

# CheckPoint 360<sup>TM</sup>

## Comparison Report

### c夫 サンプル

Report Prepared: 08.06.2020

Current Survey Completed: 10.23.2014

This report includes responses from:

Self, 1 Boss, 2 Direct Reports, and 2 Peers

Boss - 上司, さぶろう

Previous Survey Completed: 10.15.2014

This report includes responses from:

Self, 3 Bosses, 2 Direct Reports, 2 Peers, and 2 Others

Previous Boss - 田原, A郎

Previous Second Boss - 亀田, B子

Previous Third Boss - 塚田, Y男

#### **This report is provided by:**

Demo-Site

城山トラストタワー 15階

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虎ノ門

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03-6777-7869

# THE CHECKPOINT 360<sup>™</sup> SYSTEM

The purpose of the CheckPoint 360<sup>™</sup> System is to identify leadership as viewed by certain groups of individuals who know and have had the opportunity to observe the manager in the work setting. This is accomplished with the collection of ratings from different sets of observers: **Self** (you), **Boss**, **Direct Reports**, and **Peers**.

There are 70 leadership behaviors presented as survey items. These 70 items are grouped into 18 Skill Sets which further group into 8 Universal Management Competencies. Each rater reports their experience of observing the manager with a rating on each of the items.

In the 70 CheckPoint survey items the raters chose between six possible choices. Based on their observations they indicated the percentage of time they felt the manager displayed each behavior. The sixth choice was "No Opportunity," which was selected when the rater had no opportunity to observe the listed behavior and thus could not provide a meaningful response. These six possible responses were:

Rating	Description	Percentage of Time
<b>1</b>	Almost Never	0 - 10%
<b>2</b>	Seldom	11 - 39%
<b>3</b>	Sometimes	40 - 60%
<b>4</b>	Usually	61 - 89%
<b>5</b>	Almost Always	90 - 100%
<b>N</b>	No opportunity to observe this behavior	N/A

There are 18 Skill Sets that are critical for success in most supervisory positions. They are grouped into 8 Universal Management Competencies. When a manager frequently displays certain behaviors which are a part of these Management Competencies, they are typically identified as effective and successful managers.

The 8 Universal Management Competencies and their 18 Skill Sets are listed below.

**1. Communication**

- Listens To Others
- Processes Information
- Communicates Effectively

**2. Leadership**

- Instills Trust
- Provides Direction
- Delegates Responsibility

**3. Adaptability**

- Adjusts to Circumstances
- Thinks Creatively

**4. Relationships**

- Builds Personal Relationships
- Facilitates Team Success

**5. Task Management**

- Works Efficiently
- Works Competently

**6. Production**

- Takes Action
- Achieves Results

**7. Development Of Others**

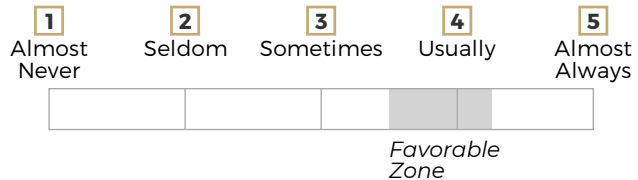
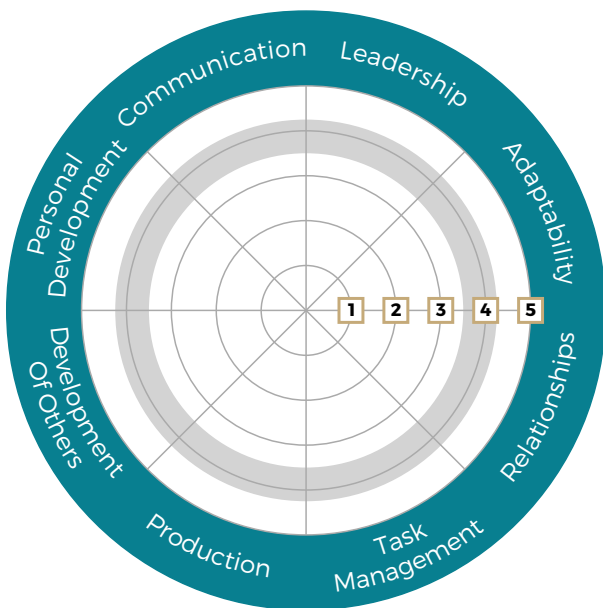
- Cultivates Individual Talents
- Motivates Successfully

**8. Personal Development**

- Displays Commitment
- Seeks Improvement

**Favorable Zone:**

The Favorable Zone was identified by analysis of the data from a wide range of industries and organizations. This analysis showed that on the CheckPoint 360™ those managers who had been identified as "good managers" by their respective company typically achieved an average rating of 3.5 to 4.25 when rated by others who knew the manager's work behavior. This established the range of scores for the Favorable Zone on the CheckPoint 360™.



# INTRODUCTION TO THE COMPARISON REPORT

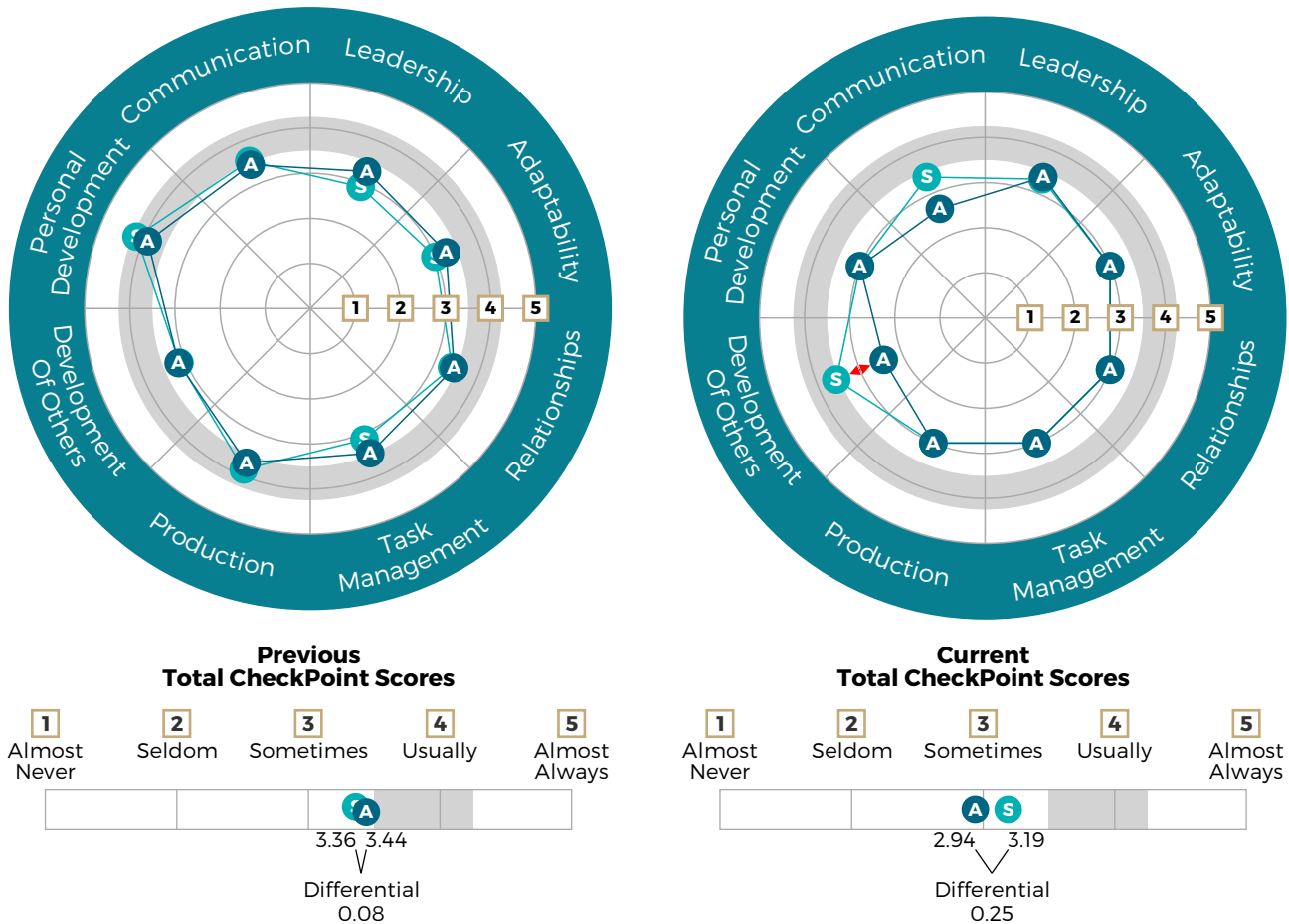
This report summarizes the results of the CheckPoint survey that you (**Self**) and the respondent groups (**Boss, Direct Reports, and Peers**) recently completed and the survey that you (**Self**) and the respondent groups (**Boss, Direct Reports, and Peers**) previously completed. The scores you received are presented in the graphs and numeric scales on the pages that follow.

Feedback is reported in the following sections:

- **Executive Competency Overview:** Results for the 8 Universal Management Competencies, comparing the average **Self** score with the average score of **All Observers** (includes **Boss, Direct Reports, and Peers**) and showing whether scores fall within, above, or below the Favorable Zone. Also shown is the Total CheckPoint Scores, including the score differential between **Self** and **All Observers**.
- **Executive Skill Set Summary:** Overview of the 18 Skill Sets as rated by **All Observers**. The average ratings are displayed ranked from highest to lowest providing you an overview of your relative strengths or challenges in these Skill Sets.
- **Critical Skills Alignment Summary:** Overview of the Skill Sets identified as critical by **Boss** and/or **Self**.
- **Executive Summary:** Results for the 8 Universal Management Competencies, comparing the average scores of all respondent groups (includes **Self, Boss, Direct Reports, Peers, and All Observers**), providing Total CheckPoint Scores for each group, and pointing out group score averages that vary by more than 1 point.
- **Skill Set Analysis:** Results for the 18 Skill Sets, comparing the average scores of all respondent groups (includes **Self, Boss, Direct Reports, Peers, and All Observers**), and pointing out group score averages that vary by 1.5 points or more, as well as analyzing Critical Skill Sets to establish Talents, areas needing Focus, and areas where a significant GAP exists between **Self** and **Boss** scores. (You and your Boss chose 6 Critical Skill Sets out of 18. These were considered critically important to your particular job requirements.)
- **Respondent Group Comparison:** Results for the 18 Skill Sets and Total CheckPoint Scores, analyzing the average scores of each respondent group (includes **Self, Boss, Direct Reports, and Peers**).
- **Survey Summary of the 70 items:** Results for all 70 survey items, displaying the average scores for **Self, Boss, and All Observers** (includes **Boss, Direct Reports, and Peers**) and highlighting the items that fall in a Critical Skill Set, as well as flagging items where responses lack consensus (varying by three or more points) within a respondent group for a given survey.
- **Survey Comments:** Each respondent is given the opportunity to volunteer their comments about you and your leadership. Any comments which have been made are sorted and then grouped by competency. They are shared with you in this section of the report.
- **Development Summary Overview:** Describes your strengths and development needs for the 18 Skill Sets.
- **Individual Development Guide:** Describes your strengths and development needs for your 3 most critical Skill Sets and provides guidelines and suggestions for your individual development plan.

As you review this material, keep in mind that most people exhibit a range of abilities. No one does everything equally well. Approached as a learning tool, this feedback can be a valuable first step toward increasing your effectiveness on the job. Of particular interest in many sections will be the ability to compare the results from the two different CheckPoint surveys. Where a difference between the two average ratings exceeds 1 point there will be an indication with an icon (▲).

# EXECUTIVE COMPETENCY OVERVIEW



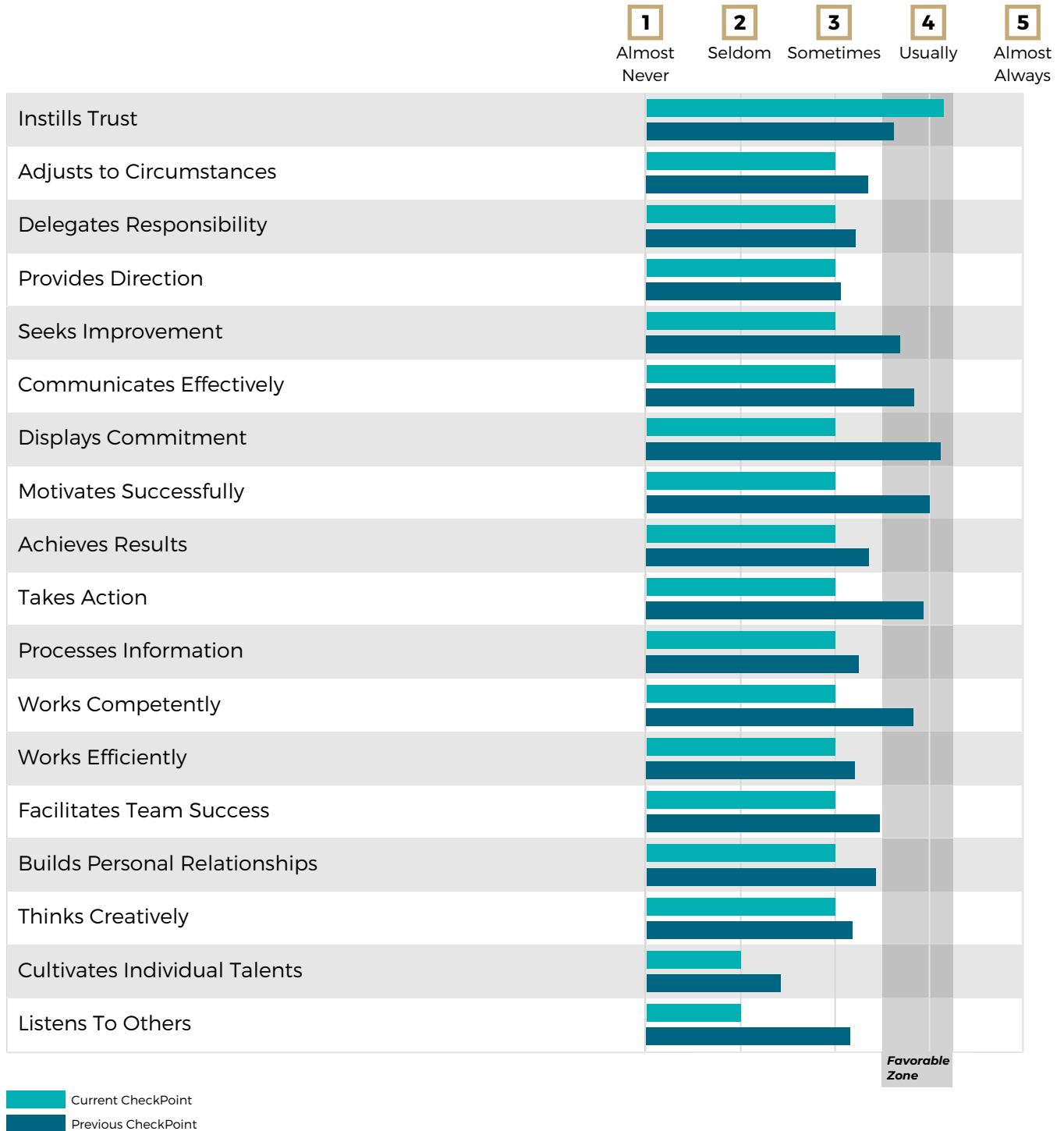
This is an overview of **Self's** rating compared to the average rating of **All Observers** (every rater except **Self**). As the **Self** ( S ) marker and the **All** ( A ) marker move away from the center of the circle, the scores are higher. Note particularly where there is a gap of 1 point or greater. This would suggest a significant difference between your perception and that of the other observers as to how often you display that management competency.

