



Frequently Asked Questions

Intellect Dimensions 2.0

Introduction to Intellect Dimensions 2.0

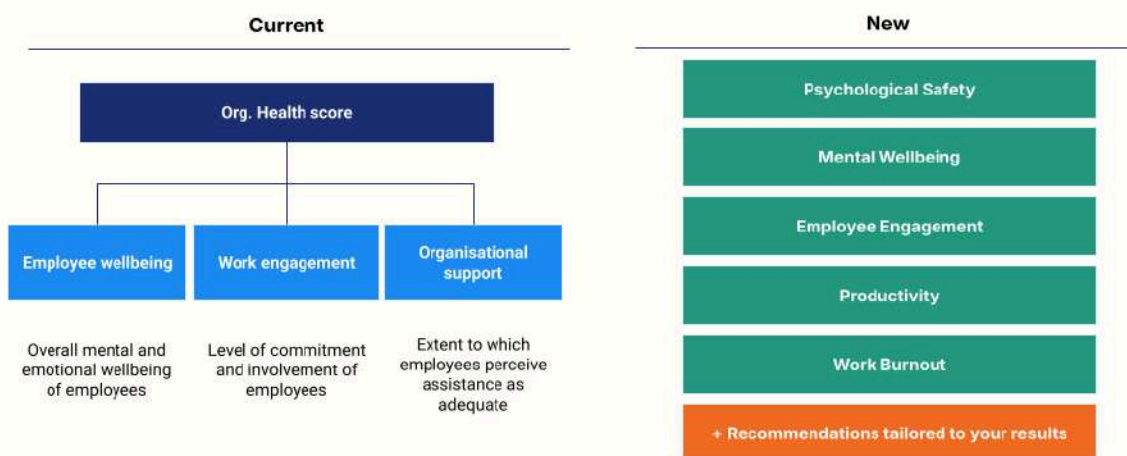
1. What does “Intellect Dimensions 2.0” entail?

We’re evolving our Intellect Dimensions—our clinically-validated tool to measure workplace wellness—to give you a more precise, strategic, and holistic view of workplace wellbeing.

Moving from the previous three dimensions, Intellect Dimensions 2.0 comprises five core dimensions—psychological safety, mental wellbeing, employee engagement, productivity, and work burnout—giving you a clearer picture of how your people are doing.

Additionally, you’ll now receive recommendations and resources based on your organisation’s results to take targeted action that drives real change.

Introducing Intellect Dimensions 2.0



2. How are the new dimensions defined?

Psychological Safety	The extent to which employees feel comfortable expressing their ideas and concerns without fear of negative consequences.
Mental Wellbeing	The overall mental health and emotional state of employees, including their ability to cope with stress

	and maintain a positive outlook.
Employee Engagement	The level of enthusiasm, commitment and connection employees feel towards their work and organisation.
Productivity	The efficiency and effectiveness with which employees complete their tasks and contribute to organisational goals.
Work Burnout	The extent to which employees experience chronic workplace stress, leading to exhaustion, cynicism, and reduced professional efficacy.

3. Why is Intellect introducing Dimensions 2.0? What does it mean for me?

Dimensions 2.0 aims to build upon the original set of questions and model, fine-tuned to focus on measurement outcomes that matter to HR teams:

- Mental Wellbeing and Employee Engagement—previously known as Employee Wellbeing and Work Engagement—are retained as key areas;
- Perceived Organisational Support is now better represented through Psychological Safety and Work Burnout ensuring deeper insight and broader organisational applicability;
- Productivity has been added as an additional dimension to capture how mental wellbeing and workplace conditions translate into tangible outcomes—such as focus, efficiency, and goal progress.

These enhancements were made based on client feedback and expert opinion on the factors that matter most to measure wellbeing within the workplace.

Dimensions 2.0 gives you:

1. **A deeper and more holistic view of Organisational Wellbeing**
Dimensions 2.0 offer a richer, dual-lens perspective—capturing both systemic organisational factors (e.g., psychological safety, productivity) and individual experiences (e.g., mental wellbeing, burnout). This enhances both clarity and depth in understanding how wellbeing is shaped across levels.
2. **Greater diagnostic precision with insights for more targeted interventions**
The new framework disaggregates broad concepts (like "Perceived Organisational Support") into more actionable areas—such as Psychological Safety and Burnout. This allows for more targeted interventions; whereas the older model grouped multiple drivers under broader umbrellas, making it harder to isolate root causes.

With a more detailed breakdown of key wellbeing drivers, organisations can

design precise, data-informed interventions rather than relying on one-size-fits-all solutions.

With the updated dimensions, it's easier to tie recommendations to strategic levers. For instance, Burnout has clear links to workload, role clarity, and recovery practices, making it easier to embed into policies.

3. **A response to shifts in organisational priorities**

Compared to several years ago, employers are no longer focused solely on reactive support, but are increasingly looking at strategic, systemic levers as essential components of wellbeing.

