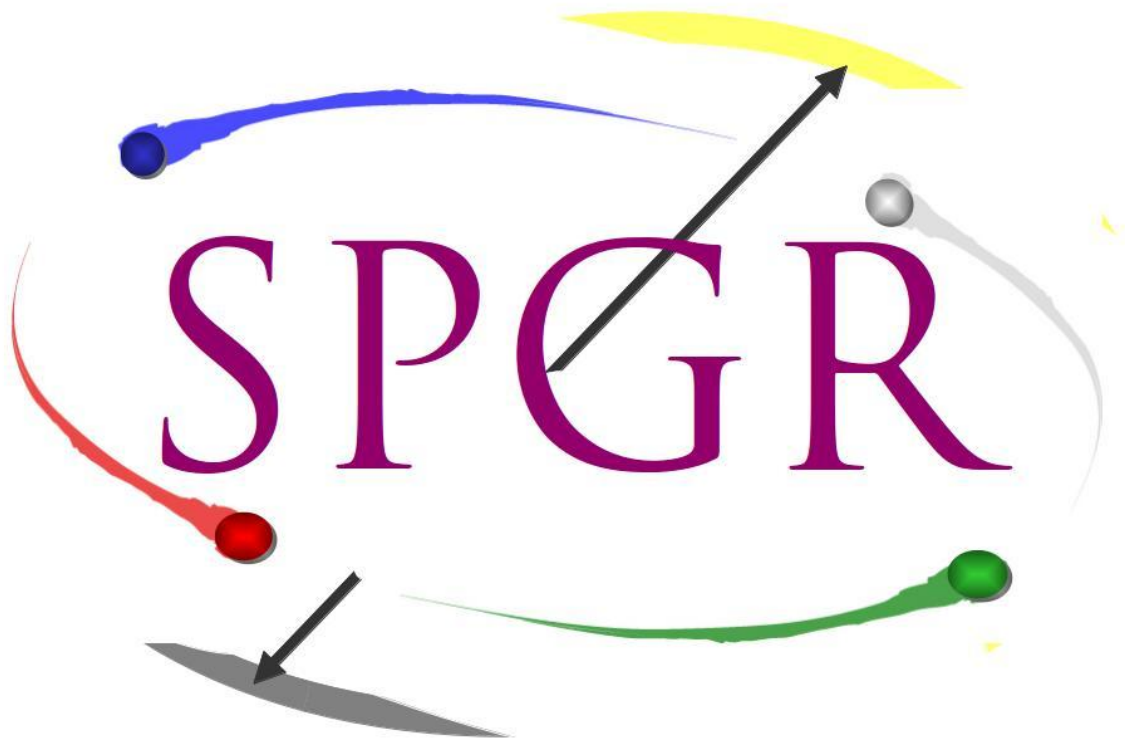


SPGR Gyre Web User Manual

v0.2.1



<https://gyre.spgr.no/>

support@spgr.no



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1. Introduction

This document gives an in-depth introduction as to how to use the SPGR Gyre Web online application to perform SPGR surveys. It assumes some knowledge of the SPGR process tools (surveys, diagrams, reports).

If you have not used SPGR Gyre Web much before or at all, it makes sense to first start with the **SPGR Gyre Web Beginners' Guide**, which serves as a more introductory tutorial for getting started.

SPGR Gyre Web is an online portal for creating groups, adding respondents, setting up SPGR surveys, sending out invitations and generating SPGR reports.

You can find SPGR Gyre Web here:

➤ <https://gyre.spgr.no/>

More information about SPGR can be found at:

➤ <http://www.spgr.no/>

If you have any questions you can contact us by email at:

➤ support@spgr.no



1.1. Concepts

The following concepts are needed to understand how the system is set up and used.

As a **User** (a.k.a. **Consultant**) in the system you can create multiple **Groups**.

Each group can be comprised of one or more persons or **members**.

These persons are identified by their name and email address (which must be unique).

Once you have a populated group ready, you can create a **survey** for that group. There are several types of surveys, of which the **TEAM** and **360+** are the most commonly used.

When creating a survey the members participate and become **respondents** in the survey.

Respondents are persons that shall have access to the system for the purpose of partaking in the surveys and answering the survey questions. This is primarily done by sending each of them an individual **login link** by email with an expiry of (by default) two weeks.

Over time a group may change with members leaving and new members joining, thus the list of **participants** for a survey may not be identical to the group member list.

After a survey has been completed by all the respondents participating, you can then get SPGR **reports** containing data and **diagrams** detailing the results of the survey. There are multiple report types and diagrams.

You can also send **individual reports** to each of the members of a survey. Here it is important to choose a suitable report type depending on the type of feedback you wish to give and the situation the group is in. This is an important step where **ethical** and **constructive** use of the SPGR tool is paramount.



1.2. Getting started

To use the system you will need to register as a User in the system. This requires a valid email address that serves as your login name as well as our mode of contact with you.

1.2.1. Logging in to your User account

If you already have an account, login here:

- <https://gyre.spgr.no/login>

Enter your email address and password. If this is your personal computer, you may check “*Remember Me*” to remain logged in for longer.

If you have forgotten your password, click “**Forgot Your Password?**” link and enter your email address. You should receive an email with a link that allows you to set a new password shortly.

1.2.2. Registering a new User account

If you do not have an account yet, you can register as a User here:

- <https://gyre.spgr.no/register>

Enter your name, email address and pick a **secure** password.

Once you have registered you should be greeted by a warning that your email is not verified. An email should arrive shortly with instructions on how to verify your email address. Click the button or link in the mail to confirm that your email address is valid and working.

Note that you may also need to accept the **Privacy Policy**, which is separate from, but referred to in, the **Terms of Service**. The Privacy Policy is of special concern, because anyone you add to a survey will need to accept this policy before we can store further details about them and survey answers from them.

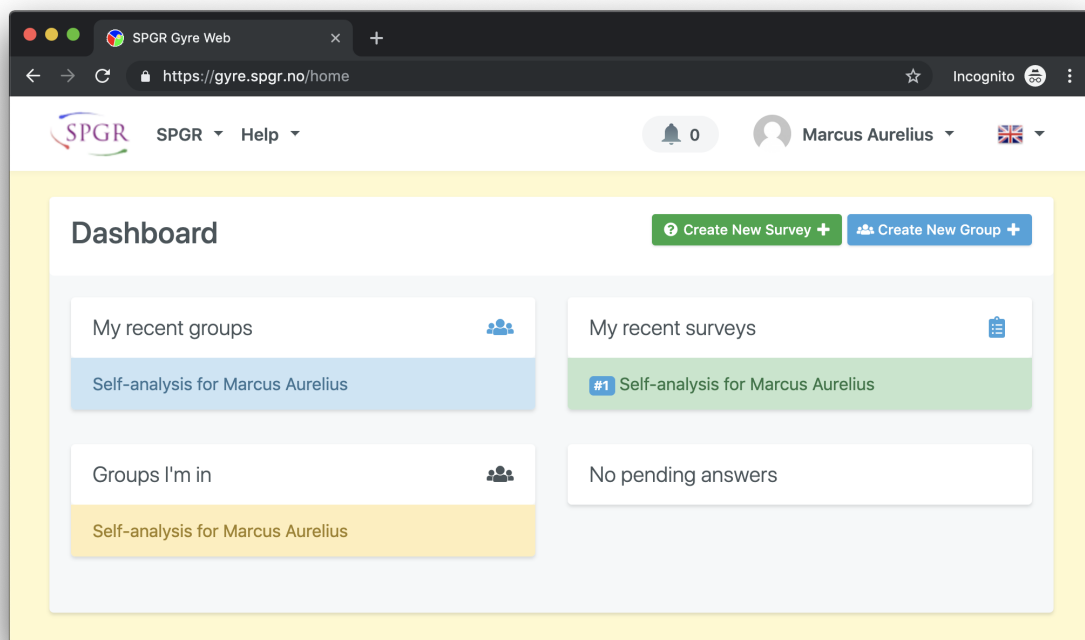
NOTE: As an SPGR consultant and User of the system, you are responsible for ensuring that the people you add to surveys have consented to partake in the surveys.



2. Overview of system

2.1. Dashboard page

After logging in you should end up on your **Dashboard** page which gives a brief overview over recent groups and surveys you have created or are partaking in.



Please note the following:

- Top-left corner
 - Two drop-down menus (**SPGR** and **Help**) to navigate the site.
- Top middle - a **bell** notification icon
 - the bell will show a number indicating if you have any unread **notifications**. Click on it to read notifications from the system and **announcements** from us.
- Top-right corner
 - Click on your name for your **account**, subscriptions and settings.
 - Click the flag to change preferred **language**.



3. Survey Flow Overview

Most SPGR surveys follow the same flow or process.

In brief, the primary steps are:

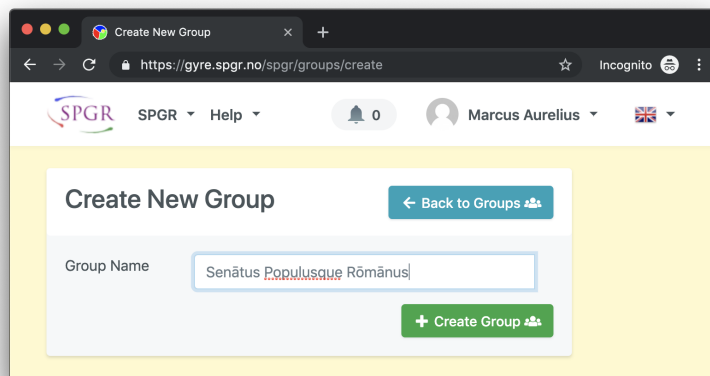
- 1) Create a **group** for the people who shall partake.
- 2) Add all **members** to the group with name and email
- 3) Create an SPGR **survey**
- 4) Send out **invitations** to the **respondents**
- 5) Follow up if they have any problems.
- 6) Once complete, look into the **reports** generated
- 7) Prepare **feedback** and possibly email suitable individual reports to the respondents.

We will now go through each step in a bit more detail.

4. Creating your first group

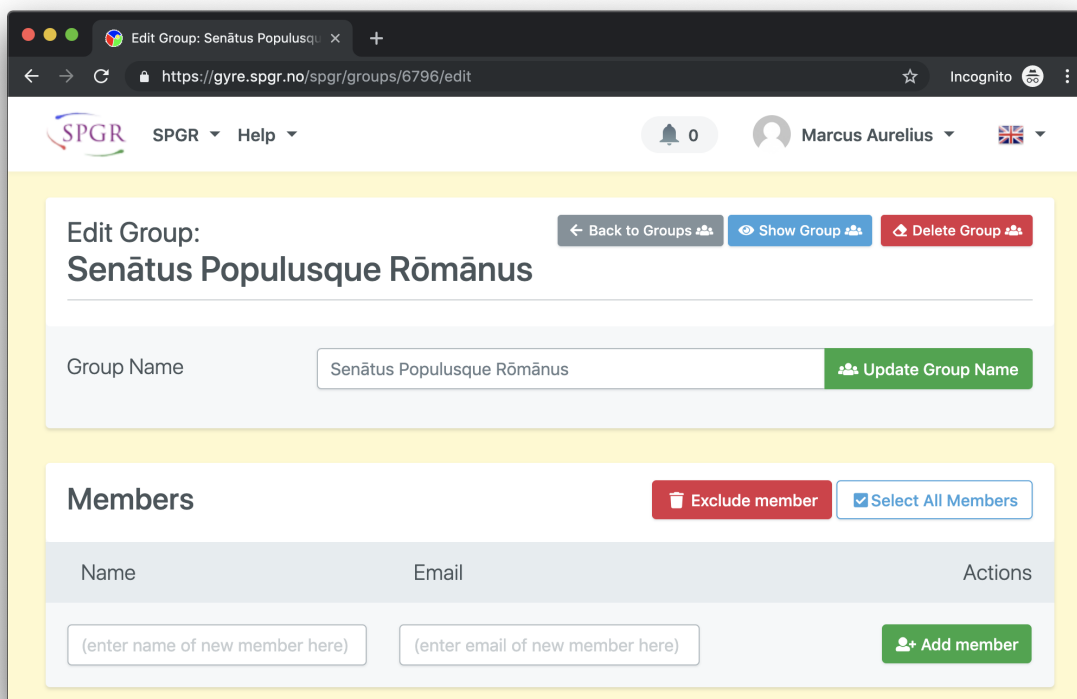
On the Dashboard page, you should find a “**Create New Group**” button on the top-right corner.