Total CheckPoint Scores reported on the smaller horizontal graph present the average score for all 8 Competencies for both you (**Self**) and **All Observers**. If the difference between these two averages is 1 point or more, your perception of your behavior varies a great deal from the other raters. This would suggest a need for a greater self-awareness.

The following sections show the details of variance between the results from both CheckPoint survey rating periods.

# EXECUTIVE SKILL SET SUMMARY

The graph below shows the average ratings of **All Observers** (ratings from everyone except you) for each Skill set. The average ratings for both CheckPoint surveys are displayed and ranked from the highest to lowest based on the most recent survey. This provides you with an overview of your relative strengths in these Skill Sets. While we suggest you focus on the most critical Skill Sets shown in the next sections of this report, it is useful for you to have an overview of your ratings on all Skill Sets. Also, note if there is any significant variances between the two CheckPoint survey results sets.



# CRITICAL SKILLS ALIGNMENT SUMMARY

Both you and your Boss identified the 6 Skill Sets that you each thought were most critical for success in your job. These Skill Sets for both CheckPoints are displayed below. Consider that the possible number of Skill Sets selected by both you and your Boss can range from 6 to 12. If you both select the same 6 Skill Sets you will have 100% alignment. When you did not agree on any of the Skill Sets as most critical, there is 0% alignment. As the alignment percentage decreases, it becomes even more important for you and your Boss to discuss and clarify the most important aspects of your work. Unless you have both identified the same behaviors as critical, there will be a real potential for disagreement on where you should focus your activities. Also, look for any variance in which Critical Skill Sets were selected for each CheckPoint survey. This could reflect a change in focus between the dates of the two surveys.

## PREVIOUS

### Critical Skills Alignment

- B A郎 田原 - 33%
- B2 B子 亀田 - 33%
- B3 Y男 塚田 - 50%
- S Self

## CURRENT

### Critical Skills Alignment

- さぶろう 上司 - 50% B
- Self S

<span style="background-color: #008080; color: white; padding: 2px;">B2</span> <span style="background-color: #008080; color: white; padding: 2px;">B3</span> <span style="background-color: #008080; color: white; padding: 2px;">S</span>	<b>Listens To Others:</b> Encourages others to share their ideas and concerns. Listens openly to all viewpoints without interrupting. Summarizes information and verifies understanding.	<span style="background-color: #c08040; color: white; padding: 2px;">B</span> <span style="background-color: #008080; color: white; padding: 2px;">S</span>
<span style="background-color: #c08040; color: white; padding: 2px;">B</span> <span style="background-color: #008080; color: white; padding: 2px;">B2</span>	<b>Communicates Effectively:</b> Expresses self clearly, both in writing and in speaking. Is thorough, yet concise, and is consistently straightforward. Readily shares information with others.	<span style="background-color: #c08040; color: white; padding: 2px;">B</span>
<span style="background-color: #008080; color: white; padding: 2px;">B3</span> <span style="background-color: #008080; color: white; padding: 2px;">S</span>	<b>Instills Trust:</b> Can be trusted to keep promises and confidences. Is honest and ethical.	<span style="background-color: #008080; color: white; padding: 2px;">S</span>
<span style="background-color: #008080; color: white; padding: 2px;">B2</span>	<b>Provides Direction:</b> Establishes clear expectations and a manageable workload. Plans the steps required to accomplish objectives, while keeping focus on overall vision.	
<span style="background-color: #c08040; color: white; padding: 2px;">B</span> <span style="background-color: #008080; color: white; padding: 2px;">S</span>	<b>Delegates Responsibility:</b> Delegates appropriate jobs to appropriate people. Empowers others to work and solve problems on their own.	
<span style="background-color: #c08040; color: white; padding: 2px;">B</span> <span style="background-color: #008080; color: white; padding: 2px;">B2</span> <span style="background-color: #008080; color: white; padding: 2px;">B3</span>	<b>Adjusts to Circumstances:</b> Can adjust to people's diverse work styles and to varying environments. Deals with setbacks constructively and anticipates change.	<span style="background-color: #c08040; color: white; padding: 2px;">B</span> <span style="background-color: #008080; color: white; padding: 2px;">S</span>
<span style="background-color: #008080; color: white; padding: 2px;">S</span>	<b>Thinks Creatively:</b> Brings an imaginative approach to the job, inspiring innovation, risk-taking, and creative problem-solving.	<span style="background-color: #c08040; color: white; padding: 2px;">B</span>

PREVIOUS

CURRENT

Critical Skills Alignment

- B A郎 田原 - 33%
- B2 B子 亀田 - 33%
- B3 Y男 塚田 - 50%
- S Self

Critical Skills Alignment

- さぶろう 上司 - 50% B
- Self S

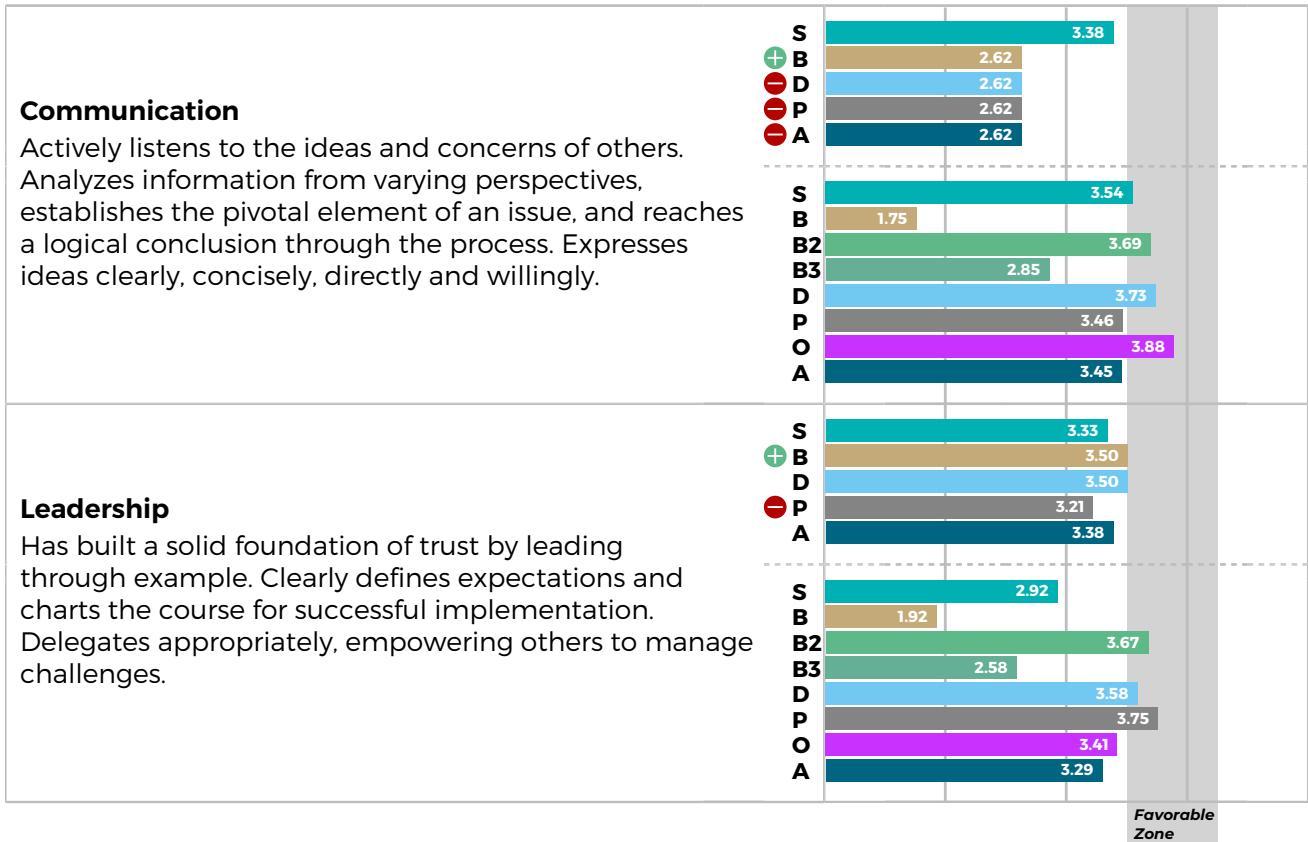
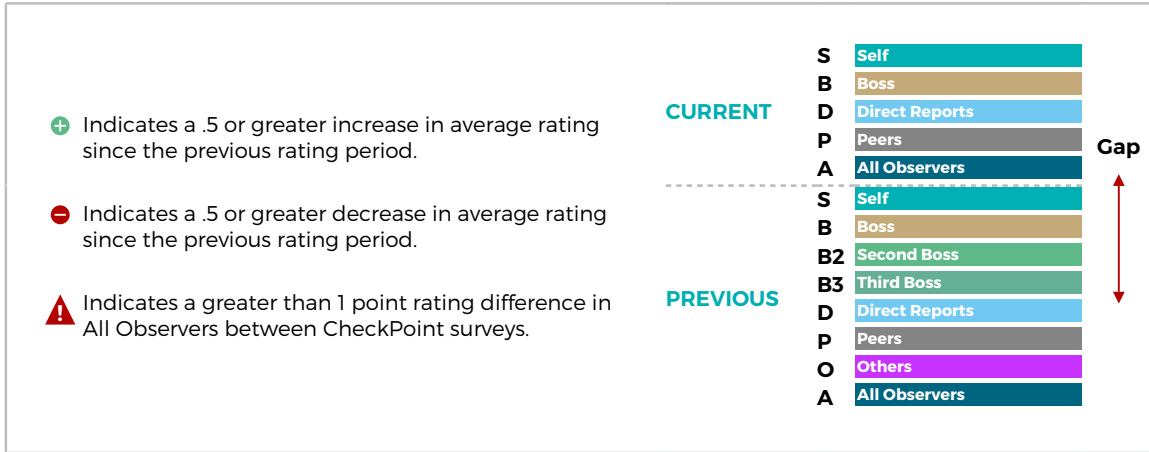
<span style="background-color: #008080; color: white; padding: 2px;">S</span>	<b>Builds Personal Relationships:</b> Is considerate of others' feelings, shows freedom from unfair biases and is tactful when giving criticism. Remains composed under stress.	
<span style="background-color: #c08040; color: white; padding: 2px;">B</span>	<b>Facilitates Team Success:</b> Resolves conflicts fairly in a spirit of cooperation. Builds consensus and leads team in setting appropriate goals. Recruits effectively and uses talents of group wisely.	
<span style="background-color: #008080; color: white; padding: 2px;">B3</span>	<b>Works Competently:</b> Has mastered the fundamentals of the job. Can quickly and competently apply new methods and new information to appropriate tasks.	
<span style="background-color: #c08040; color: white; padding: 2px;">B</span> <span style="background-color: #008080; color: white; padding: 2px;">B2</span> <span style="background-color: #008080; color: white; padding: 2px;">B3</span> <span style="background-color: #008080; color: white; padding: 2px;">S</span>	<b>Achieves Results:</b> Overcomes obstacles to achieve results that set high standards for others and that positively impact the organization.	<span style="background-color: #c08040; color: white; padding: 2px;">B</span> <span style="background-color: #008080; color: white; padding: 2px;">S</span>
	<b>Cultivates Individual Talents:</b> Is an effective coach and makes training available. Provides objective performance feedback on a timely basis.	<span style="background-color: #008080; color: white; padding: 2px;">S</span>
<span style="background-color: #c08040; color: white; padding: 2px;">B</span> <span style="background-color: #008080; color: white; padding: 2px;">B2</span> <span style="background-color: #008080; color: white; padding: 2px;">B3</span>	<b>Motivates Successfully:</b> Gives recognition to people who produce excellent work and give extra effort. Has an enthusiastic attitude that positively affects others.	<span style="background-color: #008080; color: white; padding: 2px;">S</span>
	<b>Displays Commitment:</b> Maintains a high level of energy, perseveres and remains positive.	<span style="background-color: #c08040; color: white; padding: 2px;">B</span>

