



Multirater Survey Assessment Process

The overall objective is to assess leadership capability, and to improve individual performance and group teamwork. This flexible assessment tool will identify specific performance strengths and developmental needs—for both the individual and the organization.

Overview

The process is easy, fast, streamlined, and accurate.

- ✓ It can be customized to your requirements. For example, it can include open-ended as well as closed-ended questions, and accommodate any number of respondent groups. And we can provide a variety of group reports based on aggregate results for organizational units or demographic variables.
- ✓ It takes about twenty-five minutes to complete (approximately thirty to forty questions—observable behaviors linked to competencies). This is typically less than half the time it takes to complete the more cumbersome commercially available instruments.
- ✓ Our database includes extensive competencies and corresponding observable behaviors. Examples include: Planning, delegating, motivating others, coaching, communication skills, personal flexibility, teamwork, personal integrity, decision making, risk taking, problem solving, passion for business, change inclination, etc.

Change begins when people recognize and accept that their current behavior is ineffective or self-defeating. This 360° assessment process provides detailed feedback in critical leadership skill areas. Only feedback that is specific, comprehensive, and developmental in focus can create this level of awareness.

This process compares observable *current* behavior to performance *expectations* from any internal or external sources you select (360°). This unique 360° assessment process and feedback presentation, make it easy for participants to accept their results. They trust it. They understand the consequences of their actions with others. They are then more willing to create self-directed action plans to improve their performance. And this results in greater individual and work group performance.

Steps for the Multirater Survey Include:

1. Customize the Survey Process
2. Identify and Validate Core Competencies
3. Administer and Distribute Surveys
4. Analyze and Interpret Data
5. Prepare Personalized Feedback Reports
6. Conduct a 3-4 Hour Group Briefing Workshop
7. Conduct One-On-One Coaching Sessions
8. Measure Advances in Leadership Style and Teamwork

Data Analysis, Interpretation, and Report

Our unique *gap analysis* methodology serves as the basis for action planning and follow-up activities. The smaller the gap, the greater the effectiveness. Clear recommendations identify how to work more effectively with others - Do More of the behavior, Do Less, or Leverage their Strengths. The result - developmental feedback based on *expectations*.

The *Workbook* provides participants with worksheets and guidelines for analyzing their data, setting goals, and creating action plans. Also included are ideas and strategies for implementing action plans and following up with others.

The feedback results are bound in a personalized *Feedback Profile*. The *Profile* includes a detailed item analysis, and summaries of key strengths and developmental needs. The *Follow-up Discussion and Coaching Guide* helps participants discuss their feedback and action plans with their boss and others.

Each participant will develop a personalized action plan as part of his or her developmental needs feedback. The feedback consists of only specific, relevant competencies—not theoretical personality traits. This proven process improves leadership capability and results in significantly better inter-department teamwork, and the achievement of business goals.

Key Features and Benefits

- ✓ Fast, flexible and accurate survey process with powerful individual and group reporting capabilities
- ✓ Platform and the reports are designed to maximize the value of the survey information and lead to real action for development
- ✓ Expert help in developing the survey items and in managing the entire effort (including communications) to ensure success