You will be asked to enter a **Group name** (and optionally a longer group description text). Make sure the name is descriptive and sensible. It will show up for respondents and in reports.



The screenshot shows the 'Create New Group' page in a web browser. The URL is <https://gyre.spgr.no/spgr/groups/create>. The page has a header with the SPGR logo, navigation links (SPGR, Help), a notification bell (0), and a user profile (Marcus Aurelius). The main content area is titled 'Create New Group' and includes a 'Back to Groups' button. Below the title is a form with a 'Group Name' label and a text input field containing 'Senātus Populusque Rōmānus'. There is a green 'Create Group' button at the bottom right of the form.

Click “**Create New Group**” to continue, and you’ll be taken to the “**Edit Group**” page.

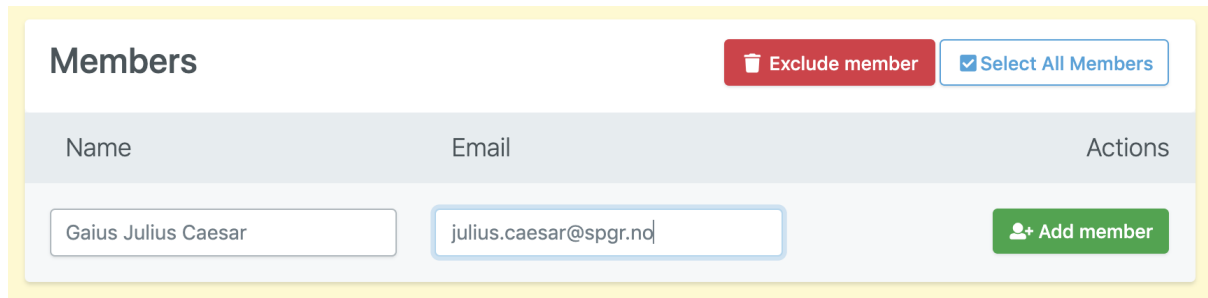


The screenshot shows the 'Edit Group' page in a web browser. The URL is <https://gyre.spgr.no/spgr/groups/6796/edit>. The page has a header with the SPGR logo, navigation links (SPGR, Help), a notification bell (0), and a user profile (Marcus Aurelius). The main content area is titled 'Edit Group: Senātus Populusque Rōmānus' and includes buttons for 'Back to Groups', 'Show Group', and 'Delete Group'. Below the title is a form with a 'Group Name' label and a text input field containing 'Senātus Populusque Rōmānus'. There is a green 'Update Group Name' button at the bottom right of the form. Below the form is a 'Members' section with buttons for 'Exclude member' and 'Select All Members'. At the bottom, there is a table with columns 'Name', 'Email', and 'Actions'. The 'Name' column has a text input field with the placeholder '(enter name of new member here)'. The 'Email' column has a text input field with the placeholder '(enter email of new member here)'. There is a green 'Add member' button at the bottom right of the table.

4.1. Adding members to a group

On the “Edit Group” page you can add people to the group. Either one-by-one, by entering name and email into the input fields next to the “**Add member**” button, or by giving a list of names and email addresses in the “**Bulk Add Members**” textarea input field.

Example adding one-by-one:



Name	Email	Actions
<input type="text" value="Gaius Julius Caesar"/>	<input type="text" value="julius.caesar@spgr.no"/>	<input type="button" value="Add member"/>

Buttons:

For the “**Bulk Add Members**”:

Enter one person per line as name, email separated by comma or semicolon.

Examples:

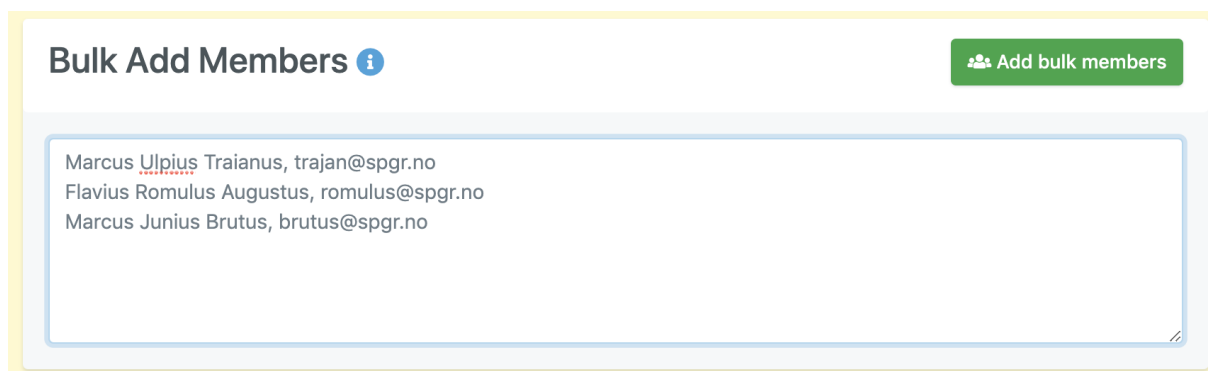
John Doe, john@doe.no

Ola Nordmann;ola@nordmann.no

my@mail.com

If no name is entered, the name is derived (i.e. guessed) from the email address.

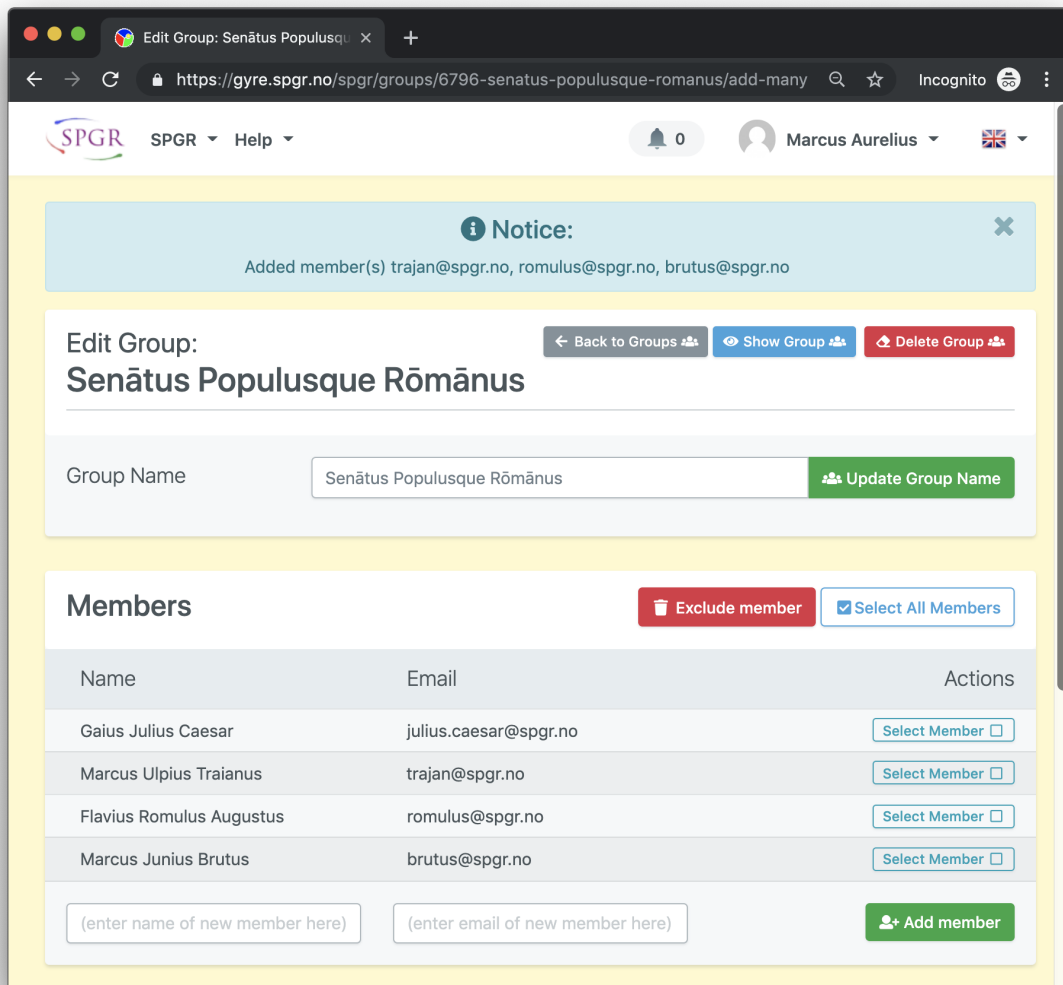
Example of adding members in bulk:



Bulk Add Members

Marcus Ulpius Traianus, trajan@spgr.no
Flavius Romulus Augustus, romulus@spgr.no
Marcus Junius Brutus, brutus@spgr.no

Once successfully added, you should see the members listed on the page.



If any persons were entered incorrectly, you can remove them from the group by clicking **"Select member"** in the Members list and then push the red **"Exclude member"** button. (Note: This does not delete the person, merely remove them from the group.)

For minor errors (such as typos in their name or email), you can also edit the person directly instead. Click on **"Show Group"** and you should see buttons **"Show"** and **"Edit"** in the Members list.



The group info page lists the names and emails of the members:

The screenshot shows a web browser window with the URL <https://gyre.spgr.no/spgr/groups/6796>. The page title is "Group: Senātus Populusque Rōmānus". It was created by Marcus Aurelius. The page has a navigation bar with "SPGR" and "Help" menus, a notification bell with "0", and a user profile for "Marcus Aurelius".

Group: Senātus Populusque Rōmānus
Created by: [Marcus Aurelius](#)

[← Back to Groups](#) [Edit Group](#) [? Show Surveys →](#)

Members [Edit Group](#)

Name	Email	Role	Actions
Gaius Julius Caesar	julius.caesar@spgr.no	SPGR_besvarer	Show Edit
Marcus Ulpius Traianus	trajan@spgr.no	SPGR_besvarer	Show Edit
Flavius Romulus Augustus	romulus@spgr.no	SPGR_besvarer	Show Edit
Marcus Junius Brutus	brutus@spgr.no	SPGR_besvarer	Show Edit

Surveys [? Show All Surveys →](#)

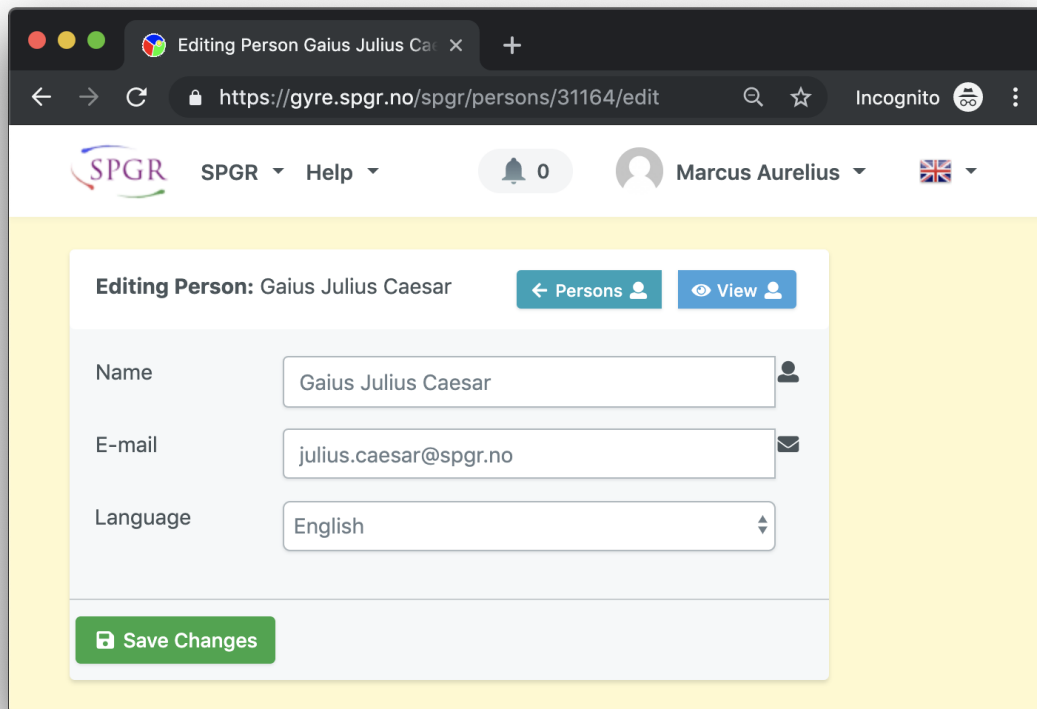
Round	Survey Type	Question Type	Month	Progress	Actions
-------	-------------	---------------	-------	----------	---------

Click on the **“Edit”** button next to the person you wish to update.