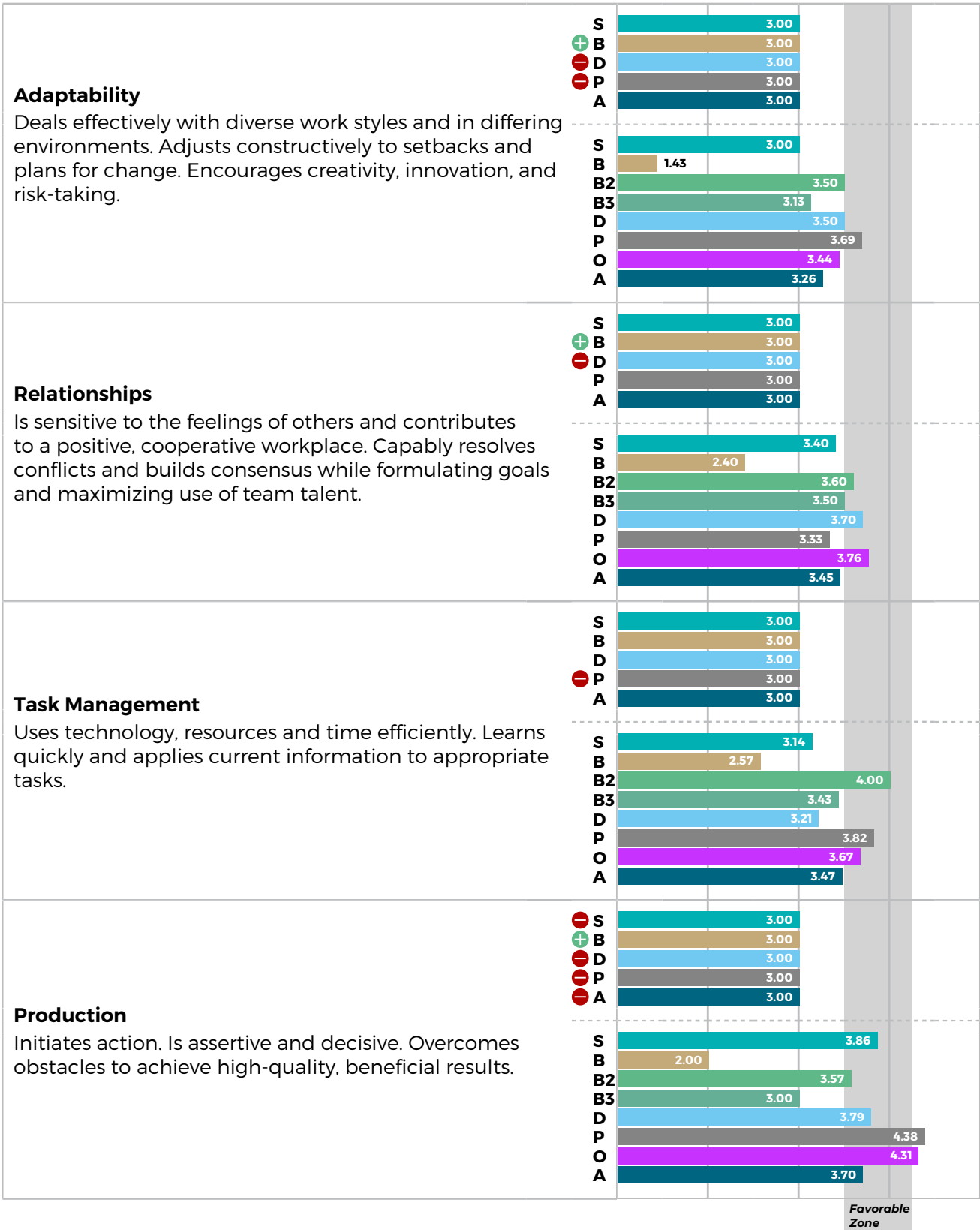


# EXECUTIVE SUMMARY

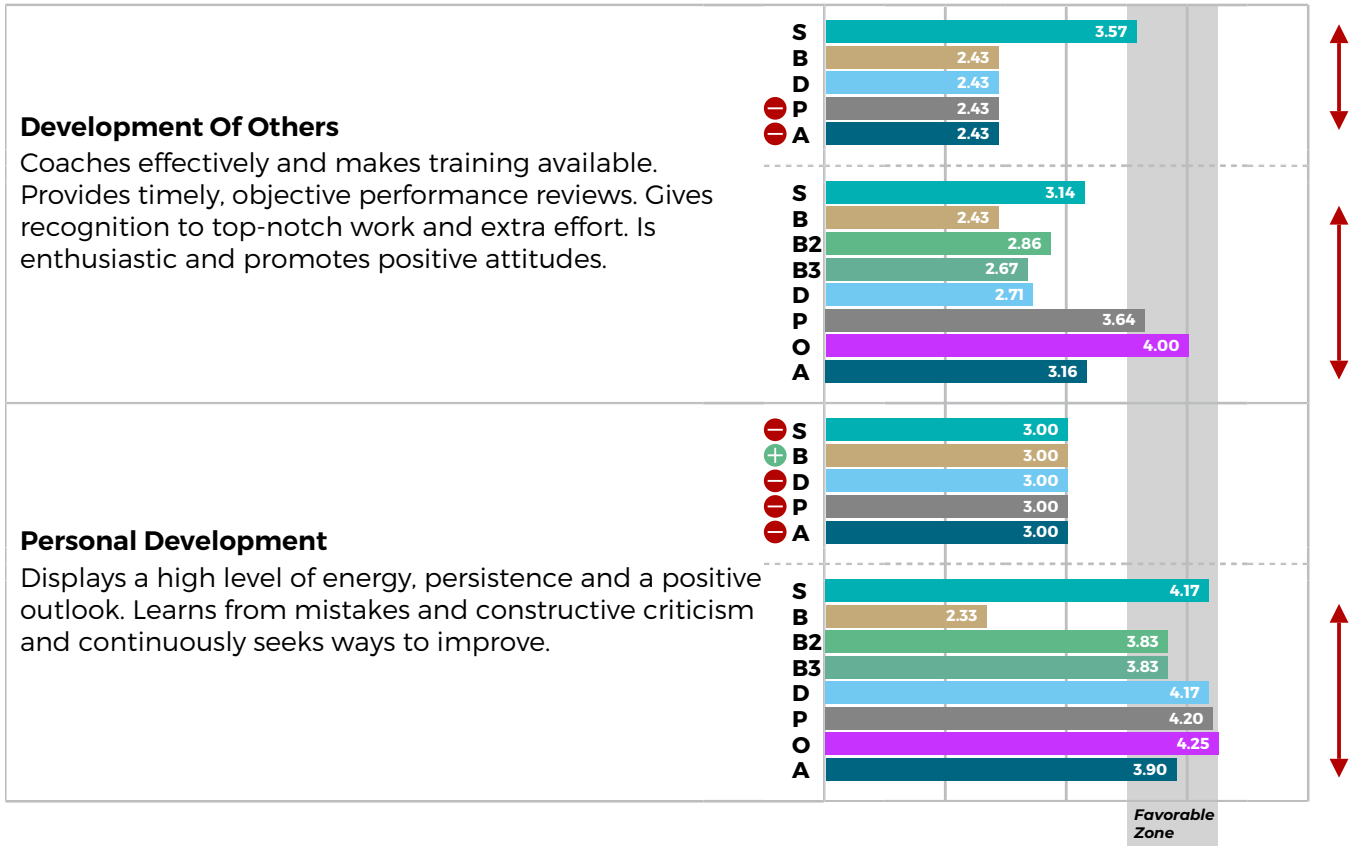
The average rating for each Respondent Group for the 8 Management Competencies is presented in this section for both CheckPoint surveys. The numbers shown for **Self** and **Boss** are the actual ratings. Note the difference between group ratings for each survey, especially where there is a caution indicated (a difference of greater than 1 point) between **All Observers** for each survey. Additionally, note that when the current survey average ratings for a group differed by .5 or more, there is a + or - to indicate the direction of that change.

## Legend





1 Almost Never    2 Seldom    3 Sometimes    4 Usually    5 Almost Always



# SKILL SET ANALYSIS

Any differences between the Critical Skill Sets selected by **Boss** and **Self** are of particular interest. Such differences suggest important differences between the expectations of the **Boss** and the focus of the **Self**. Again, notice any + or - icons indicating a significant difference between rating periods. Any of these differences should be a subject of discussion between you and your **Boss**.

Notice the definitions for each Skill Set are provided along with the average score for each group of raters. These average scores for each group and the relationship of each score when compared to the others should be considered carefully. You may see a vertical arrow which will indicate the presence of a gap of 1.5 or more points between two respondent groups in that year.

- Indicates a greater than 1 point rating difference in All Observers between CheckPoint surveys.
- Any difference between respondent groups where averages vary by 1.5 points or more.
- A Critical Skill Set, according to **Self** or **Boss**, and both **Self** and **Boss** score averages differ by 1.5 points or more.
- Ratings for Self and Boss
- Selected by Self, Boss, or Self & Boss as a Critical Skill Set
- Indicates a .5 or greater increase in average rating since the previous rating period.
- Indicates a .5 or greater decrease in average rating since the previous rating period.

**CURRENT**

- S** Self
- B** Boss
- D** Direct Reports
- P** Peers
- A** All Observers

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**PREVIOUS**

- S** Self
- B** Boss
- B2** Second Boss
- B3** Third Boss
- D** Direct Reports
- P** Peers
- O** Others
- A** All Observers

**Focus**

A Critical Skill Set, according to **Self** or **Boss**, and both **Self** and **Boss** score averages below 3.5

**Talent**

A Critical Skill Set, according to **Self** or **Boss**, and both **Self** and **Boss** score averages are equal to or higher than 3.5

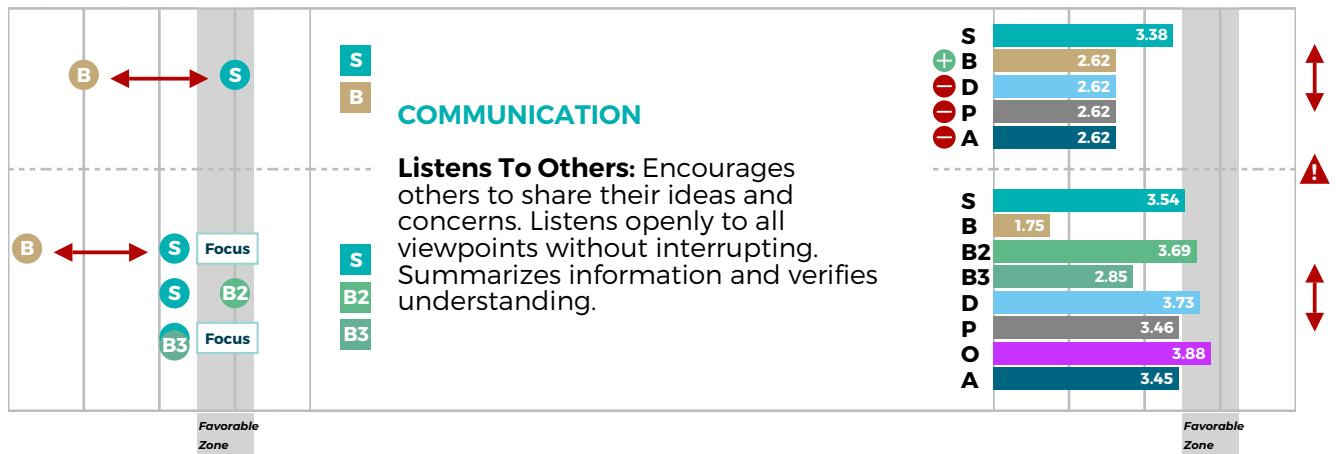
## SELF/BOSS COMPARISON

## SKILL SET

## RESPONDENT GROUP COMPARISON

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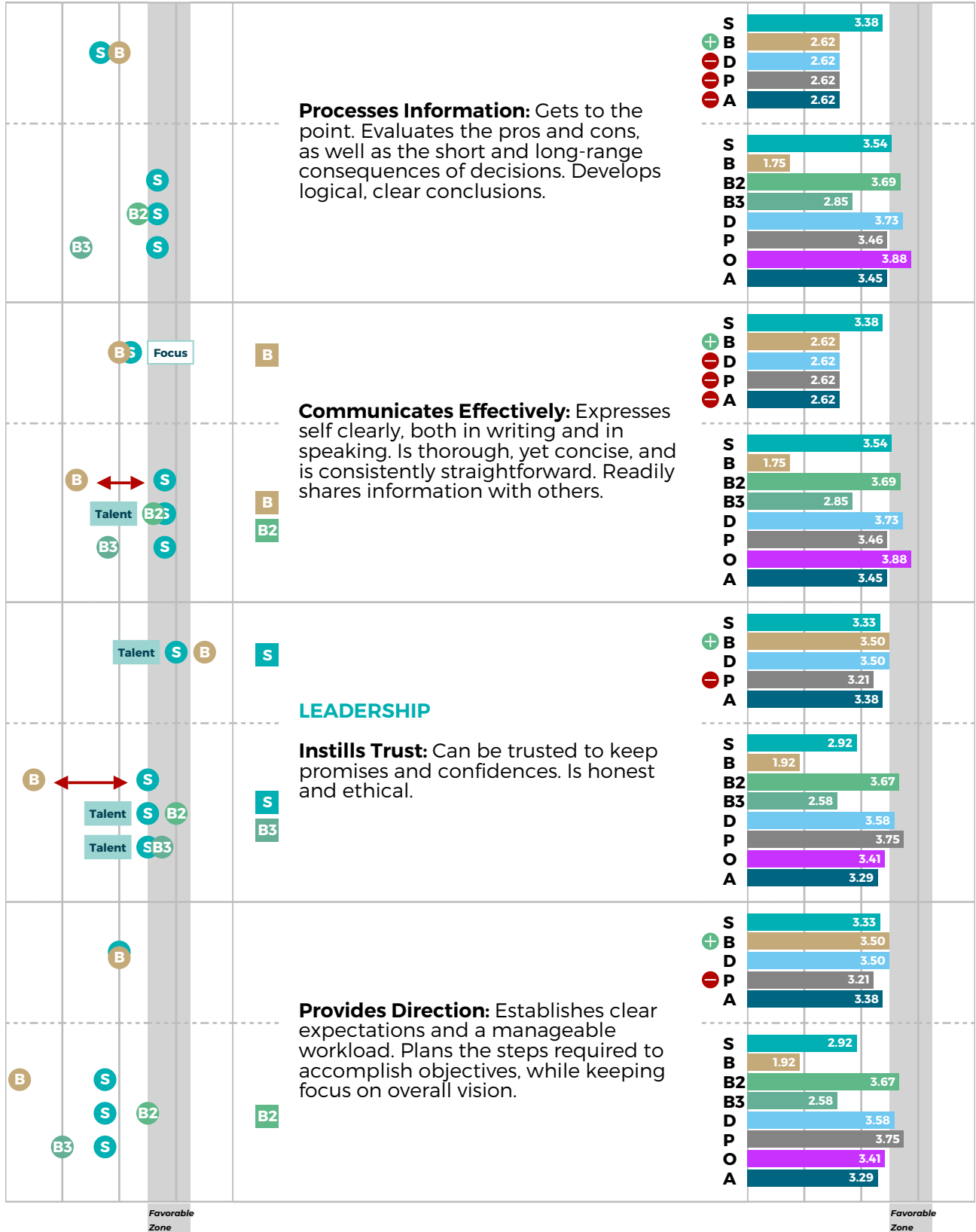
SELF/BOSS COMPARISON

SKILL SET

RESPONDENT GROUP COMPARISON

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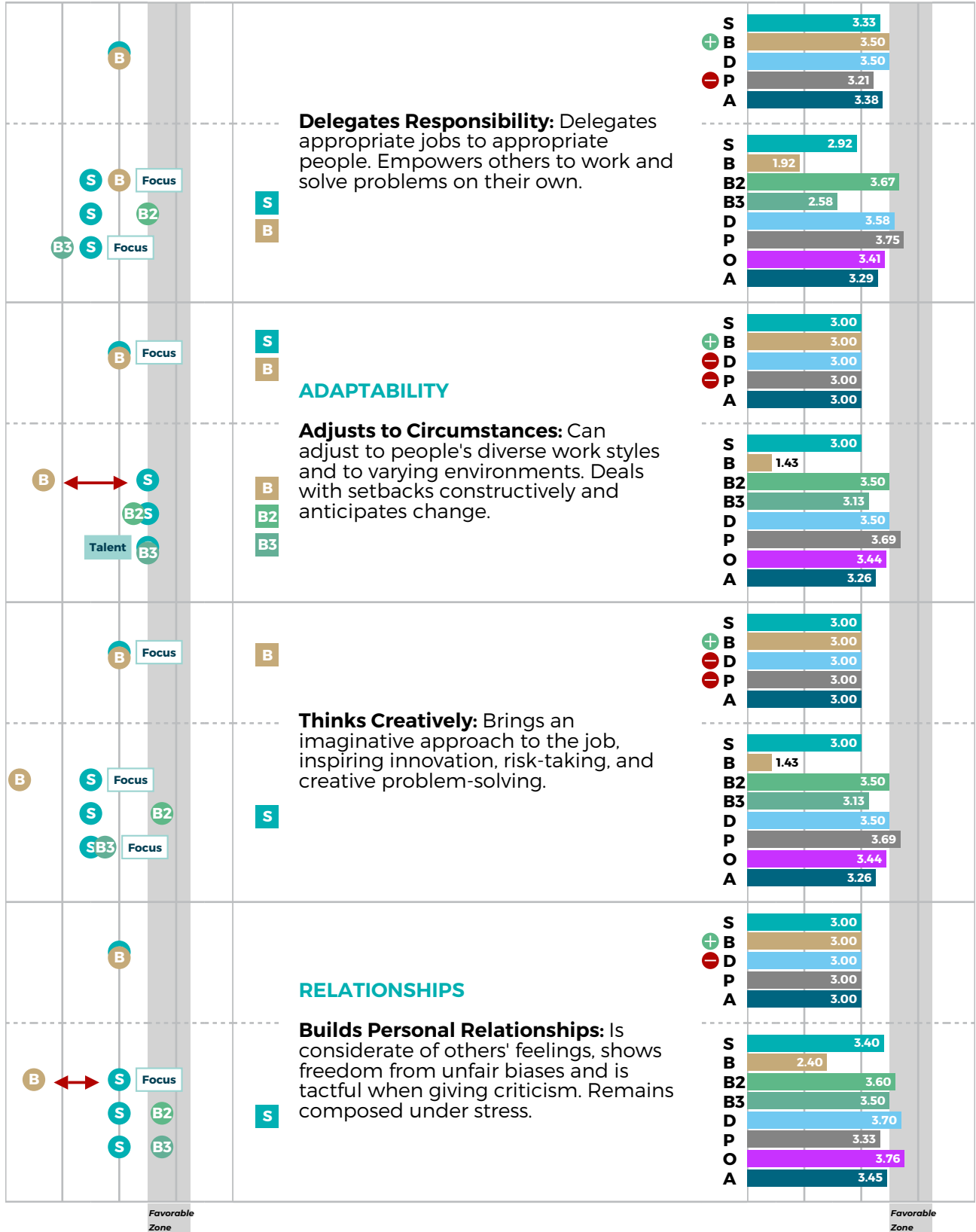
SELF/BOSS COMPARISON

