporting formats
- » Database comparisons
- » Online Access to Data and Results
- » Open-ended written comments

Professional Consulting

- » Consultant's Commentary
- » "Top Areas of Needed Attention"
- » Action Plan Development
- » Survey Feedback Videos
- » Communication Strategies

Healthcare Specific Services

Collecting satisfaction information from healthcare employees and consumers continues to be extremely important in today's ever-changing and competitive marketplace. The Jackson Group got its start in the healthcare field in 1976 and developed many of its core services with that industry in mind.

The Jackson Group has a division of work dedicated to the healthcare industry, providing many of the same services as the rest of the company but with a specific focus on the unique needs and requirements of hospitals, long-term care centers, and physicians' offices. The Jackson Group is also an approved vendor for the nationwide HCAHPS patient survey initiative.

Because of the extensive experience in the healthcare field, The Jackson Group can help your organization utilize various forms of survey methodologies and technologies to achieve a high response rate and make the process as efficient as possible. And once your data is in, scores can be compared to other similar organizations thanks to The Jackson Group's healthcare database – giving you true comparative results.

The staff of The Jackson Group's Healthcare division understands the industry, with several hundred survey processes under their belt. The Jackson Group can help your organization understand its various populations, and work to improve retention, commitment and customer service.



communicate well



Talk To Us

We are committed to helping you achieve your organization's goals and provide support in every step of the process. From surveying needs, to project management and consulting, The Jackson Group is the reliable expert you can count on.

Contact us today to see how we can benefit your organization.

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