4.2. Editing a person

From the group page you can click on “**Edit**” next to any member of that group that you have added in the system. You can also find all persons you have created by clicking on the SPGR menu on the top-left and selecting “**Persons**” from the drop-down.

Once you get to the “**Edit Person**” page, you can update their name, email and **language**. The respondent can change their language later on when they enter the survey, but if you have an international group it might be easier for some of them if this is set ahead of time.



The screenshot shows a web browser window with the address bar displaying `https://gyre.spgr.no/spgr/persons/31164/edit`. The page title is "Editing Person: Gaius Julius Caesar". The navigation bar includes the SPGR logo, "SPGR" and "Help" dropdown menus, a notification bell with "0", a user profile for "Marcus Aurelius", and a language selector showing the UK flag. The main content area has a yellow background. At the top of this area, it says "Editing Person: Gaius Julius Caesar" with two buttons: "Persons" and "View". Below this is a form with three fields: "Name" (Gaius Julius Caesar), "E-mail" (julius.caesar@spgr.no), and "Language" (English). A green "Save Changes" button is at the bottom of the form.

(Note that the email format allows use of **plus-sign**; this is useful for testing and setting multiple respondents on the same base email. For example:
support+beta@spgr.no and support@spgr.no
both go to the same email account but are handled as two different persons in the system.)



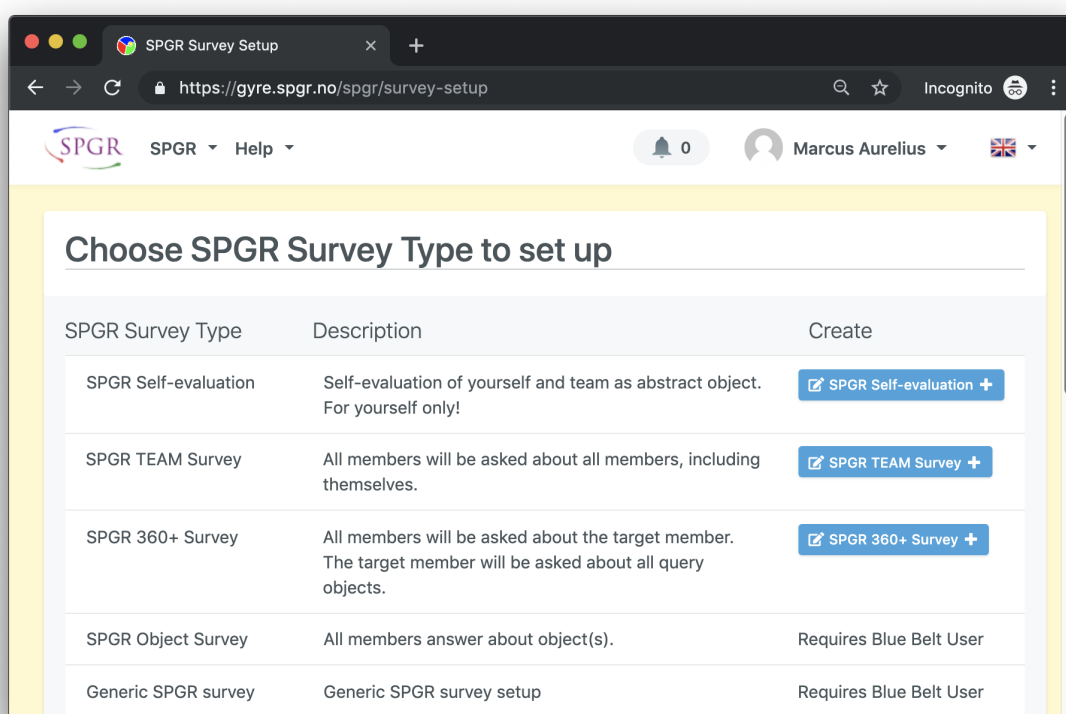
5. Creating your first SPGR survey

Now that you have created your group and added all the members you can proceed to create your first SPGR survey.

Click the **SPGR menu** in the top-left corner and click on “**Create Surveys**”.

You’ll be shown a list of all commonly available survey types, along with a button on the right under “*Create*” for each you can currently set up.

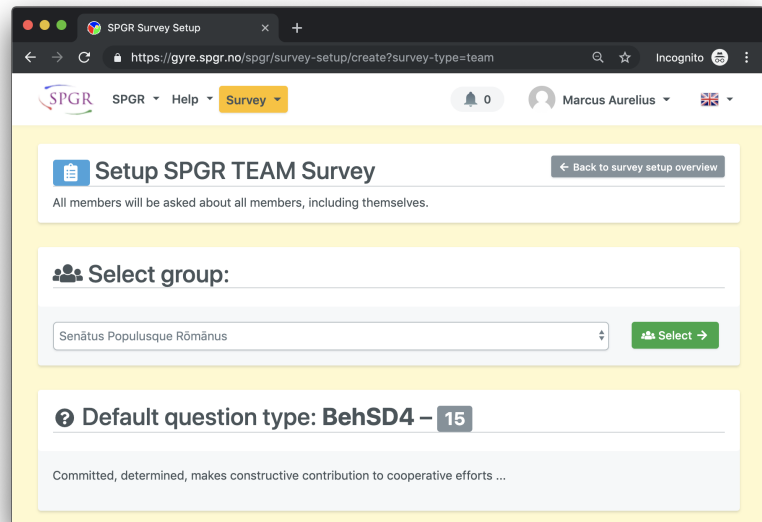
We will use the SPGR **TEAM Survey** as an example for now. Click the blue button with the same name.



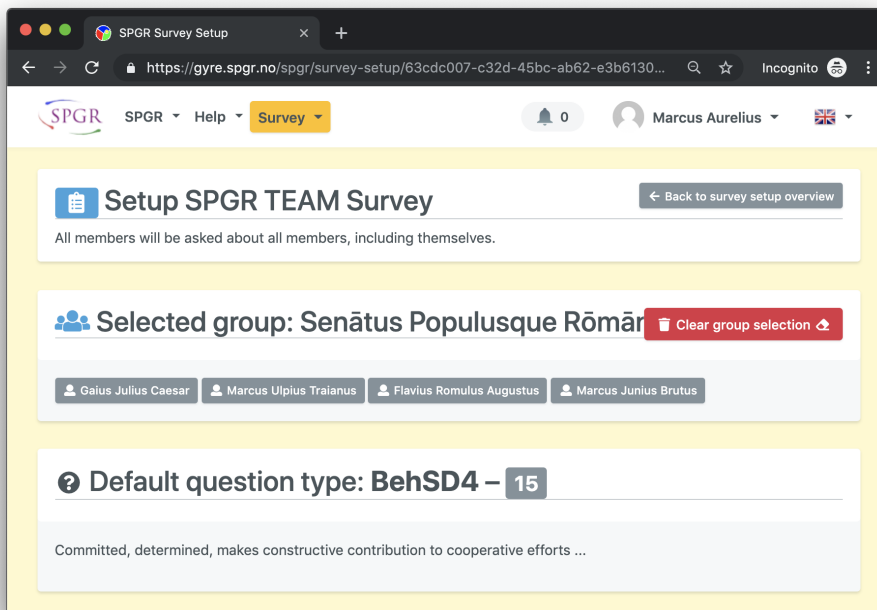
5.1. Setup SPGR TEAM Survey

On the survey setup page, there are several sections to configure and review. They differ between survey types, depending on flexibility and complexity of the survey type.

The TEAM survey is fairly simple (*“All members will be asked about all members, including themselves.”*) so it has most configuration locked to sensible defaults.



First, under the **“Select group”** section, choose the group from the drop-down and click on the **“Select”** button. The page will reload with a short list of the members in the group.

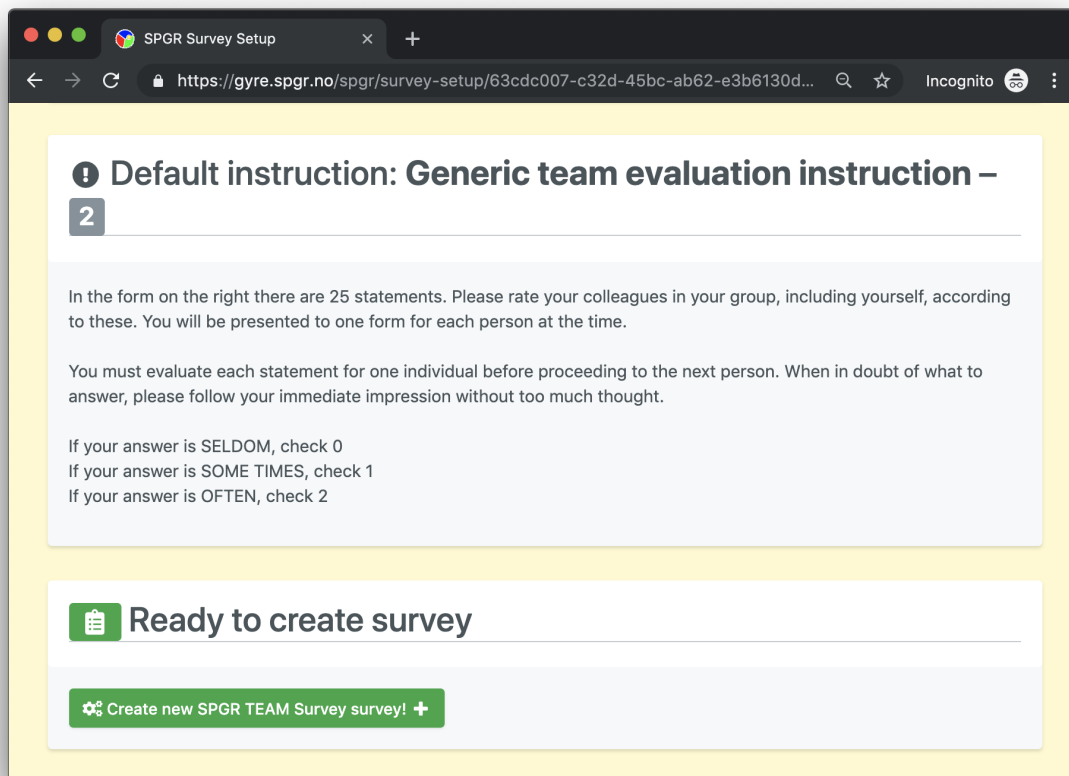


A quick note on the locked defaults;

“Default question type” - for TEAM this is locked to **BehSD4** scale - which uses *behavioural-related* words for the SPGR survey.

“Default instruction” - this is an instruction text shown next to the SPGR questions for the respondents. A default instruction type useful for team surveys is locked in, which is translated to the primary languages in use on the system. (English, Norwegian and Swedish currently.)

At the bottom of the page, either **“Survey setup incomplete”** or **“Ready to create survey”** should show up. If the setup is incomplete, a list of missing items will be presented.