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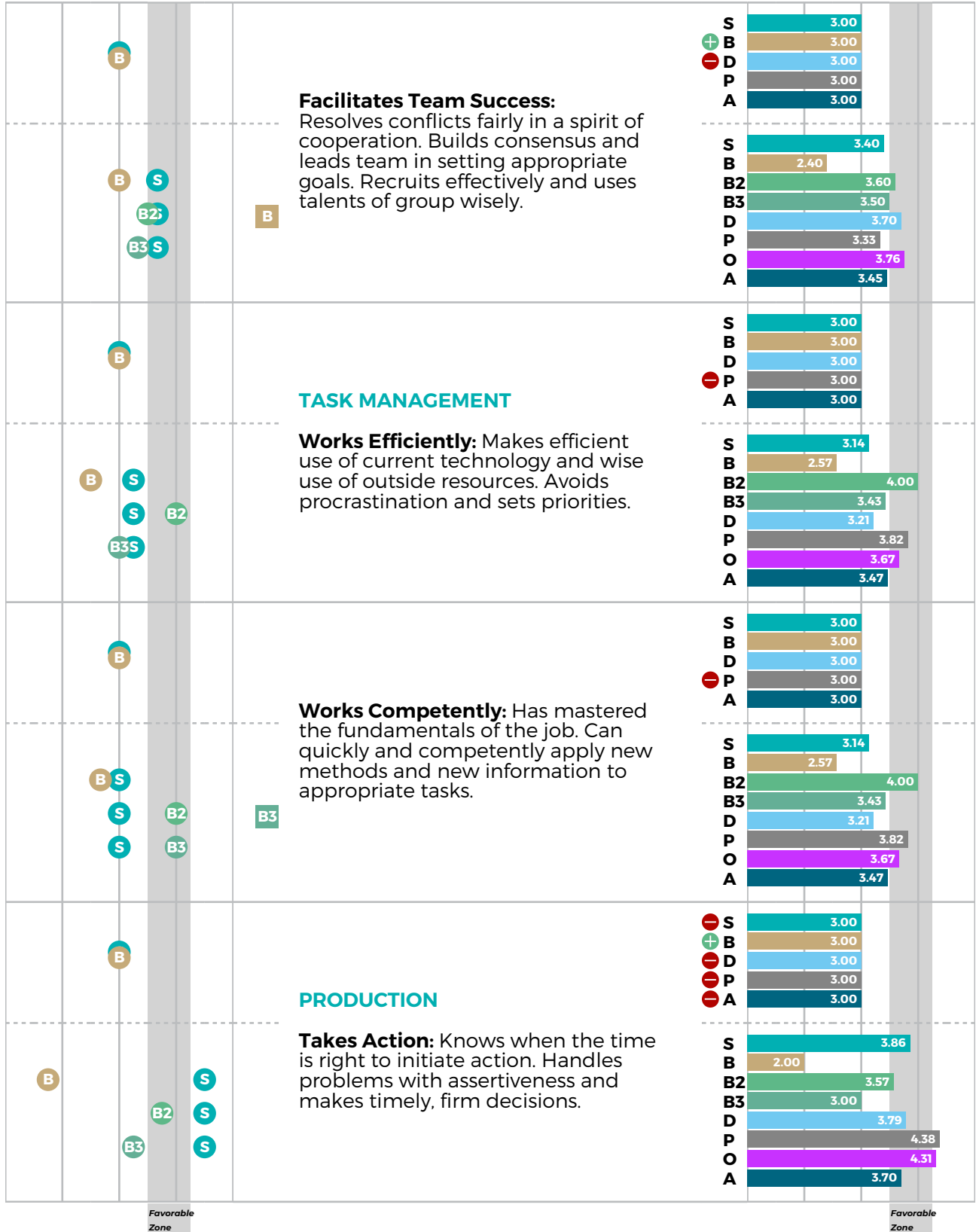
SELF/BOSS COMPARISON

SKILL SET

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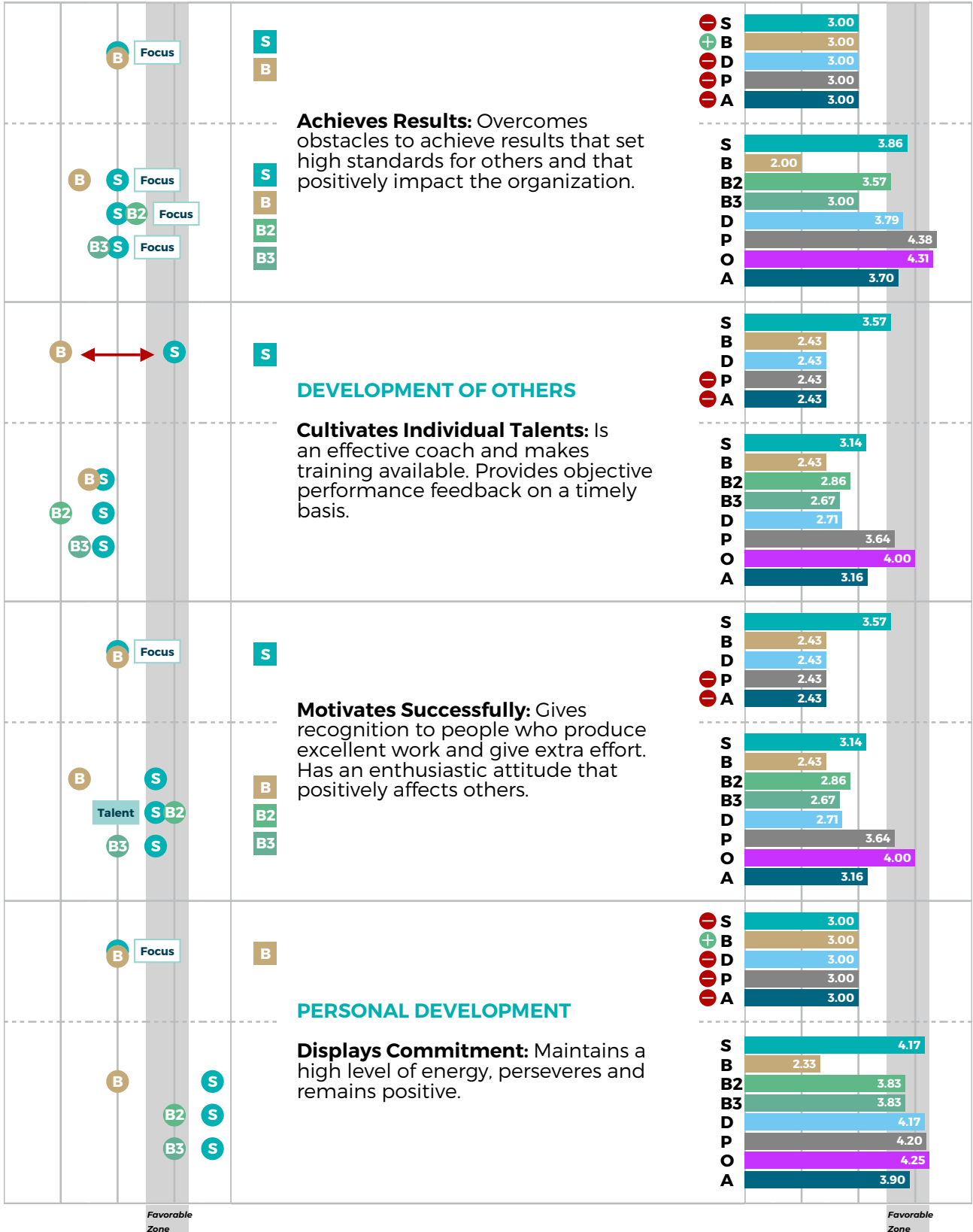
SELF/BOSS COMPARISON

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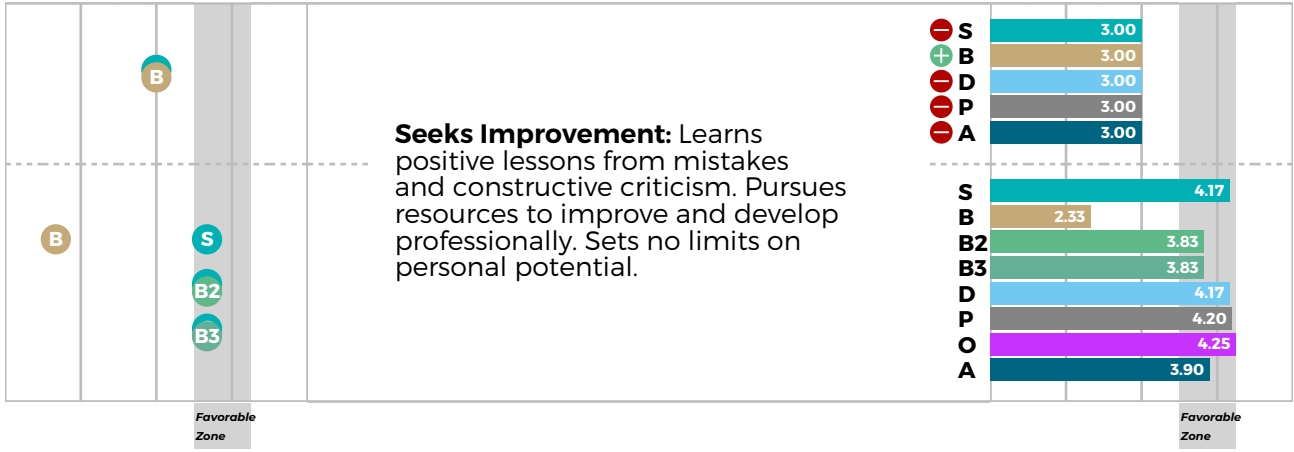
**SELF/BOSS COMPARISON**

**SKILL SET**

**RESPONDENT GROUP COMPARISON**

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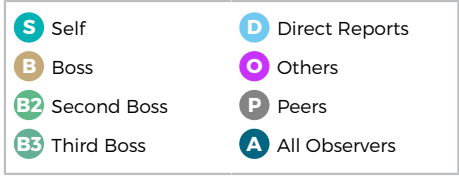
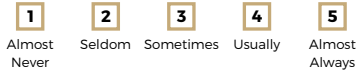
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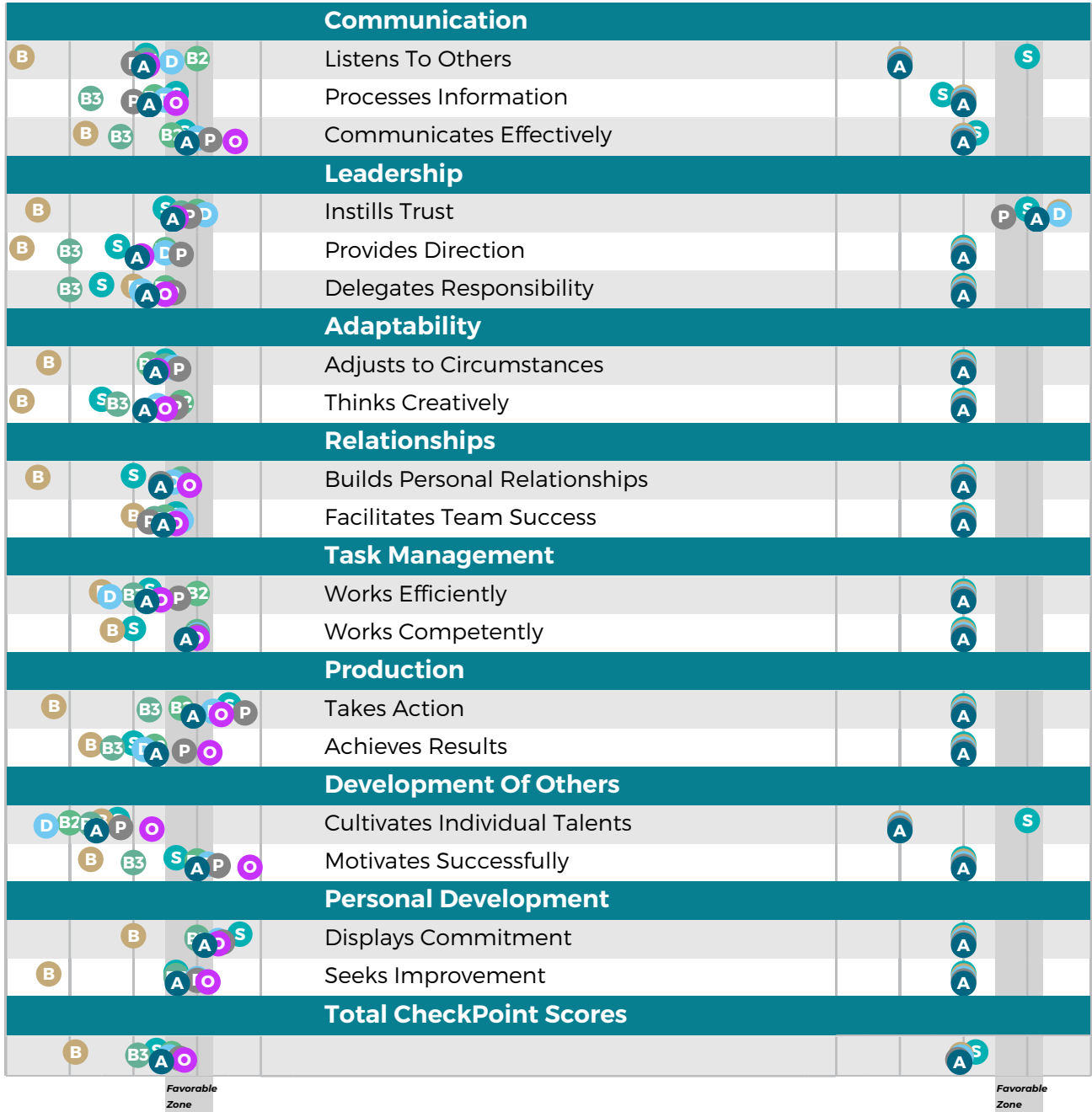
# RESPONDENT GROUP COMPARISON

This page presents the relative placement of the average Skill Set scores for each of the Respondent Groups. Each Skill Set is shown with its appropriate Management competency.

