



Quiz

Relational Analytics

1. How can businesses measure relational capital?
 - a. Relational Analytics
 - b. Employment engagement surveys
 - c. Net Promoter Score
 - d. All of the above
2. Presently in Australia, what approximate percentage of a business' total value consists of relational capital?
 - a. 80%
 - b. 40%
 - c. 60%
 - d. 85%
3. Which of the following is not a relationship element measured by relational proximity?
 - a. Story
 - b. Communication
 - c. Alignment
 - d. Closeness
4. In Hadyn Bernau's study into relational analytics and law firms, what was the weakest element in the non-partner to non-partner relationship?

- a. Communication
- b. Alignment
- c. Information
- d. Power

5. How does relational analytics differ from traditional measurement tools?

- a. It is quick and easy to conduct
- b. It is a valuable real time tracking tool for an organisation
- c. It takes a forward looking approach
- d. All of the above

Answers:

1. D 2. B 3. D 4. C 5. C