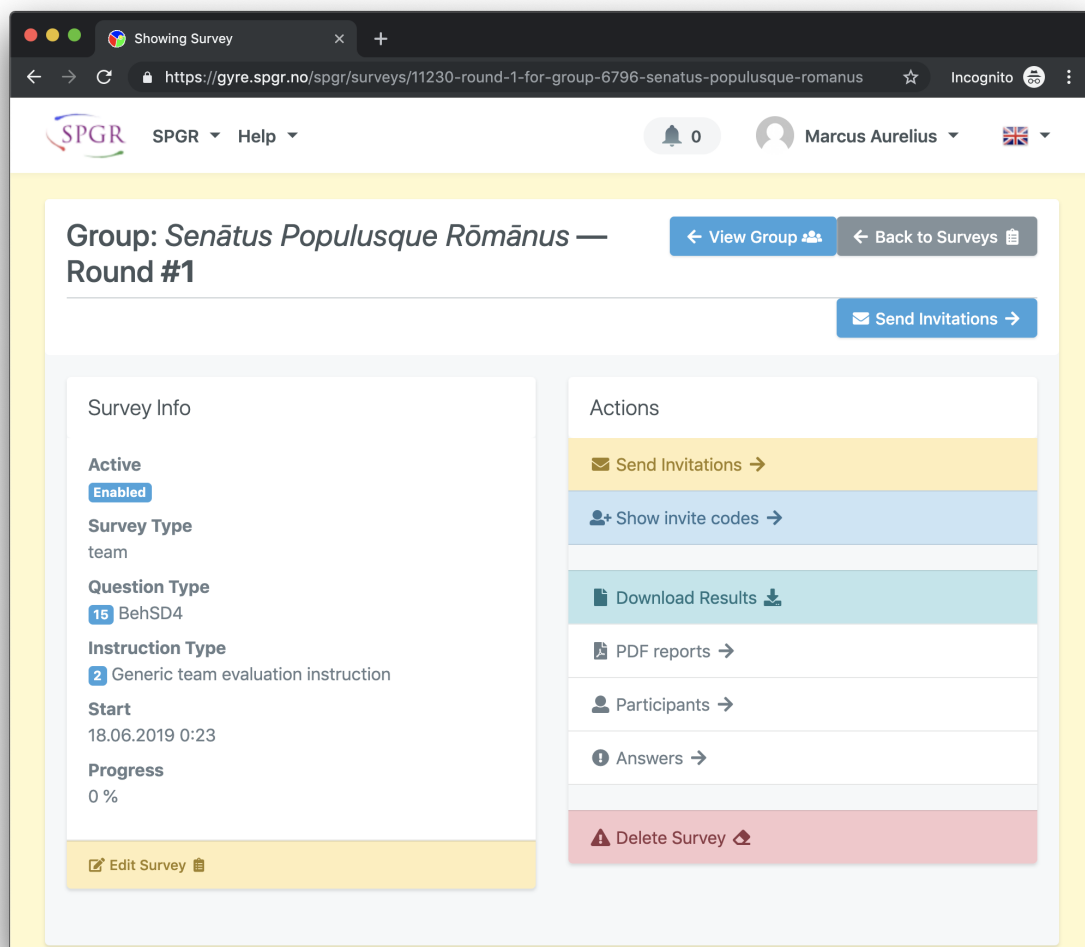
Finally, click on the **“Create new SPGR TEAM Survey”** button to create the survey.

Once the survey has been successfully created, you should be redirected to the **Survey info page** where you can check the status and setup before proceeding to send invitations.

5.2. About Your New Survey

After creating a survey you end up on the Survey info page.
You can also find the various surveys like this:

- On the **Dashboard** page, see under “*My Recent Surveys*”.
- Click the “**SPGR**” menu drop-down on the top-left side and select “**Surveys**”.
- Going to the **Group** page and then scroll down to the **Surveys** list.
 - Then click the “**Show Survey**” button on the right-hand side.



On the left side of the page, there is some *high-level information* about the survey, such as:

- **Active** - is the survey enabled or disabled?
- **Survey Type** - what kind of survey is this?
- **Question Type** - the SPGR question type used.
- **Instruction Type** - the SPGR instruction text used.
- **Start date** - when did the survey start?
- **Progress** - how much progress have the respondents made?



There is also an “**Edit Survey**” button where you can give the survey a sensible title (as well as toggle various settings, such as **active**, depending on your access level).

On the right side of the page, there is a list of **actions** you can perform and links to further details about the survey, including:

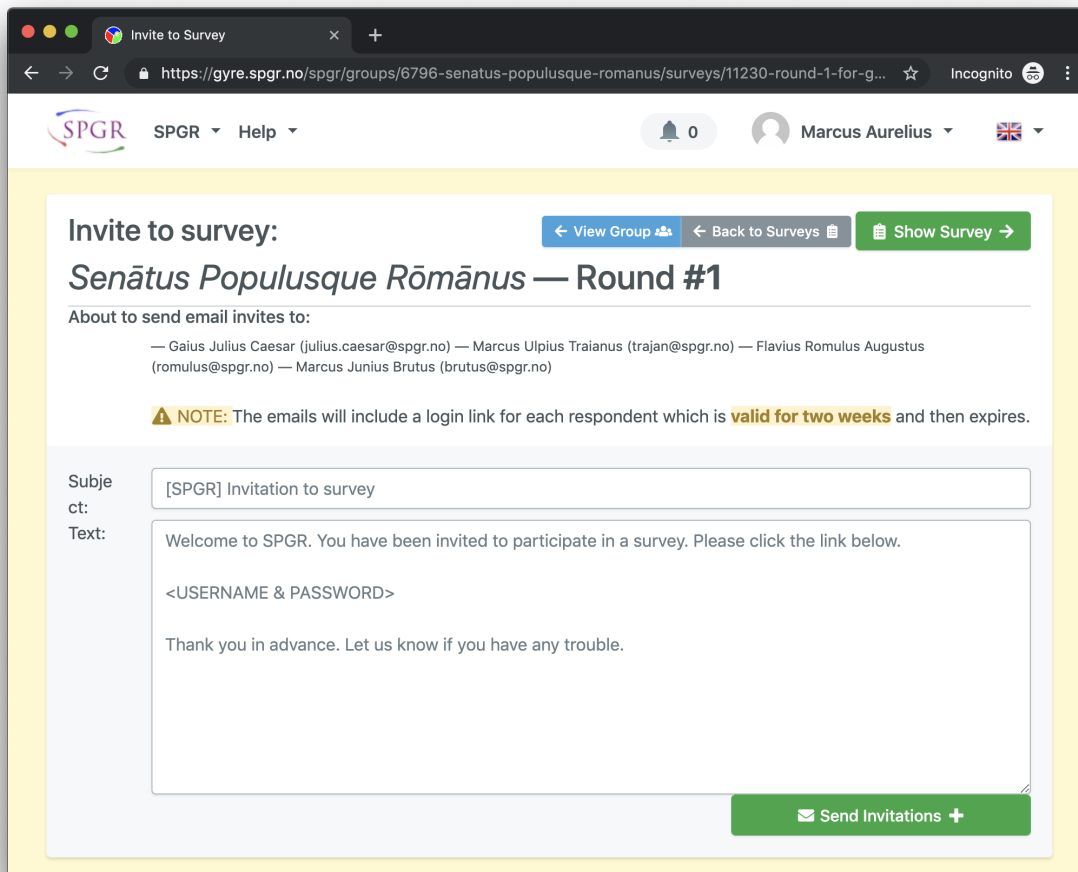
- Send Invitations - send email invitations to all respondents in the survey.
- Download Results - this is a legacy raw data text format download of the results.
- PDF reports - access SPGR reports in PDF format
- Participants - list of participants and their progress
- Answers - listing of all answer entries in the survey
- Delete Survey - deletes the survey
 - note that not all data is removed immediately, but restoration of data after deleting is limited.

6. Getting responses

6.1. Sending out invitations

Once you have your survey ready, you will need to invite your respondents. The most common way is to send each and every respondent an email with their individual **login link** that they can click on to proceed into the survey.

On the survey info page, there is a “**Send Invitations**” button on the right-hand side, in the “**Actions**” list. Click it and you will get a form with a suggested **subject** and **text** for the email, along with a list of the names and emails of those you are about to email.

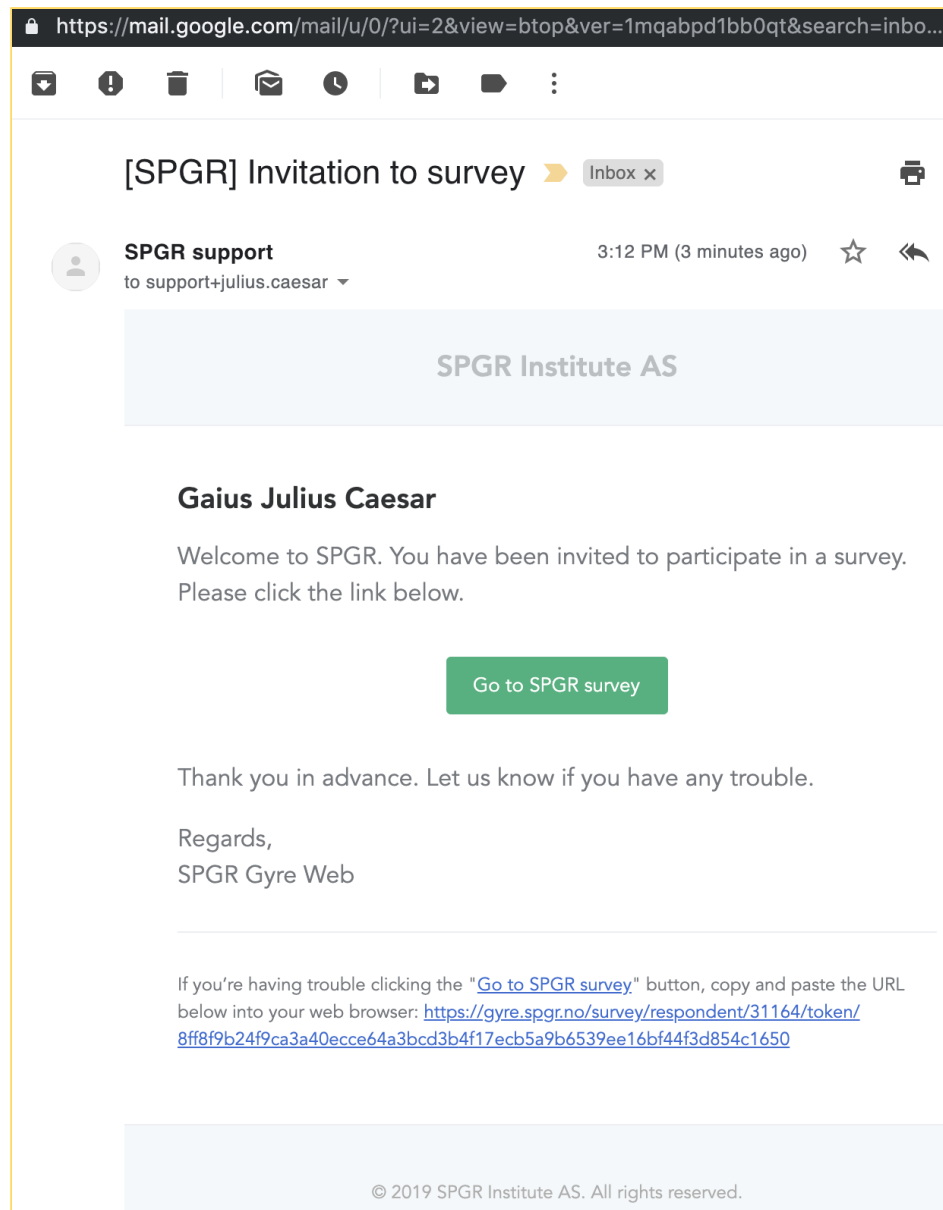


The screenshot shows a web browser window with the URL <https://gyre.spgr.no/spgr/groups/6796-senatus-populusque-romanus/surveys/11230-round-1-for-g...>. The page title is "Invite to Survey". The main heading is "Invite to survey:". Below this is the survey title "Senātus Populusque Rōmānus — Round #1". A list of email addresses is shown: "Gaius Julius Caesar (julius.caesar@spgr.no) — Marcus Ulpius Traianus (trajan@spgr.no) — Flavius Romulus Augustus (romulus@spgr.no) — Marcus Junius Brutus (brutus@spgr.no)". A note states: "NOTE: The emails will include a login link for each respondent which is valid for two weeks and then expires." The form has two sections: "Subject:" with the text "[SPGR] Invitation to survey" and "Text:" with the text "Welcome to SPGR. You have been invited to participate in a survey. Please click the link below. <USERNAME & PASSWORD> Thank you in advance. Let us know if you have any trouble." A green button labeled "Send Invitations +" is at the bottom right.