**PREVIOUS**



**CURRENT**




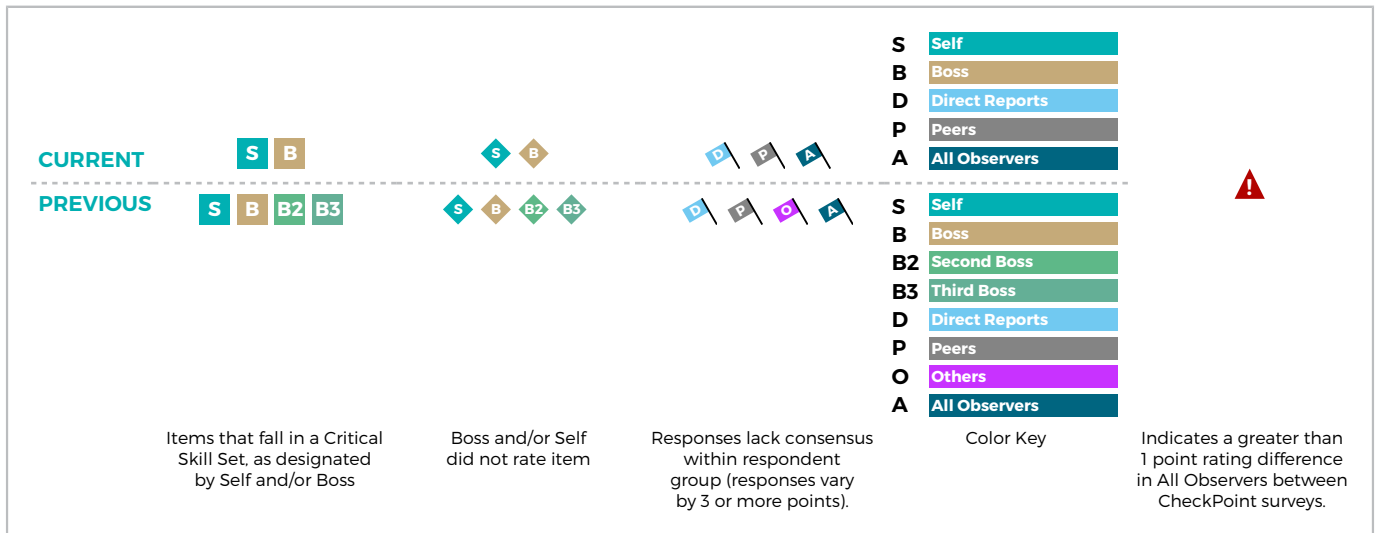
Favorable Zone

Favorable Zone

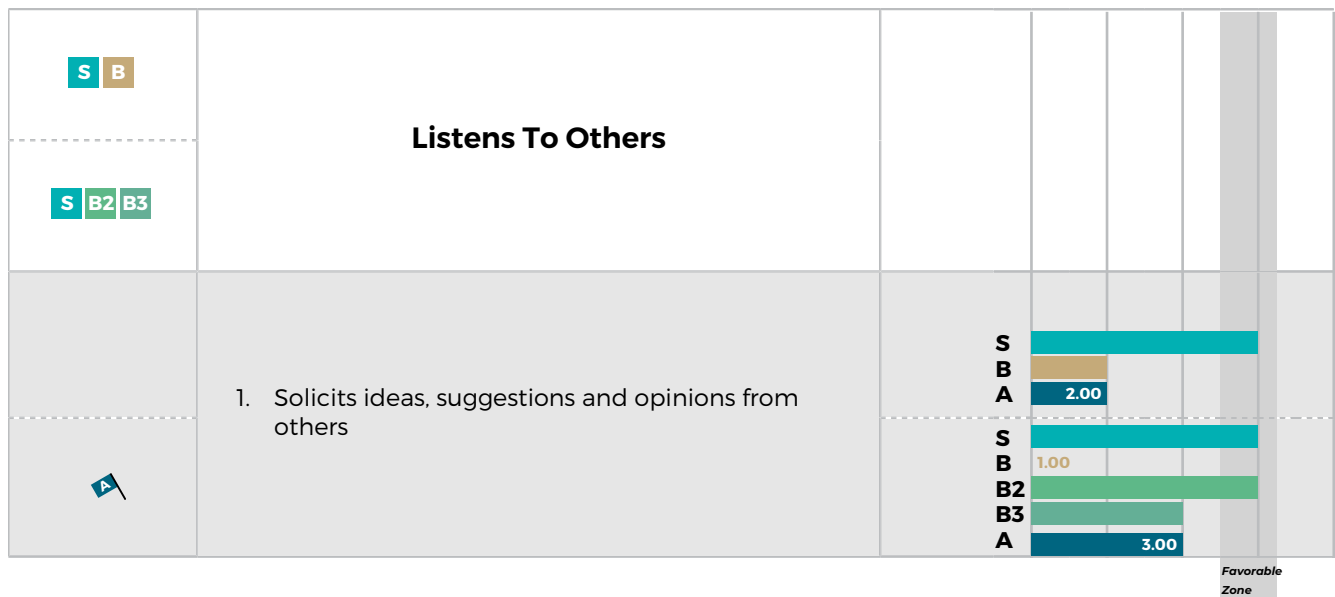
# SURVEY SUMMARY OF THE 70 ITEMS

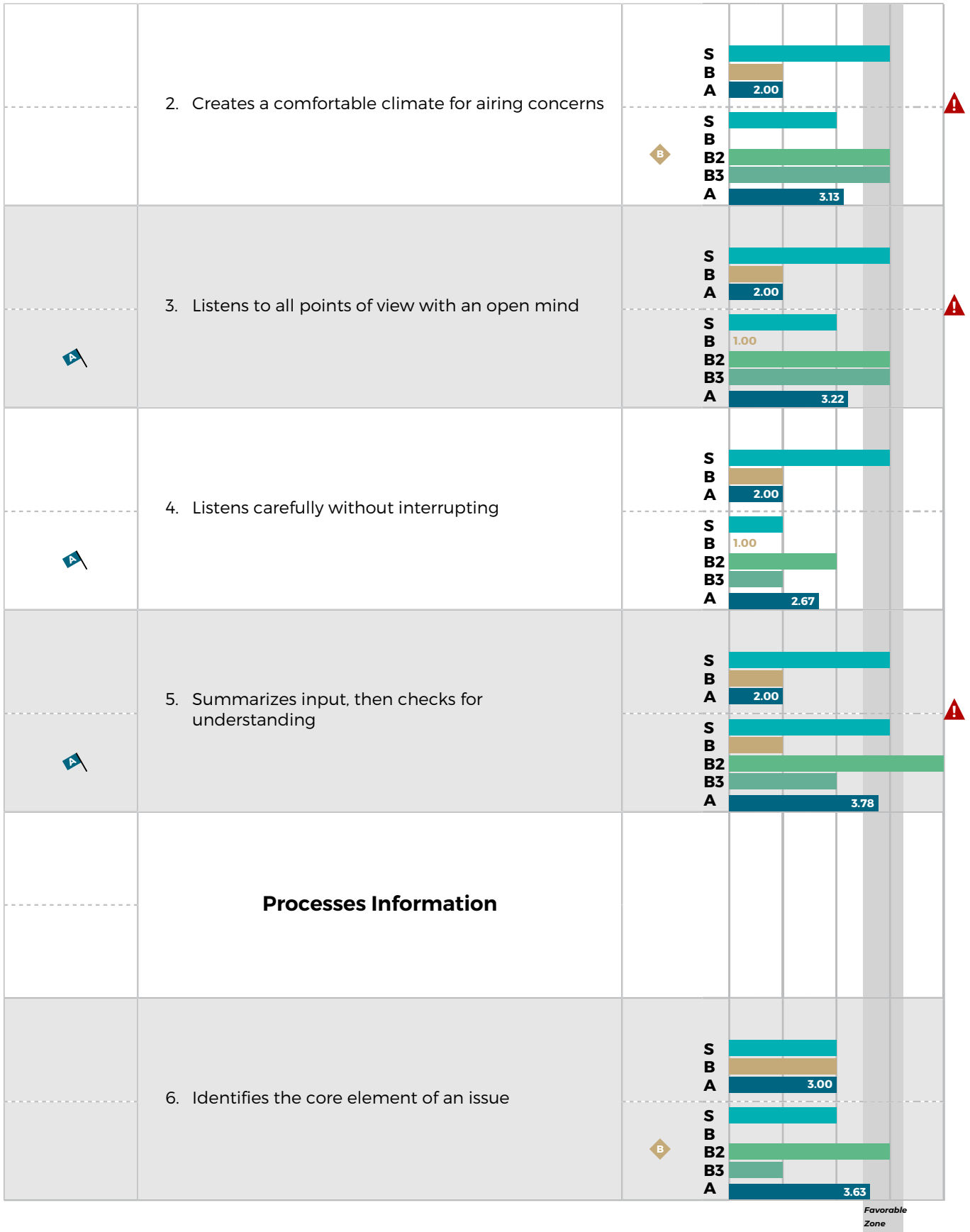
The ratings for each individual question are shown for easy analysis. Notice that the ratings for each CheckPoint survey are grouped together and separated by the dotted line. For each CheckPoint survey, should there be a variance of 3 or more points between groups on a given question a flag will appear with that group's identifying letter on it. You should pay close attention to these questions because this wide variance will have had an impact on the average.

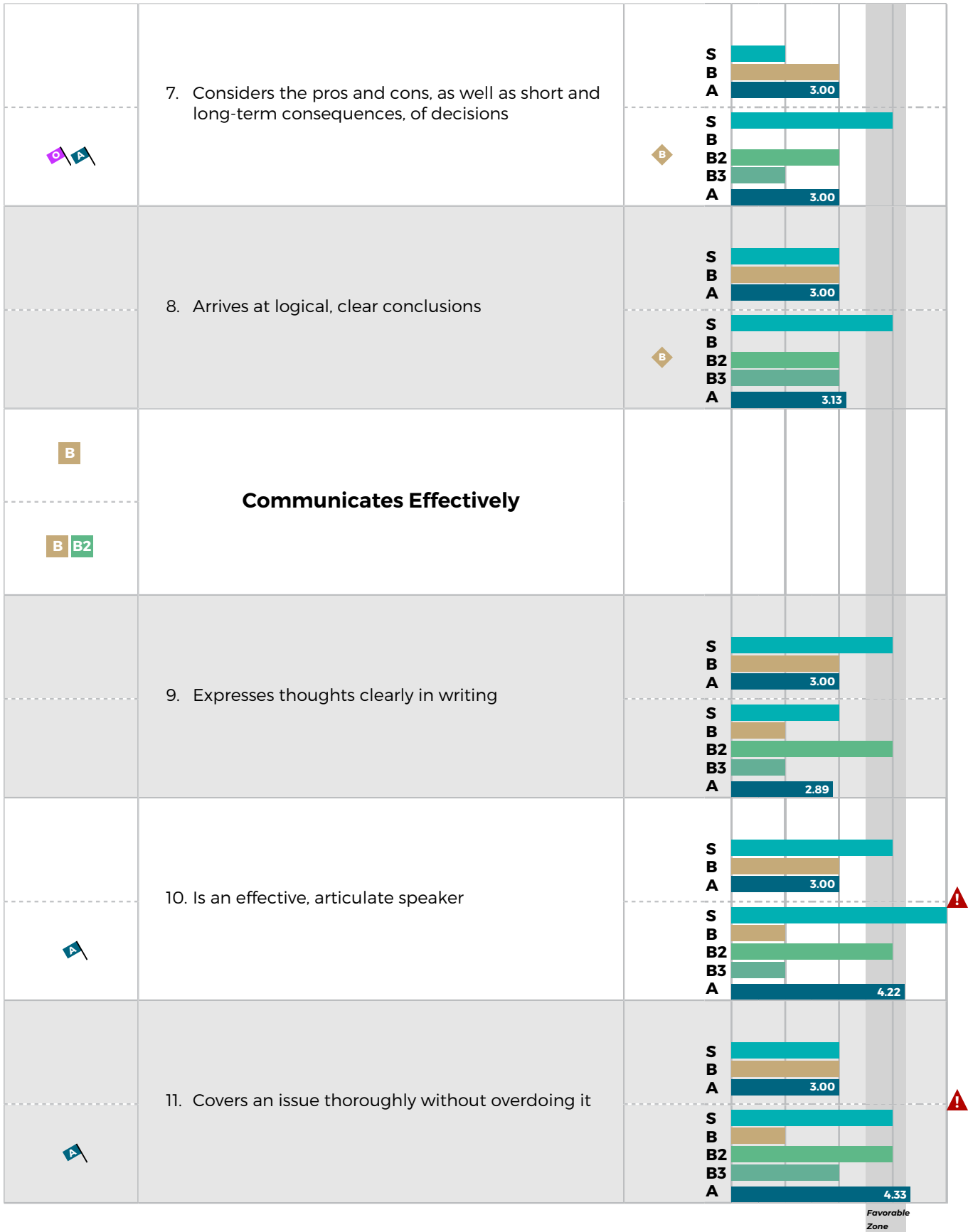
Where the **All Observers** averages vary more than 1 point between CheckPoint surveys, this icon will appear . This situation could indicate a change in the expectations of the observers between the surveys.