Methodology

4. How are the Dimensions calculated?

At a high level, the Dimensions are derived from responses to questions within the Personal Insights Quiz. The exact calculations and methodology are proprietary to Intellect. The table below indicates the questions that each Dimension is linked to.

Psychological Safety	Over the last two weeks, I have often felt comfortable sharing my thoughts at work
Mental Wellbeing	How often have you been bothered by (e.g.) <ul style="list-style-type: none">• feeling nervous, anxious, or on edge?• not being able to stop or control worrying?
Employee Engagement	Over the last two weeks, I have often felt engaged and energised at work
Productivity	"Over the last week, my mental or physical health affected my productivity on ___" "Over the last week, I have taken ____ [no. of days] off due to my mental or physical health"
Work Burnout	I feel that my job burns me out.

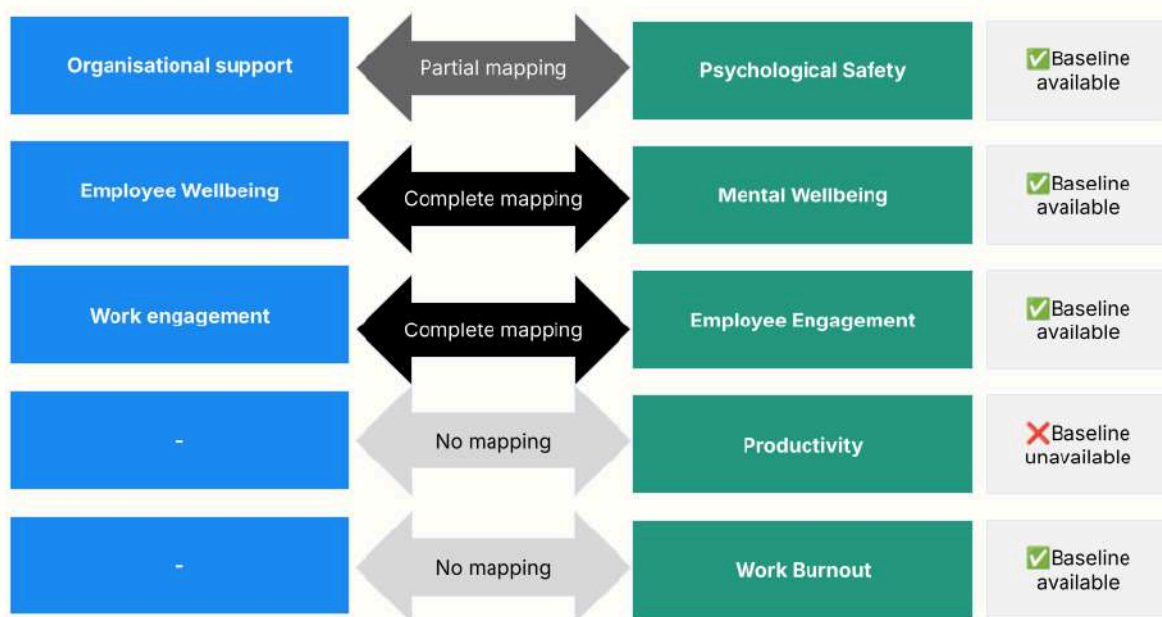
5. Do the new Dimensions align with the current ones, and will baselines be available?

Two of the three current dimensions map directly to the new framework, while Psychological Safety partially overlaps with the previous Organisational Support dimension.

Baseline data is available for four of the five new dimensions:

- Psychological Safety, Mental Wellbeing, Employee Engagement are mapped to previously existing dimensions and thus have baselines based on existing responses from the Personal Insights Quiz (PIQ) from your employees
- Work Burnout, although not mapped to a previously existing dimension, is derived from existing questions within the PIQ, and thus has a baseline based on existing responses from the PIQ from your employees.

The Productivity dimension is newly introduced and includes updated question items in the PIQ*. As such, there is currently no baseline available for Productivity.



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While there are updates to certain questions within the PIQ for Productivity, there are **no changes to the number of questions from the original version; the PIQ remains as a 26-item questionnaire.*

6. How are multiple responses by one individual calculated?

Beta View: Each response is treated as a separate data point, regardless of how many times the same employee has completed the PIQ.

(For example, if one employee completes the PIQ three times, all three scores are counted individually.)

Final Dashboard View (insights.intellect.co):

Scores will be averaged per user to reflect a more stable and representative measure.

(For example, if one employee completes the PIQ three times, their three scores are averaged into a single score.)

7. Is there a minimum number of responses my organisation needs to have for the data to be obtained?

To protect individual privacy and ensure statistically reliable insights, the primary rule across the dashboard is a minimum of 5 responses. This applies to any demographic breakdown (e.g., department, age, gender) or any dimension.

- a. If a segment has fewer than 5 responses (e.g., fewer than 5 unique female respondents), that bar will be hidden.
- b. If the total is fewer than 5 unique responses, the entire chart will be hidden.