6.1.1. Invitation email format

The email they receive will contain a button to go to the survey as well as the full link for copy and paste.





6.1.2. Email problem notifications

Occasionally there will be various problems sending emails out; there might be a typo in an address, their email account might be disabled, the email gets flagged as **spam** and **blocked**, etc.

For most of these cases you will get a **warning notification** to your email. These notifications come even if the problem is temporary (as mail servers will try multiple times to deliver in case of problems) to give you a heads up and let you know that not all respondents have received it yet.

See [Common respondent problems](#) as well as questions in the FAQ section on how to proceed.

The screenshot shows an email interface. At the top, the subject line is "[SPGR] Problem with email address: marcus.aurelius@spgr.no" with an "Inbox" label. The sender is "SPGR support" with a timestamp of "Jun 17, 2019, 11:54 PM (35 minutes ago)". The email body starts with "SPGR Institute AS Hallo! There was a problem with an email address. Email: marcus.aurelius@spgr.no ...". Below this, there is a section header "SPGR Institute AS". The main content of the email is as follows:

Hallo!

There was a problem with an email address.

Email: marcus.aurelius@spgr.no

Error: Not delivering to previously bounced address

Subject: [SPGR] Problem with email address: marcus.aurelius@spgr.no

Below the text is a blue button labeled "Find person".

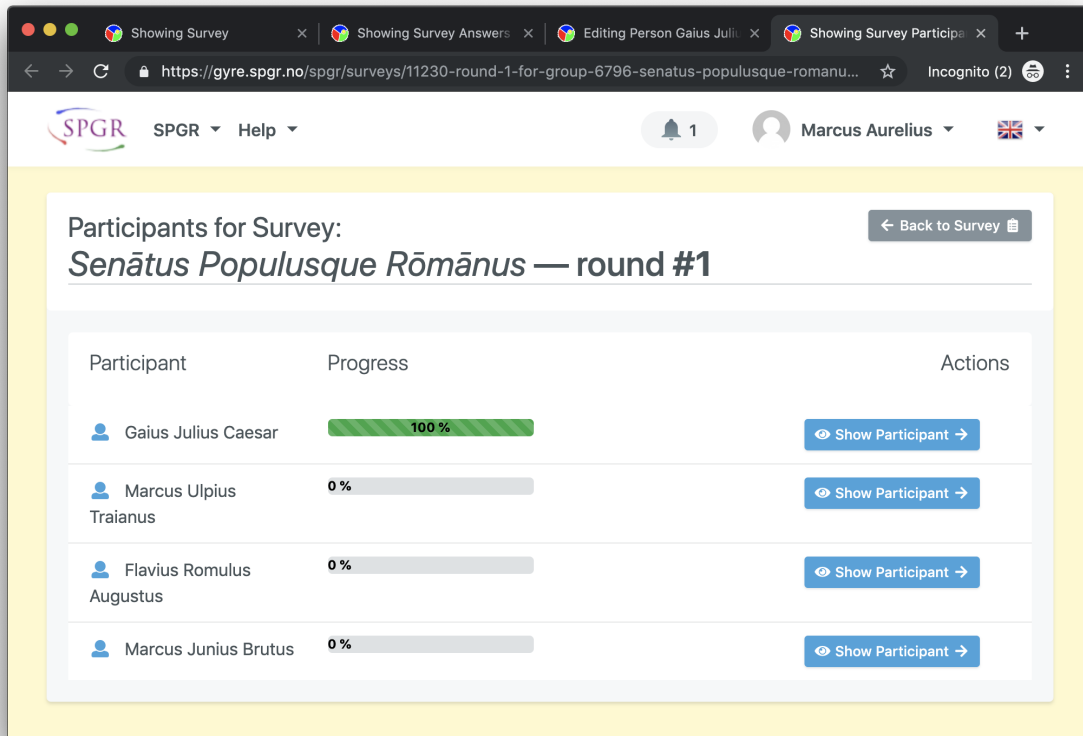
Mvh,
SPGR Gyre Web





At the bottom, there is a note: "Hvis du har problemer med å klikke på 'Find person' knappen, prøv å klippe og lime lenken under inn i din nettleser: <https://gyre.spgr.no/spgr/persons/filter?search=marcus.aurelius%40spgr.no>".

The footer of the email states: "© 2019 SPGR Institute AS. All rights reserved."

6.2. Check status of participants

On the survey info page you can see a percentage under **Progress** which gives a quick indication how far respondents have gotten. If you click on the **Participants** link on the right-hand side, you will get a list of each respondent in that survey along with their progress.

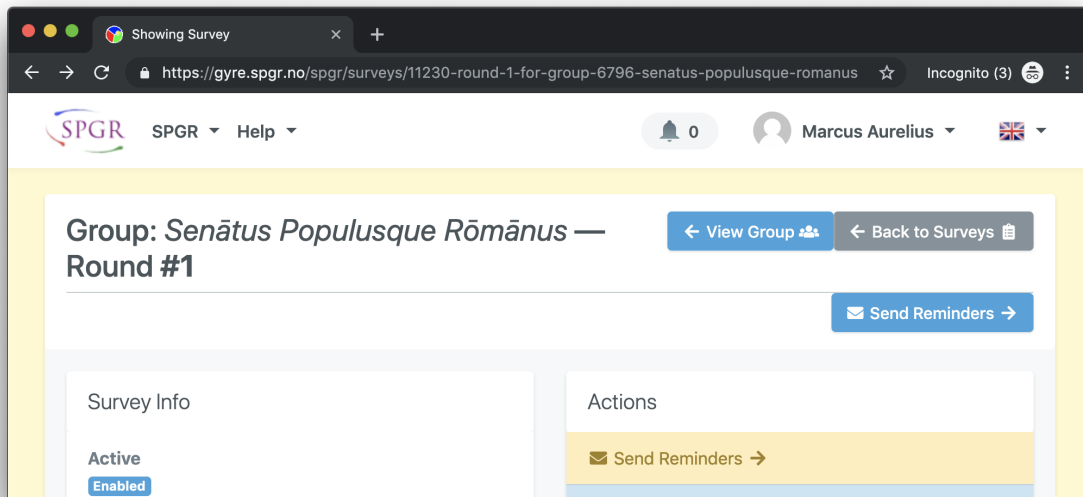


Participant	Progress	Actions
 Gaius Julius Caesar	<div><div style="width: 100%;">100 %</div></div>	Show Participant →
 Marcus Ulpius Traianus	<div><div style="width: 0%;">0 %</div></div>	Show Participant →
 Flavius Romulus Augustus	<div><div style="width: 0%;">0 %</div></div>	Show Participant →
 Marcus Junius Brutus	<div><div style="width: 0%;">0 %</div></div>	Show Participant →

Here we see that one participant has completed the survey, while the remaining three have not. If ample time has passed, it might make sense to send them a reminder.

6.3. Sending reminders

You can send reminders to all participants who have not completed the survey in the same manner as you sent the invitations from the Survey info page. If the survey is partially answered by the group, the button will say “**Send Reminders**” instead of “*Send Invitations*”.

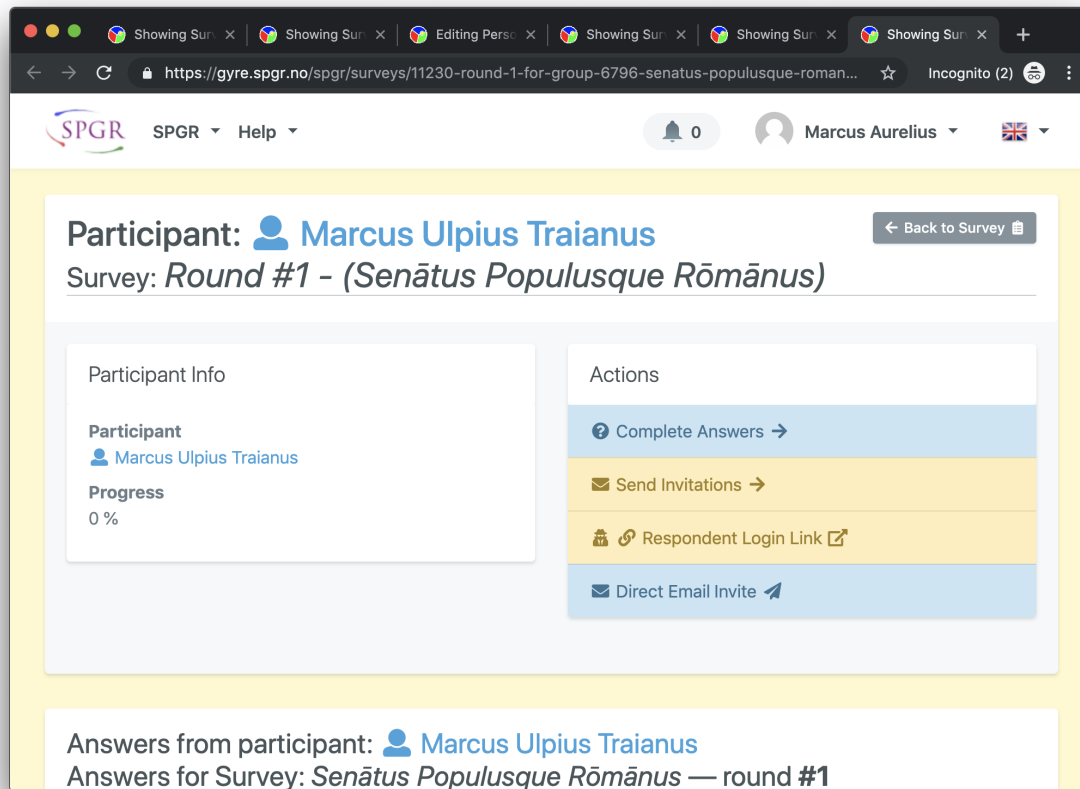


NOTE: Do not send reminders too frequently, especially if there are some problems with the emails not arriving, since that will increase the chance that the emails are stopped in spam-filters.

Normally one would send invitations, wait a few days and then send reminders. If more urgent responses are needed from the participants, contacting them directly makes more sense, possibly with an individual invite / reminder.

6.3.1. Individual invites / reminders

It is also possible to send individual reminder emails to a single participant. From the Survey info page, click the “**Participants**” button and then “**Show Participant**” for the respondent you wish to email. On the participant page, click “**Send Invitations**” on the right-hand side.



Since sending email through the system is not always the best way to get prompt answers, there are some other options as well.

The “**Direct Email Invite**” will open your default email client (if configured on your PC) with a brief email draft including the login link so that you may mail the respondent directly. If the recipient is on an email server with heavy anti-spam measures or email quarantine, sending it from your personal account increases your chances for the email going through.

The “**Respondent Login Link**” is meant to be **right-clicked** and then **copied**. It is the same link the participant gets in the email, which you can then paste into any message you create, be it email, private message, chat, etc.

6.4. Common respondent problems

For a variety of reasons, sometimes respondents run into technical difficulties. Here are some of the most common ones to watch out for.

6.4.1. Email problems

If emails are not reaching the respondent, the **first** and foremost step is to double-check that the email **address** is entered **correctly**. If there is a typo, you as a consultant would usually receive a **bounce message** from the email system in this case.