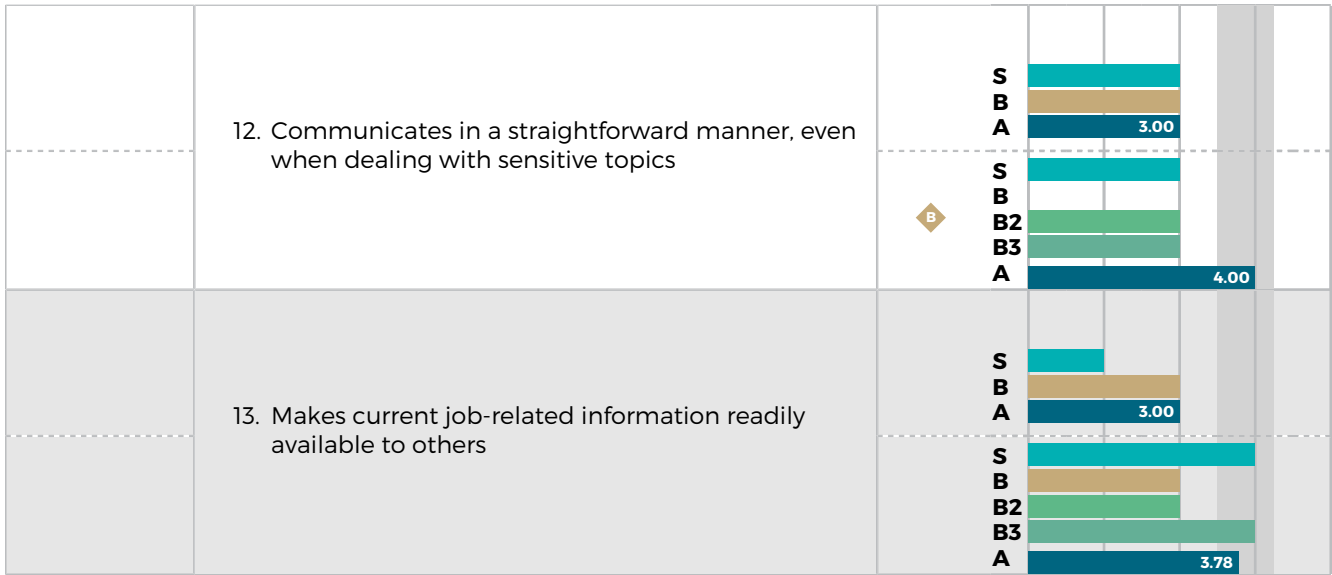


## COMMUNICATION

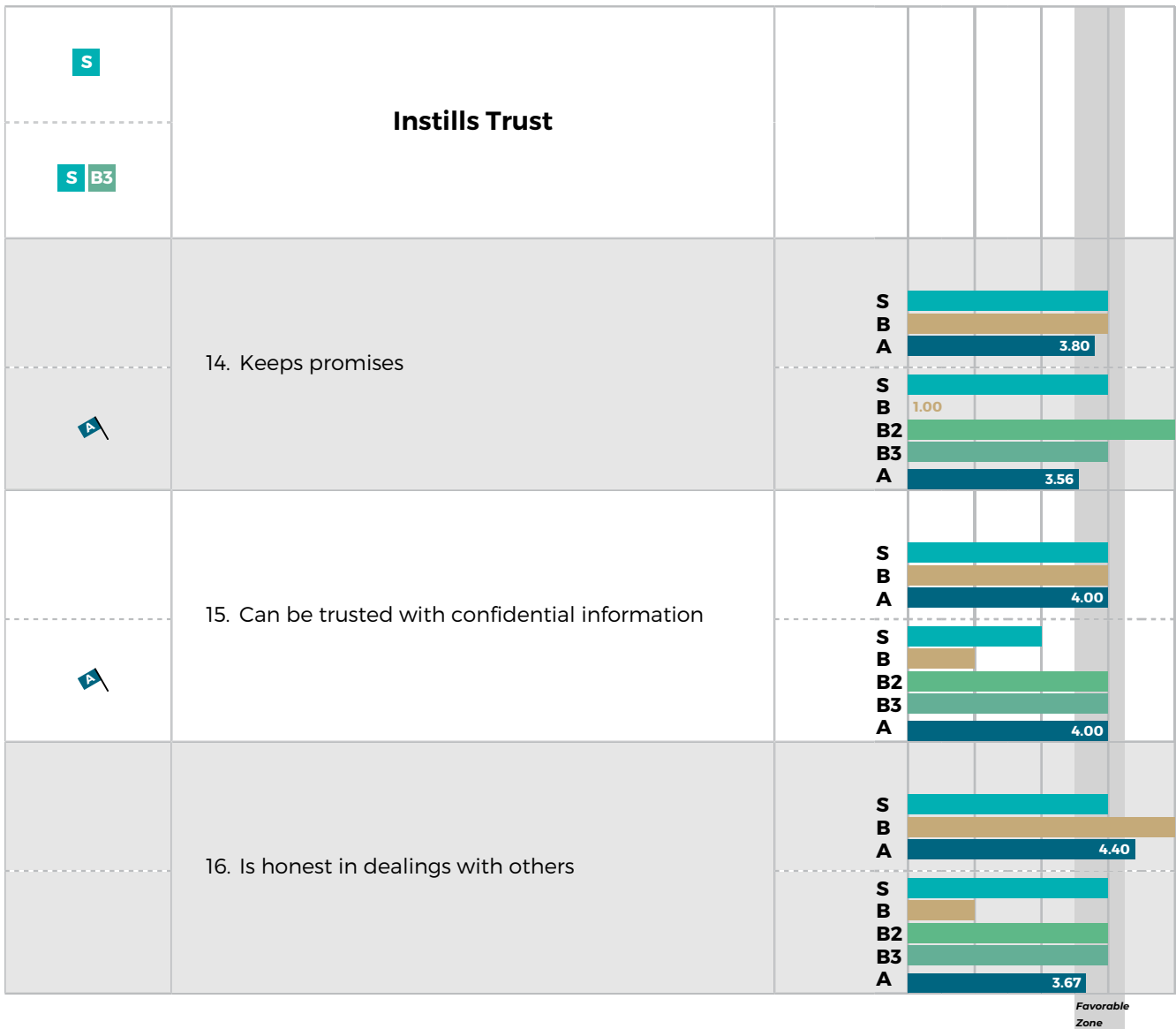




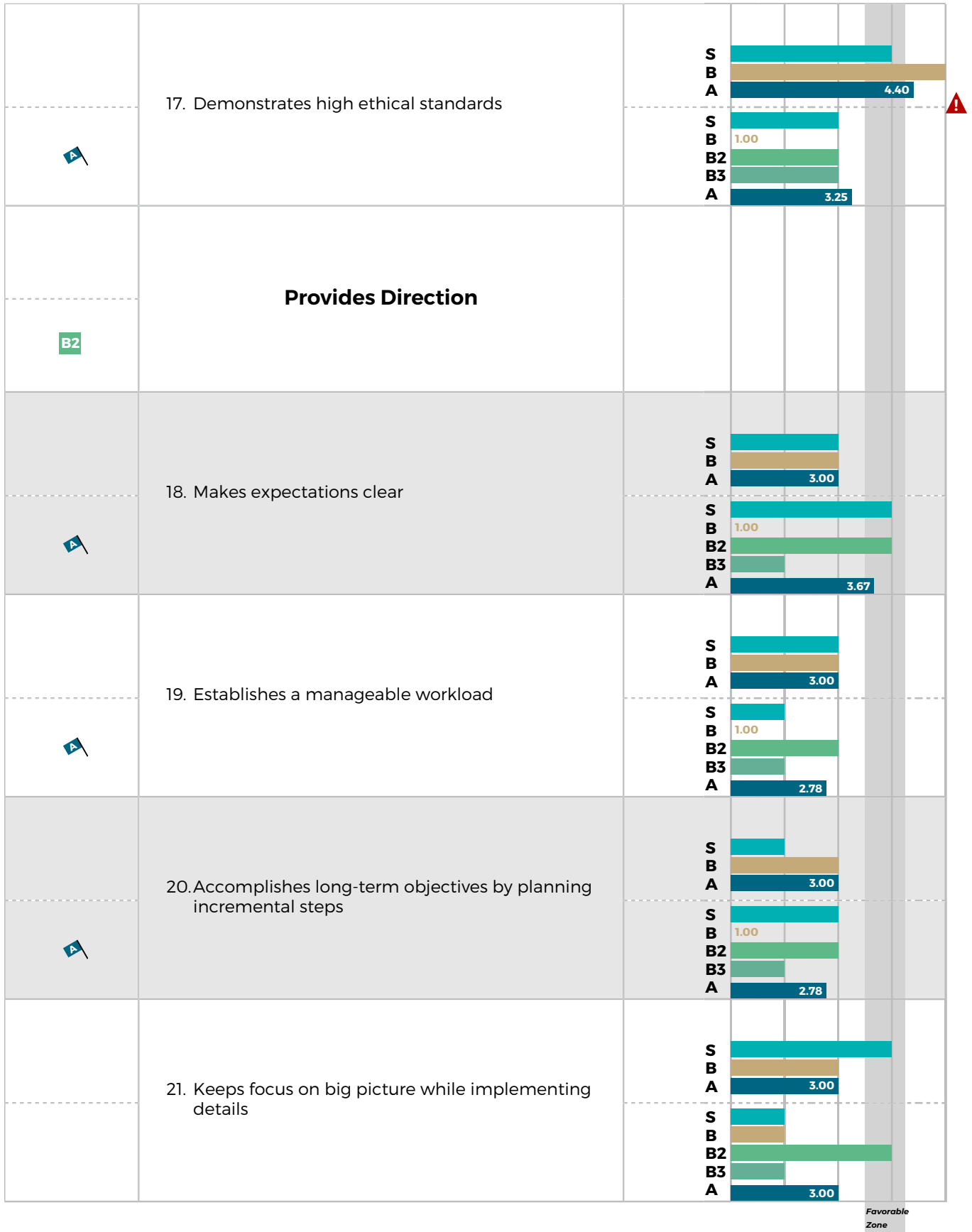




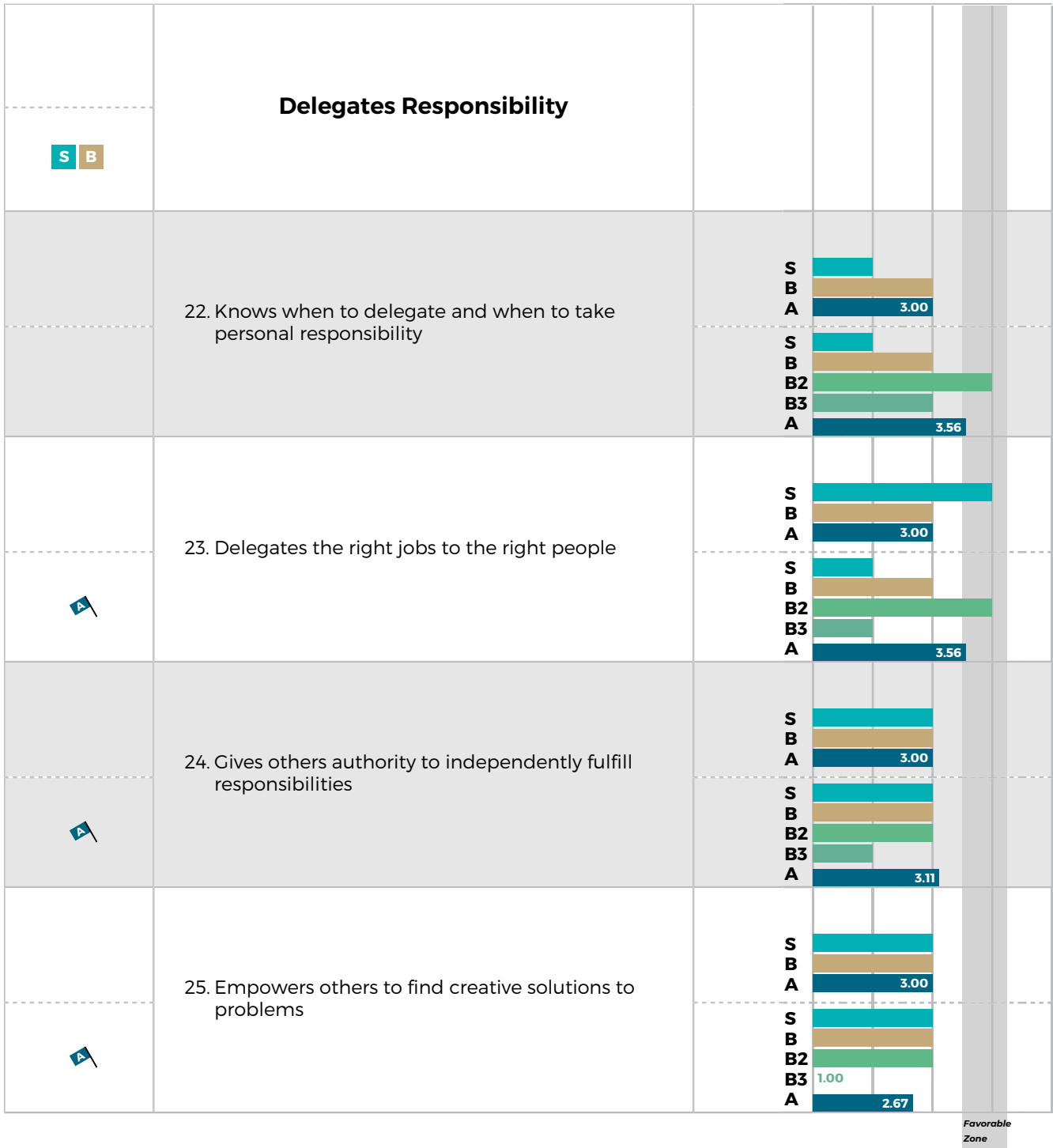
**LEADERSHIP**



Favorable Zone



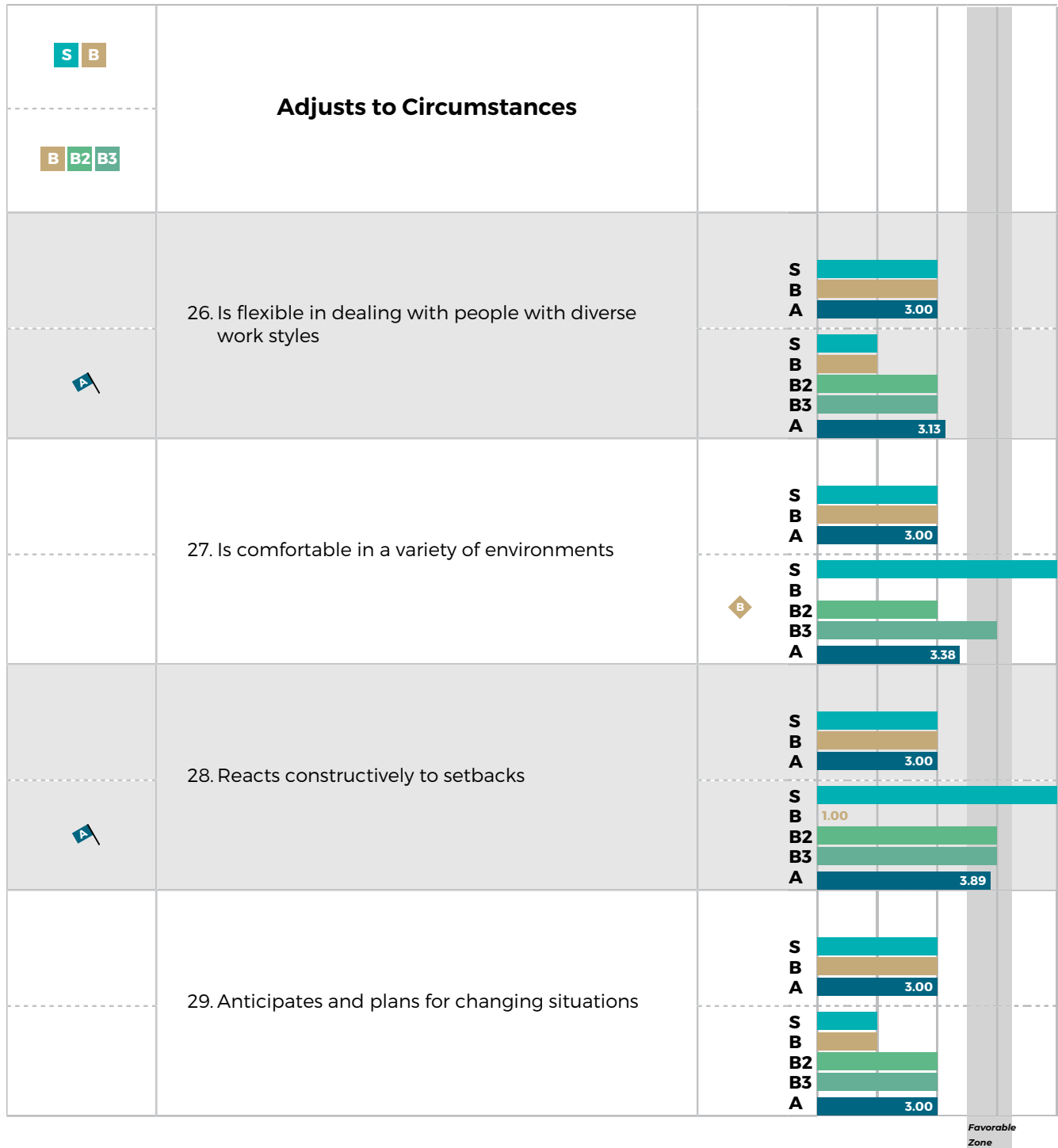
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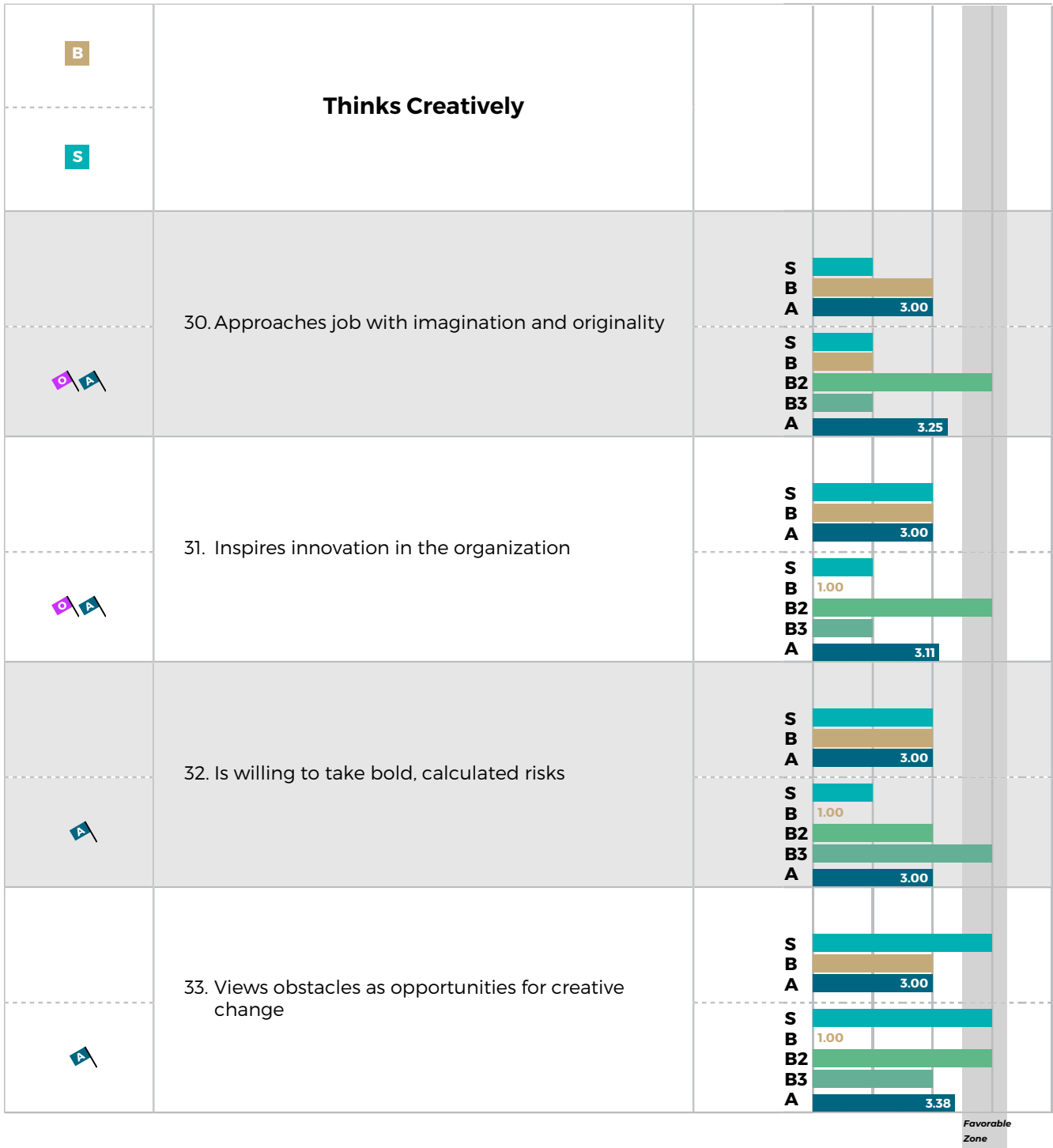