Detailed timeline view: additional thresholds:

In the timeline view for a dimension, quarters that meet the 5-response rule but do not meet the following higher thresholds are shown in a lighter shade:

- a. 20 responses for small organisations (headcount < 100)
- b. 40 for medium (100–999)
- c. 80 for large (≥ 1000)

If a quarter fails both the 5-response rule and these thresholds, the 5-response rule takes precedence and the data will be hidden entirely.

8. Where do the benchmarks come from?

Our benchmarks are designed to give you meaningful comparison points based on real-world data:

- **Global Average:** These represent the average performance across our entire global user base. They provide a broad view of how your organisation compares to the overall population of users on our platform.
- **Industry Benchmarks:** These are more targeted comparison points created specifically for your sector. We calculate these using data only from companies that have been classified within your specific industry category, giving you a more relevant comparison to peers facing similar challenges. Currently, Intellect has benchmarks for the following industries:
 - Education
 - E-commerce and Online Services
 - Finance and Insurance
 - Government and Non-profit
 - Healthcare and Pharmaceuticals
 - Luxury, Retail and FMCG
 - Manufacturing

- Professional Services
- Real Estate and Hospitality
- Technology and Telecommunications

All benchmarks are updated annually. The figures in the dashboard reflect the complete dataset from 2024 and will remain consistent throughout the year until our next annual update.

This approach ensures you have reliable reference points that are both broadly representative and specifically relevant to your business context.

Implementation and Practical Application

9. What can I do with the insights that I will receive from the new dimensions?

- **Pinpoint root causes with clarity:** Go beyond surface-level observations to identify the real challenges employees face—whether it's low psychological safety, early signs of burnout, or disengagement from lack of meaning. The enhanced dimensions help HR and leadership focus on what matters most, avoiding guesswork and targeting the root causes.
- **Deliver targeted interventions:** Each dimension supports actionable strategies. For example, high burnout scores could prompt workload reviews at the leadership level, boundary-setting within teams, and individual recovery habits—enabling proactive, system-wide change.
- **Prioritise by impact and urgency:** With differentiated scores across five dimensions, you can quickly identify critical pain points, stabilised areas, and strengths. This empowers data-led decisions on where to act first—maximising both wellbeing outcomes and return on investment.
- **Track progress and refine over time:** Establish baselines and measurable goals using up-to-date wellbeing data. Continuous tracking enables you to evaluate the impact of initiatives and adapt your strategy for lasting, organisation-wide improvement.

10. Where are the recommendations coming from?

The recommendations provided are grounded in Intellect's Consulting and Solution Team's expertise, industry best practices, and experience working with clients across various sectors.

11. What if I had set KPIs from the old dimensions — how would I adjust them based on the change?

To adjust your KPIs, map each existing measure to the closest new dimension, then update the metric to reflect the more specific driver.

For example, an old KPI on Organisational Support might now be split into more actionable measures like

- Psychological safety (e.g. % of employees who feel safe to speak up), and
- Work Burnout (e.g. % reporting emotional exhaustion or workload overwhelm).

For dimensions such as Productivity, we can follow these steps to define the KPIs:

1. Identify the key drivers behind the dimension(s)
 - a. Emotional exhaustion, mental clarity, and focus
2. Develop KPIs
 - a. % of employees who feel their mental state helps, and not hinders their work
 - b. % who feel mentally sharp throughout the workday
3. Define actionable interventions that can affect the KPI

12. How can I effectively design programmes and plans to improve organisational wellbeing based on the new dimensions?

1. **Start with a diagnostic-driven strategy**

Intellect's Consulting and Solutions Team can help you interpret your organisation's wellbeing insights across the five dimensions to uncover root causes, identify systemic challenges, and map organisational hotspots.

By understanding where your people are thriving vs. struggling, we co-create a strategy aligned to your goals—whether it's reducing burnout, enhancing team trust, or improving productivity.

2. **Design tailored programmes at every level**

Using the dimension scores, we work with you to design targeted programmes across leadership, team, and individual levels. For example:

- Leadership programmes (e.g. roundtables, training, workshops, coaching) to foster psychological safety
- Manager training on key areas identified, such as mental health literacy, emotional intelligence
- Learning & wellbeing programmes and workshops to equip individuals with awareness and key wellbeing skills such as on building resilience, emotional regulation, setting boundaries, etc.

3. Drive transformative organisational wellbeing through strategic consultancy

Beyond diagnostics, Intellect's Consulting and Solutions Team partners with HRs to embed wellbeing into the core of your organisational strategy, culture, and systems. This includes co-developing long-term wellbeing roadmaps, aligning wellbeing goals with leadership behaviours and business priorities, and building internal capability through initiatives such as developing a Wellbeing Ambassadors strategy, leadership training on wellbeing-centered skills, etc.

Our approach to transformative organisational wellbeing follows a four-phase process: Diagnostics & Gaps Analysis, Strategy & Solution Design, Implementation & Interventions, and Post-Intervention Evaluation, ensuring a comprehensive, data-driven, and sustainable wellbeing strategy.

For more information on Intellect's Organisational Consulting services, please reach out to your Client Success Manager.