Anti-spam measures can also cause problems. Perhaps the invitation email got flagged as spam and put in a **spam folder**. If so, the email must be taken out of the spam folder by the respondent, or marked as not-spam in some other way. If not it is likely that the button and links in the email will not work.

Sometimes emails are stopped before they reach the email account of the respondent completely. Sometimes this is due to **email quarantine systems** which stop emails and they need to be manually released by the recipient. Other times a mail server can decide to block us entirely, either dropping the mails or bouncing them back with a perpetual “*try again later*” message. In this case, sending individual invitations / reminders using the “**Direct Email Invite**” or by copying the **respondent login link** is often your best bet for bypassing the problem.

6.4.2. Link not working

Once the respondent has the mail open in front of them, they occasionally find that the button and link does not work. This is mostly if the email is still in a spam folder, incorrectly flagged as **phishing**, in a **quarantine** state or otherwise restricted by their mail system.

The email contains instructions at the bottom to try to copy and paste the link into the browser if the button and link do not open correctly. But even that link can be blocked by the mail system in some cases.

Keep in mind that the link is time-limited with a default **expiry** of two weeks after the invitation was sent. For **long-running** surveys where respondents are slow to respond, this could crop up if they try the link in the older invitation emails instead of the recent reminders.

6.4.3. Website not working

If the respondent manages to click the link, it opens the website but then is not able to proceed to the survey, a few possible problems are:

- Cookies are disabled in browsers - while a large part of the respondent pages are made less dependent on cookies, this is still likely to cause issues in some cases.
- Corporate internet VPN or similar security measures limit external website access.



7. Respondent pages

Respondents use a separate part of the SPGR Gyre Web site:

<https://gyre.spgr.no/survey>

For the most part respondents are invited directly and get a **login link** that automatically logs them in as a respondent. If their login fails, they get redirected to this survey landing site.

For some surveys or groups, there may be an **Open Invitation Code** (OIC) added. That means they can enter a code on the survey landing page to find the invitation (or they might have received a direct link to the open invitation).

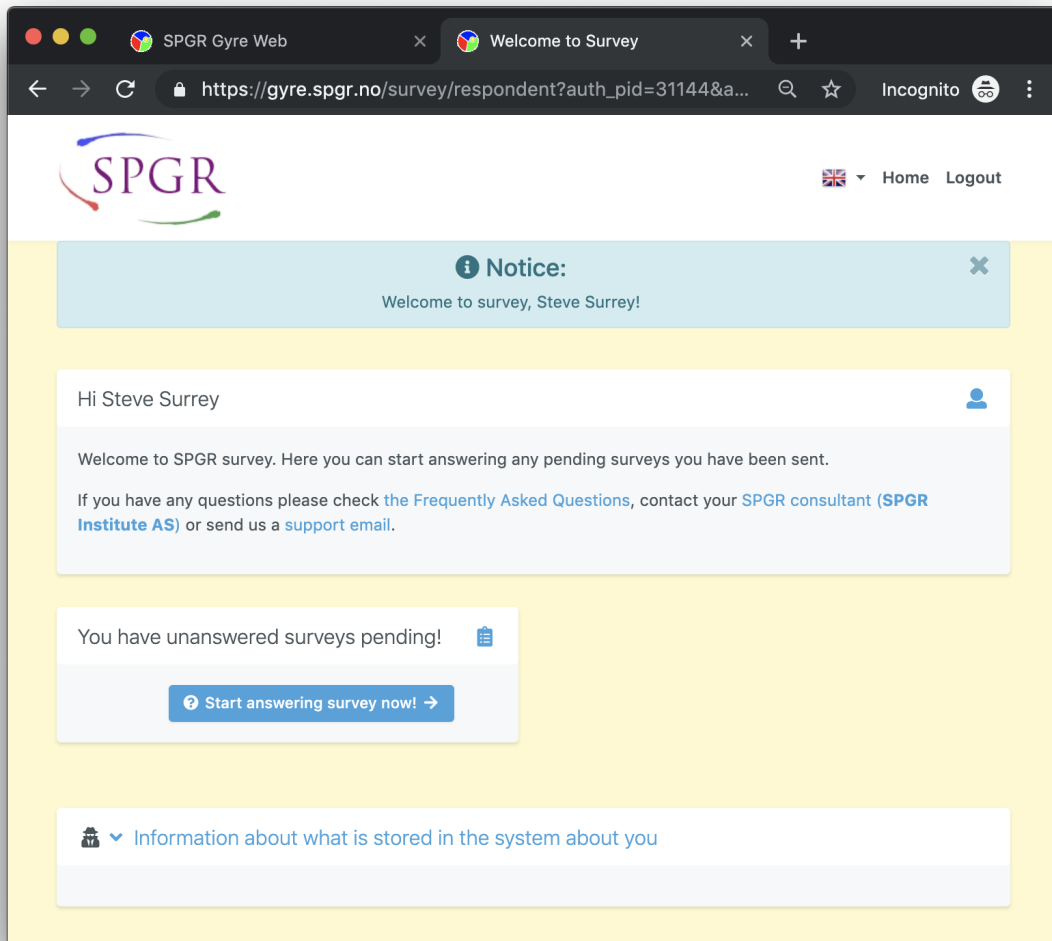
7.1. Privacy Policy page

Before we can start storing information about people, we need them to accept the Privacy Policy. This is part of GDPR compliance and is strictly required.

NOTE: While it may be technically possible, you as a consultant are **NOT allowed** to accept this policy on their behalf. Any access you do as a consultant to the respondent pages for someone you have in a survey will skip the checks by default. The primary responsibility of **obtaining consent** from the respondents is still firmly with the **user / consultant** of the system that adds the respondents to the system.

7.2. Respondent landing page

The respondent landing page is what all invited participants to surveys are greeted to. They typically receive their **login link** in an email, and when they click it they get redirected here.



It contains brief information about who invited them, with some further information available in the drop-down area at the bottom.

Once they click the **“Start answering survey now!”** button they will continue onwards to the actual survey questions.



7.3. Respondent demographic questions

The first time a new respondent answers SPGR surveys we also ask a standard set of demographic questions used primarily for statistical and research purposes.

Note the **Language** option, which the respondent can also change later using the **flag icon** drop down on the top right. The SPGR questions are translated to a handful of languages and it is important for accuracy in the data that they use a language they are comfortable in, preferably their native language.

The screenshot shows a web browser window with two tabs: 'SPGR Gyre Web' and 'Personalia for Steve Surrey'. The address bar shows the URL 'https://gyre.spgr.no/survey/respondent/personalia/31144/...'. The page header features the SPGR logo and navigation links for 'Home' and 'Logout' with a flag icon. The main content area is titled 'Update Your Details' and contains two sections: 'Personal Details' and 'Demographics'. The 'Personal Details' section has three fields: 'Name' (Steve Surrey), 'E-mail' (spgr+steve@rubendahl.com), and 'Language' (English). The 'Demographics' section has four dropdown menus: 'Age' (40-49), 'Gender' (Male), 'Leader' (Leader), and 'Occupation' (Education). A green 'Save Changes' button with a right arrow is at the bottom.

Update Your Details	
Name	Steve Surrey
E-mail	spgr+steve@rubendahl.com
Language	English
Demographics	
Age	40-49
Gender	Male
Leader	Leader
Occupation	Education
Save Changes →	



7.4. Respondent SPGR survey questions

The main SPGR survey questions appear as one or more pages depending on how many **target members** and/or **query objects** they are set up to answer about in the survey.

Each page has 24-25 questions to be answered on a 3-point scale (0-Seldom, 1-Sometimes, 2-Often) where three adjectives or short descriptive statements are seen as one.

Mobile view of the SPGR survey interface. The page displays five questions, each with a 3-point scale (0 - Seldom, 1 - Sometimes, 2 - Often). A 'Save Changes' button is located at the bottom of the page.

Desktop view of the SPGR survey interface. The page displays twelve questions, each with a 3-point scale (0 - Seldom, 1 - Sometimes, 2 - Often). A 'Save Changes' button is located at the top of the page.

On mobile phones and smaller devices, the page adapts and displays differently to be easier to use with a limited screen size.

At the bottom of the page there is a “**Save Changes**” that takes you to the next pending page, once all questions on the given page has been completed.

Once all pages are fully answered, they are taken back to the respondent landing page.

7.5. Optional poll question pages

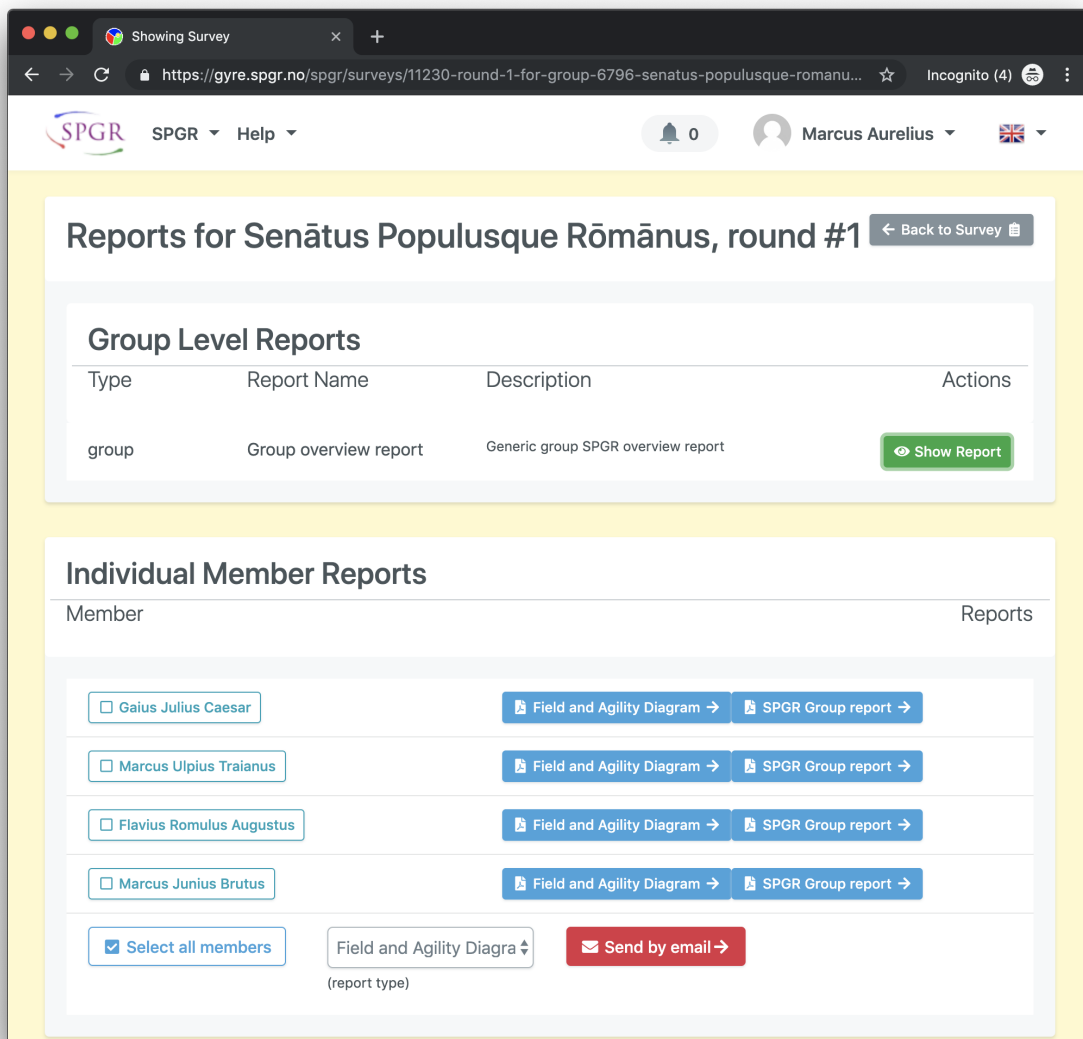
Red belt users and above can also create simple “**polls**” for non-SPGR related questions.