**ADAPTABILITY**

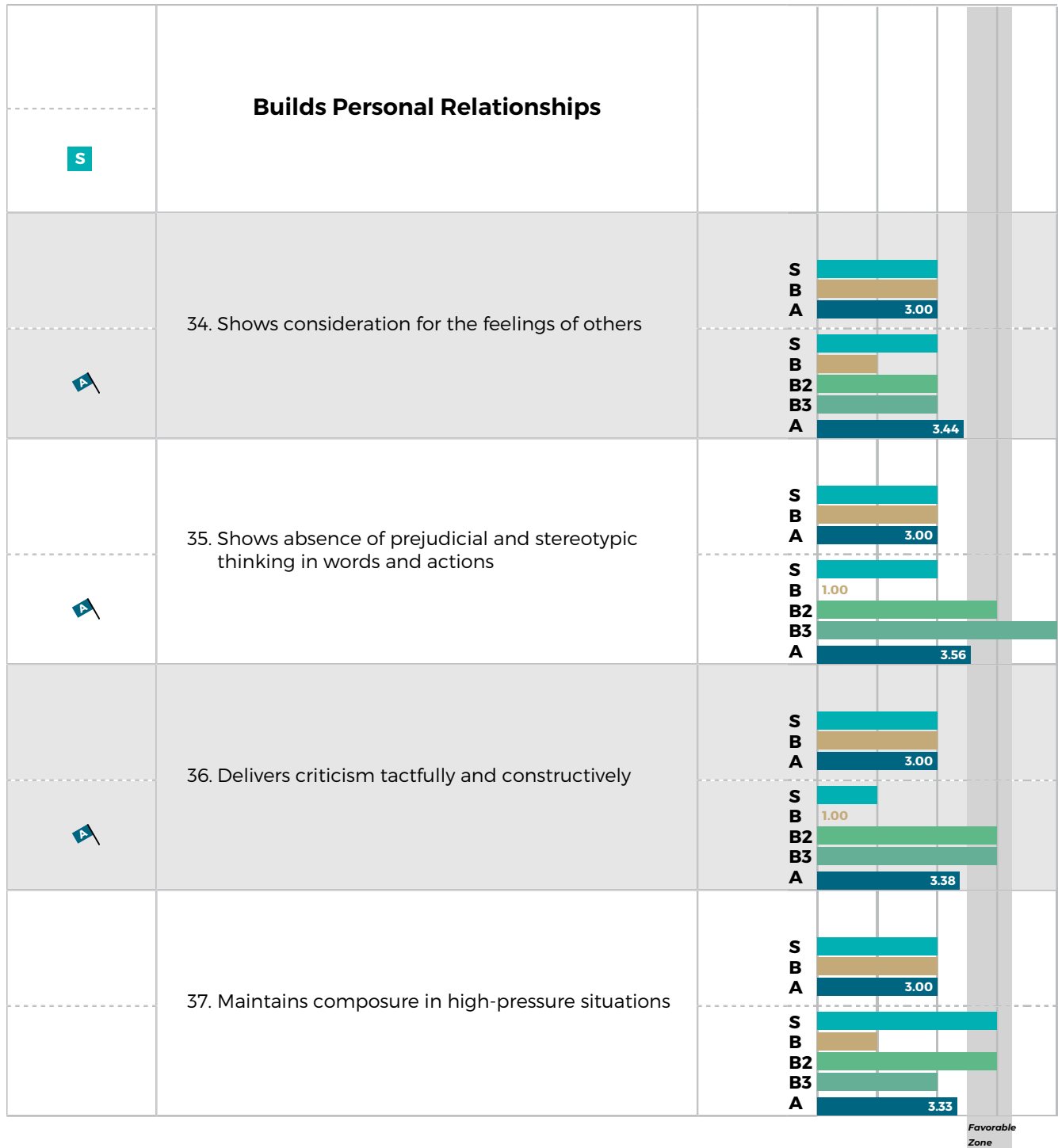


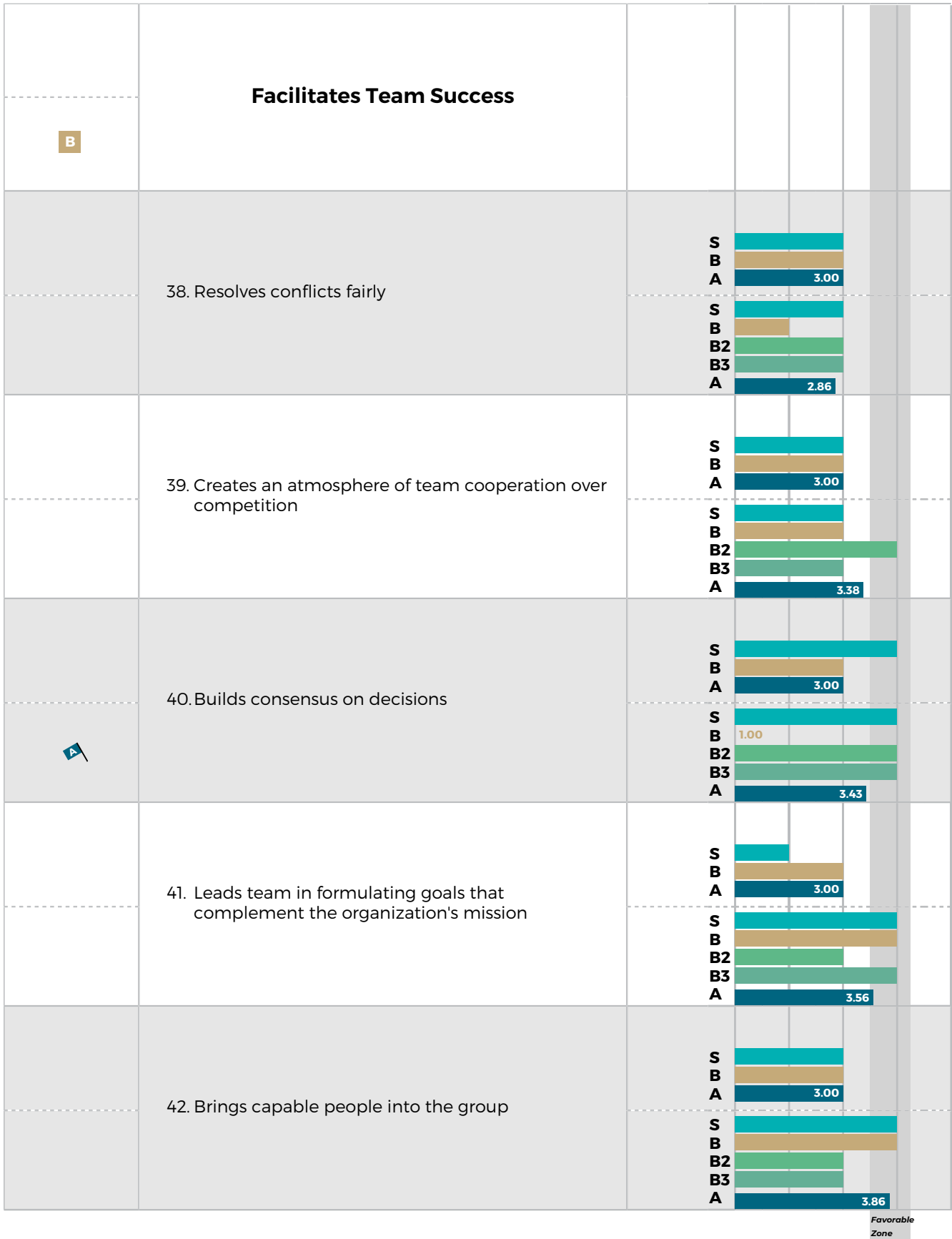
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## RELATIONSHIPS





Favorable Zone



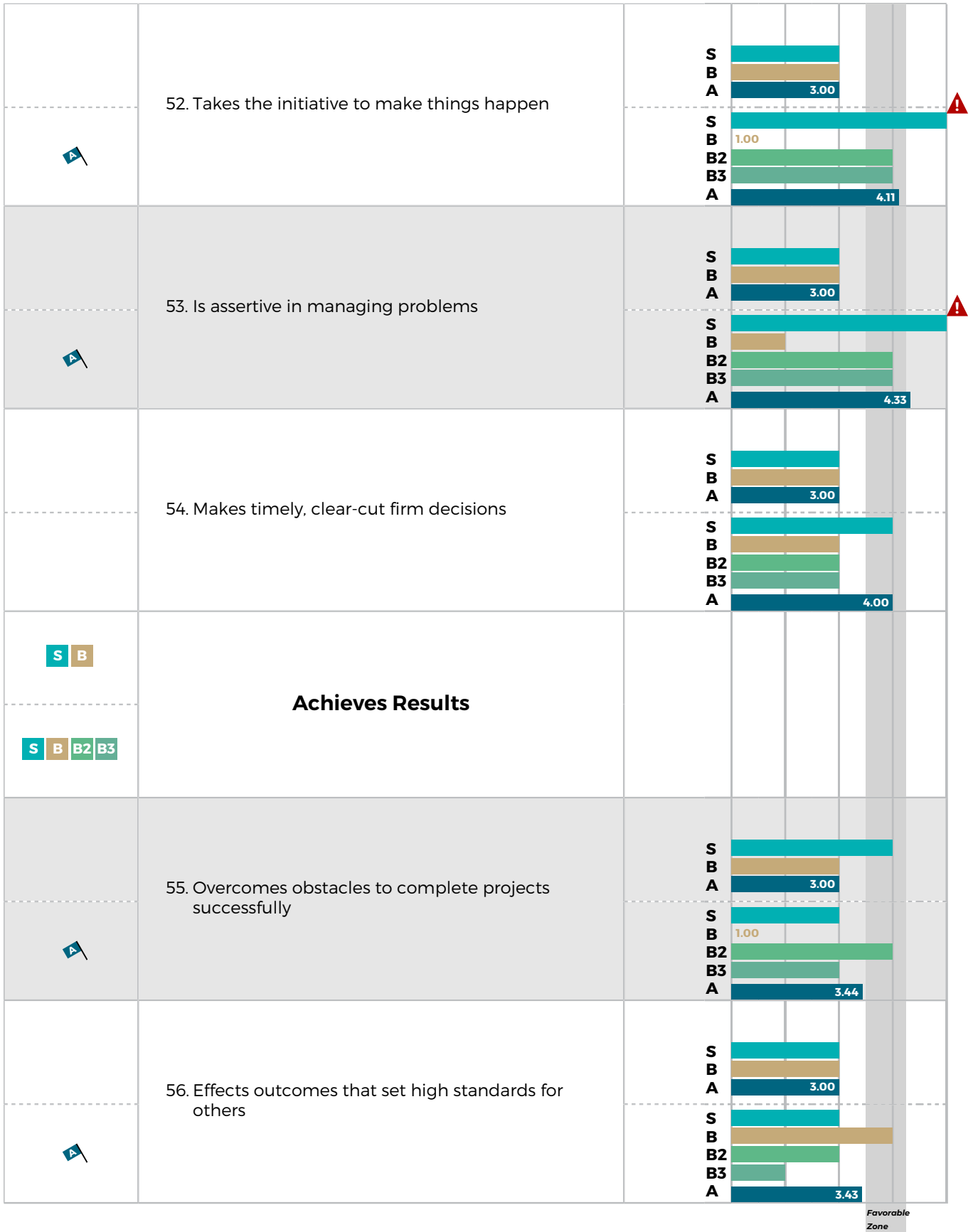


Works Competently						
<b>B3</b>						
	48. Demonstrates mastery of fundamentals necessary to the job	S				
		B				
		A	3.00			
		S				
		B				
		B2				
		B3				
		A	4.00			
	49. Is skilled at learning and applying new information quickly	S				
		B	1.00			
<b>A</b>		B2				
		B3				
		A	3.63			
	50. Integrates new theories, trends and methods into appropriate business operations	S				
		B				
		A	3.00			
		S				
		B				
		B2				
		B3				
		A	3.86			

**PRODUCTION**

Takes Action						
	51. Knows when to stop planning and start implementing	S				
		B				
		A	3.00			
		S				
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Favorable Zone