8. Survey Results

When all your respondents finally have answered it is time to review the results in the PDF reports and plan how to give feedback and make use of the results.

8.1. PDF reports

On the survey info page, there is a “**PDF reports**” link on the right-hand side under “Actions”. This brings you to an overview for the available reports for the given survey.



The screenshot shows a web browser window with the URL <https://gyre.spgr.no/spgr/surveys/11230-round-1-for-group-6796-senatus-populusque-romanu...>. The page title is "Reports for Senātus Populusque Rōmānus, round #1". The user is logged in as "Marcus Aurelius".

The page displays two main sections:

- Group Level Reports**: A table with columns "Type", "Report Name", "Description", and "Actions". It lists a "group" report named "Group overview report" with a description "Generic group SPGR overview report" and a "Show Report" button.
- Individual Member Reports**: A table with columns "Member" and "Reports". It lists four members: "Gaius Julius Caesar", "Marcus Ulpius Traianus", "Flavius Romulus Augustus", and "Marcus Junius Brutus". Each member has two report options: "Field and Agility Diagram" and "SPGR Group report".

At the bottom, there is a "Select all members" checkbox, a "Field and Agility Diagram" dropdown menu (labeled "(report type)"), and a "Send by email" button.



8.1.1. Group Level Reports

When looking at the group as a whole, the group level reports provide a more high-level look which is a good starting point for analysis by the SPGR consultant to get an overview and idea of how to proceed. Here we see a “**Group overview report**” since we have run a TEAM survey.

8.1.2. Individual Member Reports

There are reports tailored to each participant in the survey. These have more individual details. The **Field and Agility Diagram** report is primarily meant as a tool for the SPGR **consultant** to look deeper into the results and should not be directly shared with the members without careful consideration.

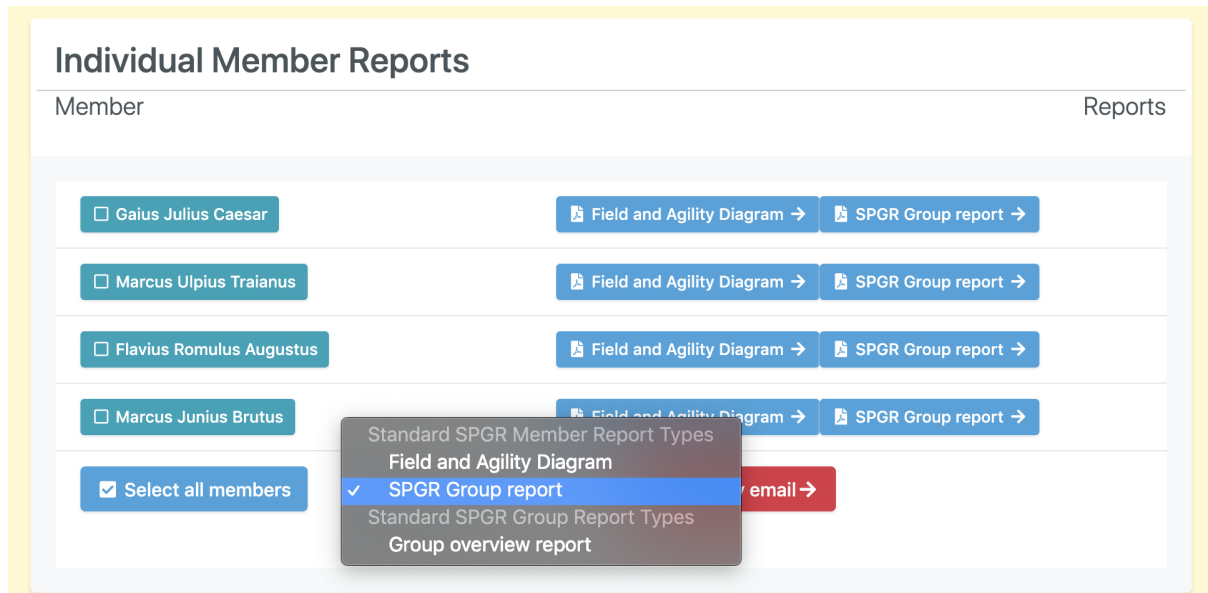
Each survey type will have one or more other report types that are more suited for giving as feedback to the members. Here we see the individual “**SPGR Group report**” which is set up to be suitable for sending to each member after a TEAM survey, containing only averages about all others and individual ratings given by themselves.

8.1.3. Choosing reports for feedback

An SPGR consultant is responsible for taking ethical and practical considerations when choosing how and when to give the feedback from SPGR surveys. The group maturity and psychological safety must be taken into account to ensure the feedback is taken as positive and constructive by all members.

8.1.4. Sending individual reports by email

At the bottom of the “**Individual Member Reports**” area, click on “**Select All Members**”. Then select “**SPGR Group report**” in the report type drop-down next to it, and finally click on the “**Send by email**” button.



You will be presented with a form for sending out the reports along with various settings.

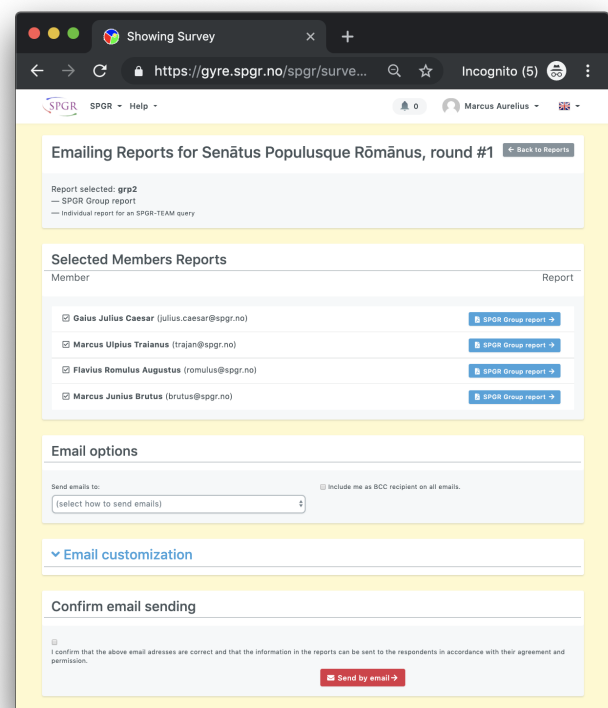
The list of members selected each have a button to open the report in the browser for any final inspection and checks.

The email options must be selected. Either each report will be sent to each member, or all of them will be sent to your account.

You can also toggle a **blind carbon-copy** (BCC) where you get included as a recipient on each of the emails.

Click on “**Email customization**” to change the default subject and text of the email.

Finally confirm sending before clicking the red “**Send by email**” button to actually send out the reports.



8.2. SPGR Report Diagrams

A brief overview of the main SPGR diagrams found in the PDF reports.

8.2.1. SPGR Field Diagram

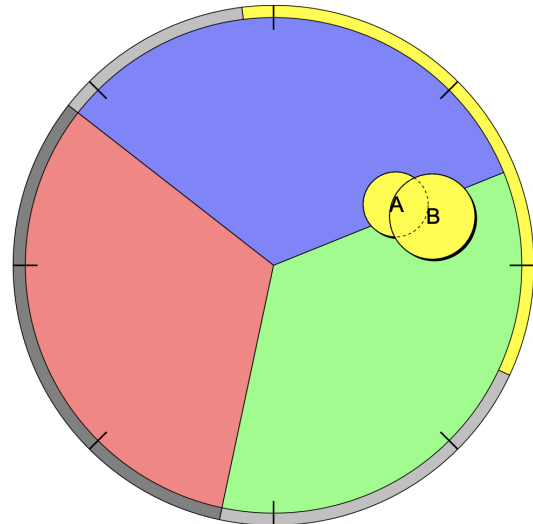
The Field Diagram is a three dimensional (3D) plotting of the SPGR scores.

There are **red**, **blue** and **green** sections representing **opposition**, **control** and **nurture**.

The X-dimension indicates degree of friendliness and group-oriented behaviour versus individualistic and anti-social behaviours.

The Y-dimension indicates level of task focus and following plans / obeying authority versus creativity, socializing and non-commitment.

The Z-dimension is denoted by the size of the circle, and indicates how dominant the person is perceived; i.e. “*how much room they take*” in the group.

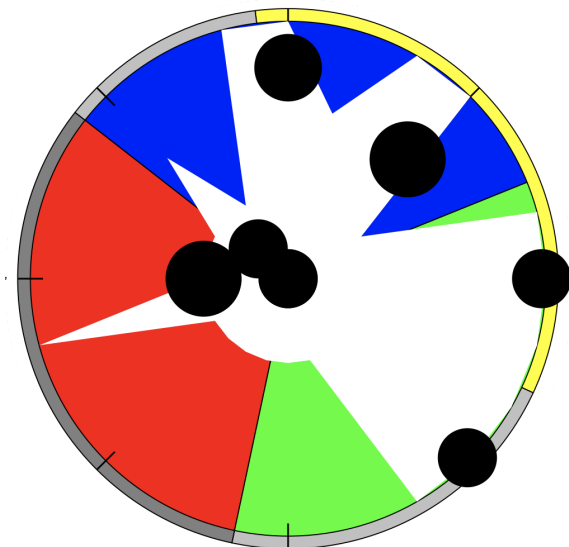


8.2.2. SPGR Agility Diagram

The SPGR **Agility** Diagram is also known as “**Smidighetsprofil**” or “**Flexibilitetsdiagram**”

It unpacks the details of a single circle in the previous Field Diagram and allows us to look more closely into the results. Here we are looking at a **self rating** - how someone perceives themselves.

The **white area** denotes a **behavioural possibility space** meaning the person can use these behaviours as needed. We notice that a large part of the white area covers two thirds of the green Nurture area (specifically Openness and Empathy).



The **black dots** represent **typical behaviour** and **intensity** (size).

The longer out from the center, the more frequent that type of behaviour is.

The larger the circle, the more intense and more dominant that behaviour expresses itself.

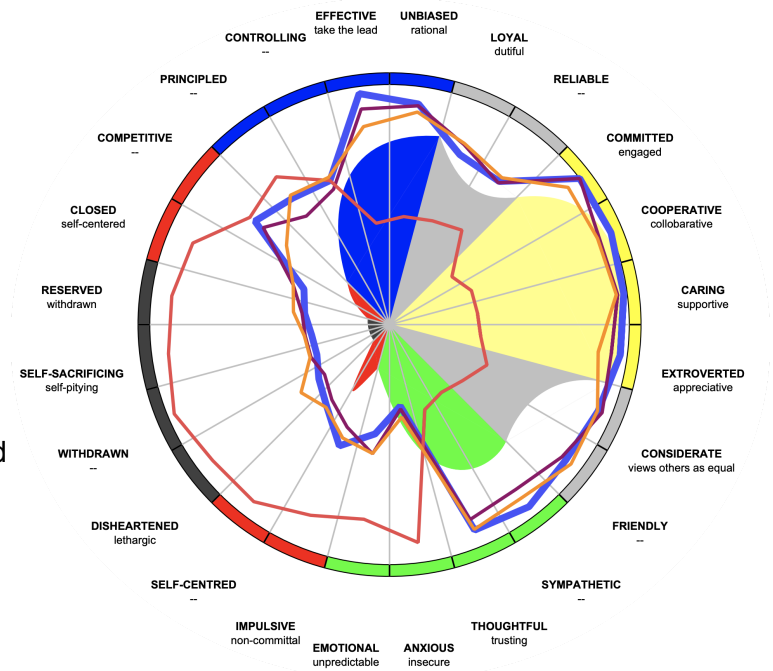
8.2.3. SPGR Spiral Diagram

The **Spiral** - or “*butterfly*” - diagram presents the results and responses flattened into a two-dimensional space. It is often a useful complement for 360+ surveys.

The Spiral analysis presents the SPGR scores given for all parts of the SPGR scale. The scores are plotted over a stylized picture of the “*SPGR norm*” as a foundation for comparison with the profile under evaluation. The color codes illustrate which parts influence which behaviour.

The Spiral analysis gives a degree of detail down to parts that can be compared to the “*SPGR norm*”.

By using this you achieve variation in-tool without leaving the “*language*” and model you are basing the training on, as well as get an immediate reference to the various behavioural components.



The Spiral diagram is available to **Blue belt** users and up.

8.2.4. SPGR Polarization diagram

The **Polarization** (or “*Polar*” for short) diagram helps more easily identify the sub-groups that have formed and how strong the polarization is.

The Spiral diagram is available to **Blue belt** users and up.



9. Giving SPGR Feedback

The art of using SPGR and giving constructive feedback should have been an integral part of your SPGR certification.



10. Frequently Asked Questions (FAQ)

10.1. About SPGR in General

10.1.1. What is SPGR?

SPGR - ***Systematizing Person-Group Relations*** - is an integrated set of tools for measuring, exploring and improving group processes.

10.1.2. What is an SPGR Survey?

An SPGR Survey consists of **multiple questionnaires** using the SPGR scale.

As a respondent, you'll be asked to rate one or more persons (as well as one or more abstract query objects) using a set of 24 questions, each describing three adjectives or behaviours, indicating if they often, sometimes or seldom show the given behaviour.

Once all members of a survey have responded, the SPGR consultant can generate SPGR report diagrams to highlight the findings and begin giving feedback.

10.1.3. Is it like a personality test?

No, SPGR is not a personality test.

SPGR measures **subjective perceptions and behaviours** - which change over time. The dynamic nature and flexibility of how we act in different situations, contexts and roles are central to adapting and improving, be it as a team, a co-worker or a leader.

A personality test on the other hand tries to measure static, unchanging characteristics of a person.



10.2. During a Survey

10.2.1. How do I send reminders only to those that have not yet answered?

Select the group and click on **"Show Survey"**.

On the top-right of the page you will see a blue shortcut button **"Send Reminders"**.

Click it and you get a form to enter text for the email.

Click the green button **"Send Invitations"**.

(The yellow button **"Send Reminders"** in the *"Actions"* menu on the right side of the Survey info page does the same..)

10.2.2. How to reset an answer for a respondent?

Sometimes respondents request to redo one or more answers, if they realized they have misunderstood what was asked or made some mistake.

Select the group and click on **"Show Survey"**.

Under the right-hand side *"Actions"* menu, click on **"Participants"**.

Find the respondent in question and click **"Show Participant"**.

On the Participant page you will find a list of all their answers for the given survey.

For each of those you wish to reset, click on **"Show Answer"**, and then **"Reset Answer"** on the next page.



10.2.3. One of the respondents refuses to answer the survey!

First of all; use this opportunity to reflect on how and to what degree you obtained buy-in from the group beforehand. If their refusal only first shows up during the survey, something may have fallen between the cracks and communication has broken down.

The second concern is whether this is **active** or **passive** refusal.

Passive refusal usually means all reminders go unheeded and now **no** answers are forthcoming. Minor technical steps might get blamed for “*it not working*”, and then “*giving up*”. The solution for passive refusal is direct communication and **close follow-up**, helping them at every step of the way. You might also want to consider giving them a paper version of the form to fill out.

Active refusal is more easily spotted and will usually have a more constructive critique of the survey and tool. Address their point of concern as best as possible. Examples include:

- “*I don’t believe in **personality tests**!*”
 - Note that SPGR is not a personality test due to the focus on behaviours and changes over relatively short-term. See separate FAQ on this.
- “*The **demographics** page makes it **not anonymous** / safe!*”
 - The demographics data is primarily stored for research purposes. The SPGR consultant running the survey will be able to access the information, but it is not used in the regular SPGR PDF reports for feedback.
 - NOTE: Actual anonymous respondents are possible using **OIC**.
- “*I won’t agree to the **privacy policy**!*”
 - At this point, we are not permitted to store any further data about the person. Please contact us to remove the respondent.

11. SPGR Report Types

<https://gyre.spgr.no/pages/spgr-report-types>

There are several different report types for SPGR along with various diagrams. It is also possible to create customized versions of report types (for Red and Black Belt users). Hence this is not a comprehensive and complete list, but explains the primary report types in general.

11.1. About reports and usage

11.1.1. Report level - Who is the report targeted for?

We have three primary report levels;

- Member - the report is tailored for or about the given member.
- Group - the report is about the group as a whole
- Organization - for higher-level reports.

As such a *Member level* report will contain more information pertinent for that individual, and these can be sent by email. But it is therefore also more personal and thus privacy must be handled with care.

On the other hand a *Group level* report focuses on the group as a whole. As such, it may be more suited to presentations in common in front of the whole group

11.1.2. Data detail level - Who will see the report?

While related to the report level, to ensure ethical usage you must also keep an eye on the *detail level* of the report before sending or showing them. Some report types will for instance list the individual responses in diagrams while others will not, and whether they can be shown or sent to the members of the group, their leader etc is an important ethical judgement call for the SPGR consultant.

Thus there are a few things to keep in mind;

- Very high detail level reports are useful for the experienced SPGR-consultant analyzing the results, but should not be shared directly unless the participants both consent *and* are deemed to be far along in the maturing process that the results are unlikely to be taken negatively.
- Medium detail level reports include member-specific reports where they get their own detailed responses, but not those of others, as well as group-level reports, where in both cases there is a bit of "*anonymity in averages*". For smaller groups, this thin veil of anonymity quickly becomes less useful, and the need for the SPGR consultant to make educated judgement call as to what can be presented.
- Low detail level reports generally only have averages, little in the way of individual identification and can be shared fairly freely within the group. Pertinent privacy rules and regulations still apply.

11.2. Common SPGR Report Types

These are the most commonly used SPGR report types that are applicable to a majority of the surveys that can be created.

11.2.1. Field and Agility Diagram (FAD)

The FAD report is the *general starting point* for the SPGR consultant for digging into the result. It contains several copies of the SPGR Field diagram from different perspectives, as well as the same for Agility diagrams. It is member-level and high-detail, thus it might **NOT** be a good candidate for sharing directly with the member(s).

The SPGR Field analysis maps out relations between members of the group and gives a visual image of the group dynamic, roles and role descriptions, as well as the distribution of power and influence. The field analysis is also used to identify differences in members' perception of the group social reality (mental models).

The SPGR Agility analysis identifies which group functions/culture that the behaviour primarily supports, the frequency of behavior, degree of intensity and areas for development along eight vectors. The agility analysis is also used to identify similarities and differences between one's own and others' perception. Also other objects (not persons) can be the basis for the agility analysis, which for instance is relevant for triangulation.

11.2.2. Group report (Grp2)

The *Group* report (grp2) is basically a trimmed version of FAD report meant for SPGR TEAM surveys and similar, where all members in a group rate each other and themselves. Member-level and medium-detail, this is the starting point for feedback when doing group, TEAM, TEAM+ and similar surveys, meaning it can be fairly safely shared with the member.

11.2.3. Object report (Obj)

The *Object* report (obj) is similar to *Group* report in that it is a version of FAD report, but this one is meant for surveys where the members are primarily or only asked about query objects, not other members. Same as for *Group* report this is member-level and medium detail and fairly safe to share with the member(s)

11.2.4. 360+ report (360plus)

The *360+* surveys focus on a single member of the group (the *target member*) who is receiving the 360 evaluation. This report is an adaptation of FAD for giving feedback to the target member.



11.2.5. Spiral report (spiral)

The *Spiral* report presents Spiral diagrams of the results and responses flattened into a two-dimensional. It is often a useful complement for 360+ reports.

The Spiral analysis presents the SPGR scores given for all parts of the SPGR scale. The scores are plotted over a stylized picture of the "SPGR norm" as a foundation for comparison with the profile under evaluation. The color codes illustrate which parts influence which behaviour. The Spiral analysis gives a degree of detail down to parts that can be compared to the "SPGR norm". By using this you achieve variation in the tool without leaving the "language" and model you are basing the training on, as well as get an immediate reference to the various behavioural components.

11.2.6. Self response report (self)

The *self* report is a minimal FAD report that only shows the member their own answers; no data from other respondents. This can be useful for certain individual surveys, as well as a *preview report* to acquaint the respondent with the diagrams before the full results from all respondents are ready.

NOTE: A survey can be set up to offer a preview PDF report of this type immediately after a respondent has completed their answers. Click "*Edit Survey*" on the survey in question and enable "*Respondent preview report*" if this sounds useful for your use-case.

11.3. Custom Report Types

Users with Red Belt or Black Belt can create customized report types. This allows you to copy any existing report type and add/remove components from the report, as well as add text pages. This functionality is fairly technical at the moment.



12. Advanced Functionality

Briefly about some of the more advanced functionality of the site. Ask us for more details.

12.1. Subgroups

While on the “Edit Group” page you can also go to “Subgroups” and select a subset of the members to put in a separate group connected to the main group.

This is useful for certain types of surveys and reports which are available from Blue/Red belt and upwards.

12.2. Open Invites

Open Invitation Codes (OIC) allow you to send mass invites without knowing names and emails of the individual respondents ahead of time. It also supports anonymous respondents.

They consist of a long URL that respondents can click directly to start a process where their email is verified before they are added to your group and optionally added to an ongoing survey. They also have a shorter invite code that is meant to be easy to enter manually on the survey landing page.

You can create an open invite for a group on the “Edit Group” page, and for a survey on the survey info page which has a “Show invite codes” button.

Click on the “Gyre” menu and then “Open Invites” to see your invites.

12.2.1. Open Invite Emails

To help with sending out open invites, you can send them through our system. It will prefill the “To:” list with the members of the group, but you can expand and change it as needed.

See the “Bulk Email Open Invite” button on the info page for one of your open invites.

12.3. Sent Mail Logs

Under the “Gyre” menu, select “Sent Mail Logs” - this gives you a list of all mails you have sent recently through our system and the status of each of them. If you got a “bounce warning” email about problems with the address of one of your respondents, you can here see if it is still a problem or not.



13. Appendix

13.1. Terminology

Person - an individual registered in the system that may be asked about in surveys and/or answer survey questions. Name and a valid email address is required to enter a person in the system.

Respondent - an individual / person that will be answering one or more survey questions.

Target Member - a selected person from a group that is the target of the analysis. Typically this is for 360+ surveys where the leader is the target member and will be evaluated by everyone in the group as well as answer additional query objects.

Group - a named collection of persons one plans to run SPGR survey(s) for.

Survey - A set of questions created for a specific group.

Query Object - an abstract question object which does not pertain to a specific person. This can be roles, ideals (e.g. "Ideal Co-Worker"), groups seen as a whole (e.g. "Our Team"), culture (e.g. "Our Company") and other relevant

Global Query Object - same as Query Object, but shared by all consultants in the system so they cannot be edited. These are frequently also translated.

Local Query Object - same as Query Object, but belongs to a single SPGR consultant who can create, edit and use it freely.

Survey Type - a specific setup of a given kind of surveys.

Report Type - a collection of diagrams and pages that can be created for certain Survey Types and produce a PDF report.

Question Type - the SPGR question scale used. For persons and roles, use BehSD4. For more abstract query objects, consider Val_SD4 instead. Other question types available are special cases.

Instruction Type - this is a larger instruction text that is shown along with the SPGR questions to guide how the respondent shall proceed when answering.

Field Diagram - the most commonly used SPGR diagram which displays the responses in 3-dimensional field with blue, green and red areas as well as yellow and grey sectors.

Agility Diagram - a representation of the SPGR answers which give an indication in how flexible and adaptive the behaviour of an individual or group is.



14. Additional information

SPGR Institute AS	https://www.spgr.no/
SPGR Gyre Web	https://gyre.spgr.no/
SPGR support	support@spgr.no

From the Help menu:

Help & Info

[SPGR in General](#)

[SPGR Belt Levels](#)

[Subscription Plans](#)

SPGR Details

[Survey Types](#)

[Report Types](#)

[Certification & Authorization](#)

Legal & Terms

[Terms of Use](#)

[Privacy Terms](#)

Respondent FAQ <https://gyre.spgr.no/pages/spgr-respondent-faq>