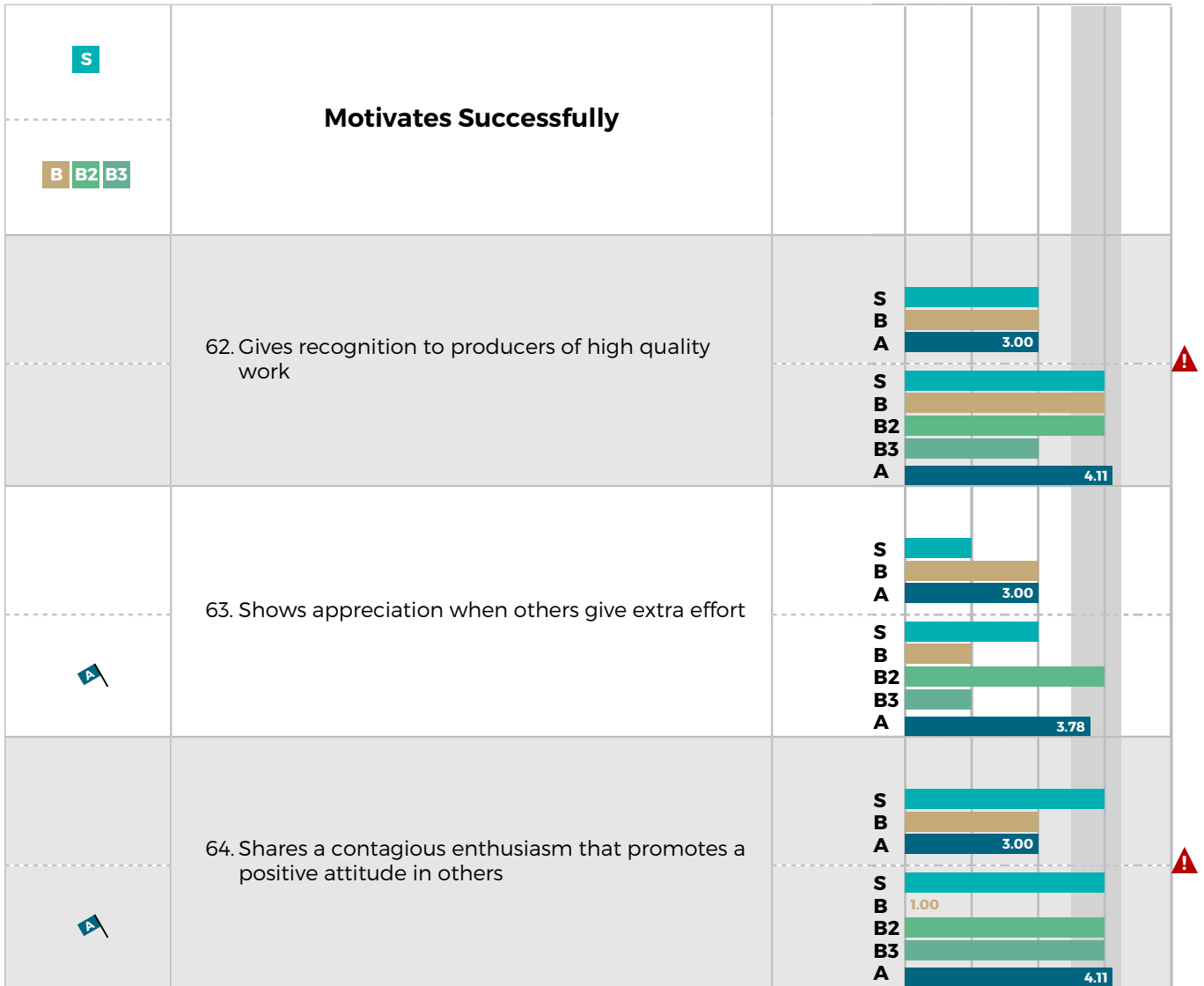
	57. Achieves results that have a positive impact on the organization as a whole		<table border="1"> <tr><td>S</td><td>3.00</td></tr> <tr><td>B</td><td></td></tr> <tr><td>A</td><td>3.00</td></tr> </table>	S	3.00	B		A	3.00				
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**DEVELOPMENT OF OTHERS**

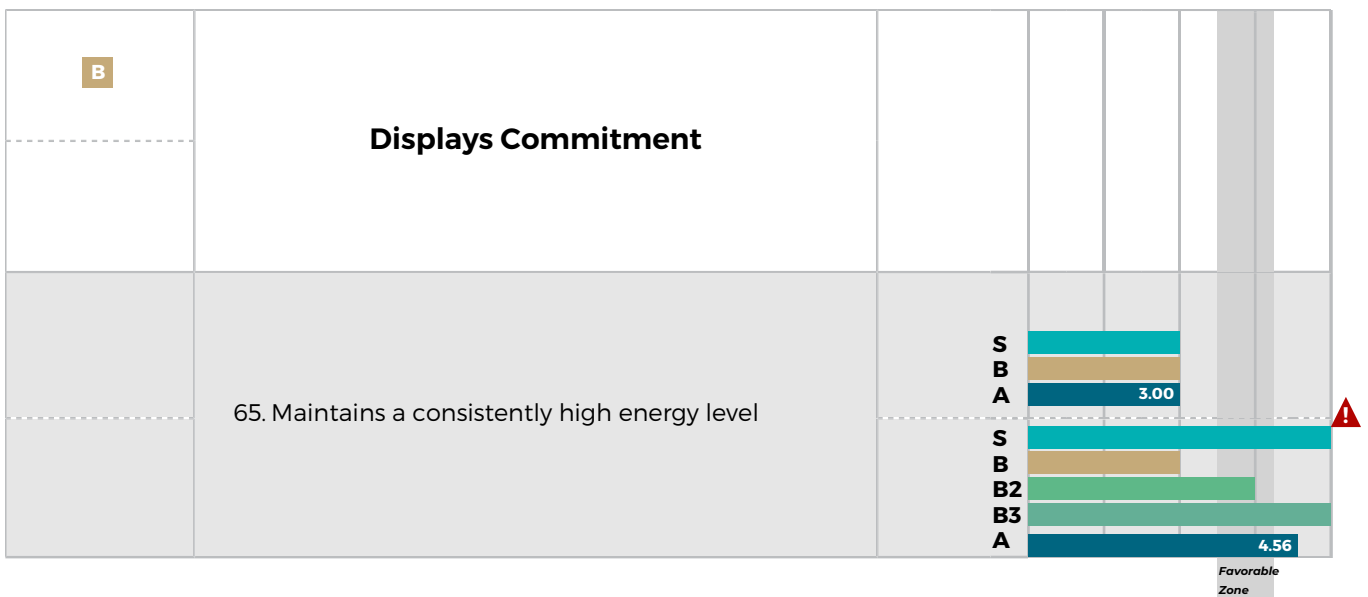
<b>S</b>	<b>Cultivates Individual Talents</b>												
	58. Is a patient, helpful, effective coach		<table border="1"> <tr><td>S</td><td></td></tr> <tr><td>B</td><td></td></tr> <tr><td>A</td><td>2.00</td></tr> </table>	S		B		A	2.00				
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<b>A</b>	59. Gives others access to training for skill development and professional growth	<b>B3</b>	<table border="1"> <tr><td>S</td><td></td></tr> <tr><td>B</td><td></td></tr> <tr><td>A</td><td>2.00</td></tr> </table>	S		B		A	2.00				
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<b>A</b>	60. Provides objective appraisals of others' strengths and needs		<table border="1"> <tr><td>S</td><td></td></tr> <tr><td>B</td><td></td></tr> <tr><td>A</td><td>2.00</td></tr> </table>	S		B		A	2.00				
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<b>A</b>	61. Maintains a timely schedule for reviews and follow-ups		<table border="1"> <tr><td>S</td><td></td></tr> <tr><td>B</td><td></td></tr> <tr><td>A</td><td>2.00</td></tr> </table>	S		B		A	2.00				
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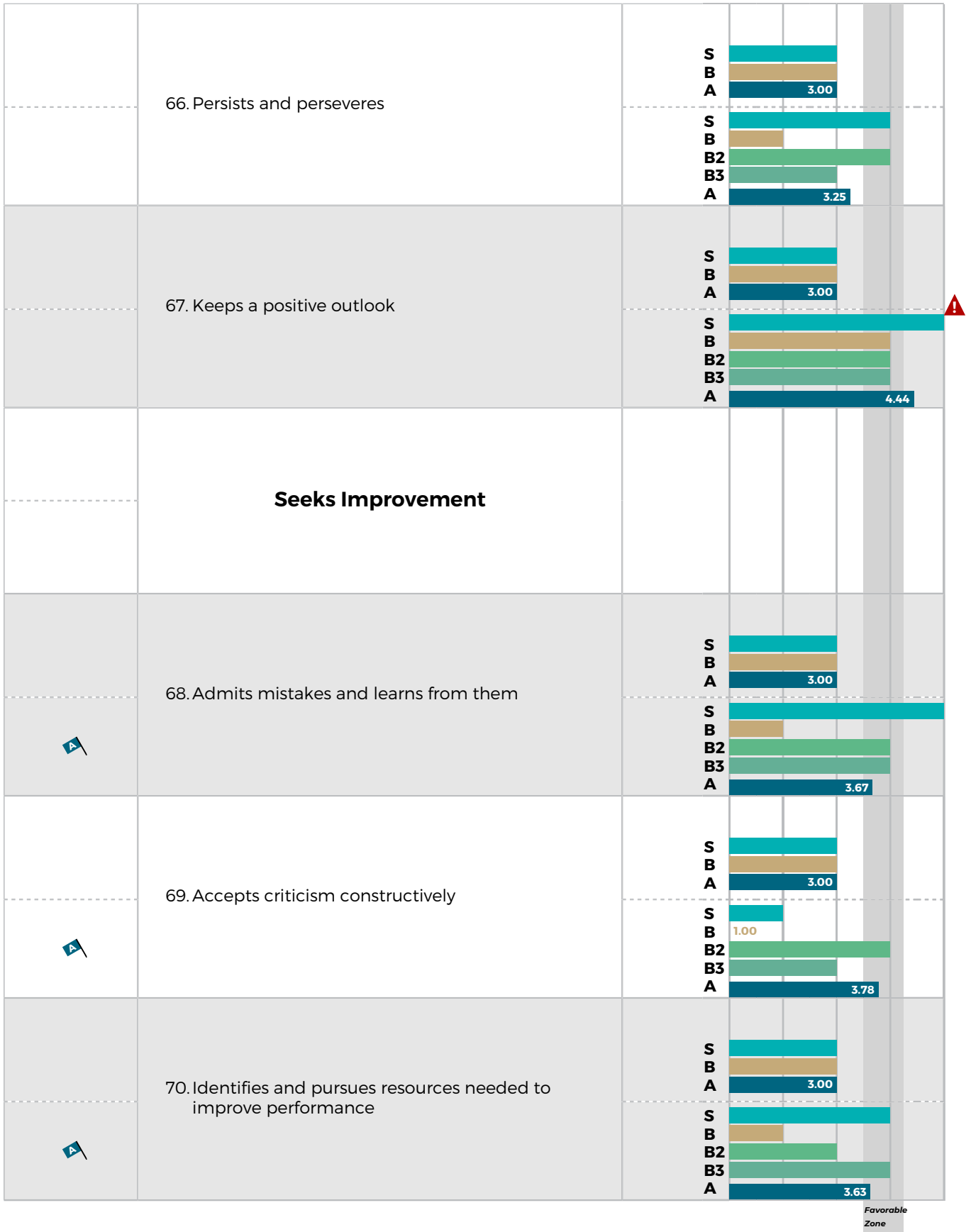
Favorable Zone





**PERSONAL DEVELOPMENT**





# SURVEY COMMENTS

All respondents were given the opportunity to provide comments about you and your leadership skills. These comments are listed separately by competency and then by respondent group. Comments are provided in free form and are displayed exactly as they were entered.

## COMMUNICATION

### Boss

- 自分の考えに固執せず、人の意見も取り入れるよう心がけると新しい展開が見えるかもしれない。

### Direct Reports

- 率直な態度は良いと思いますが、もう少し他の人の意見を優しく聞いてほしいです。

## LEADERSHIP

### Direct Reports

- サンプルさんは、正直に部下と向き合ってくれます。

**ADAPTABILITY** - no comments given

**RELATIONSHIPS** - no comments given

**TASK MANAGEMENT** - no comments given

**PRODUCTION** - no comments given

**DEVELOPMENT OF OTHERS** - no comments given

**PERSONAL DEVELOPMENT** - no comments given

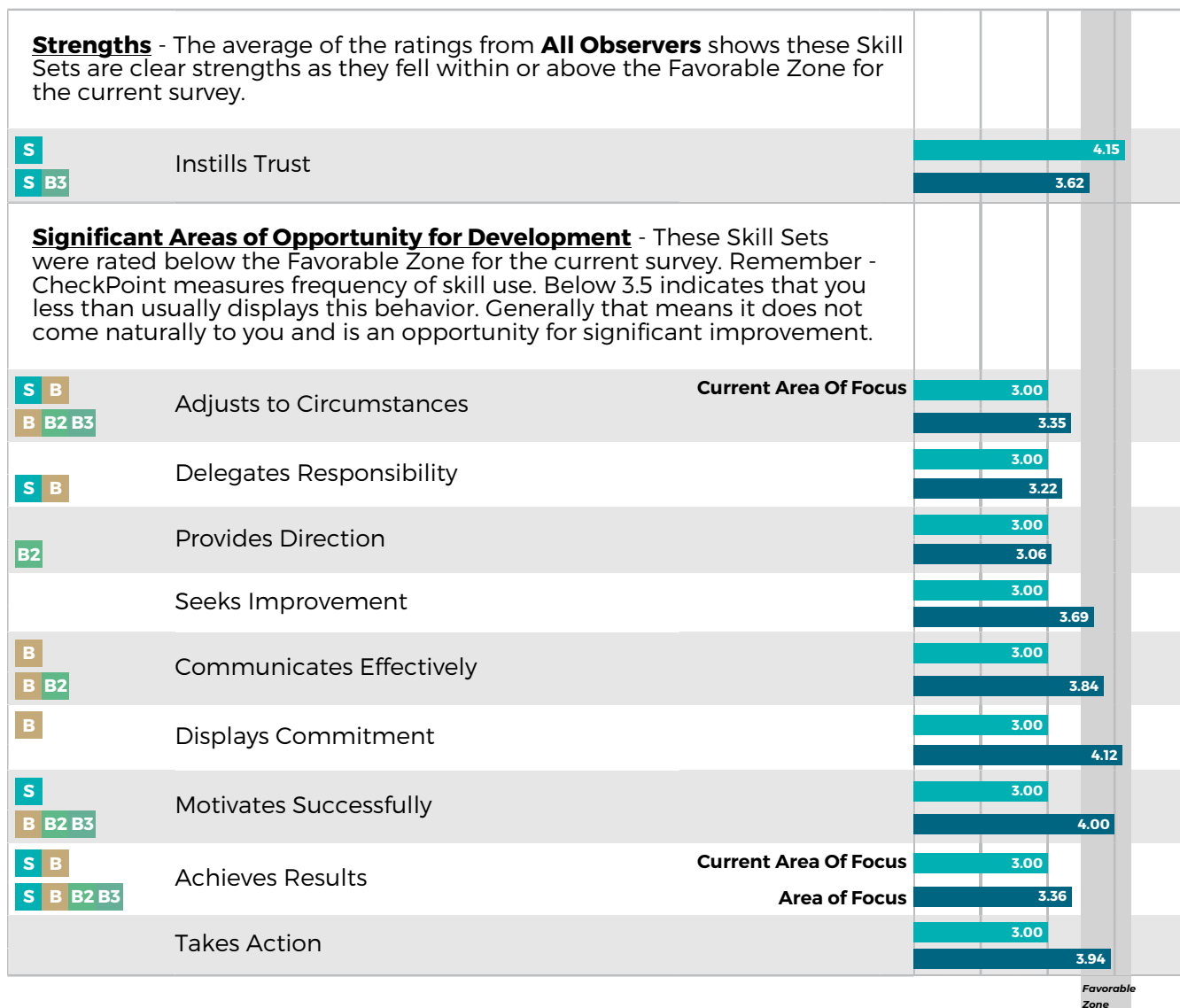
# DEVELOPMENT SUMMARY OVERVIEW

It is good to know how your observers rated your behaviors on all Skill Sets. For both CheckPoint surveys, here you will see all 18 Skill Sets with the average of the ratings from **All Observers**. Note also the Skill Sets your **Boss** and/or you identified as critical to your success and any changes to those designations between surveys. When any of these Critical Skill Sets are identified as an Area of Focus, they deserve special attention.

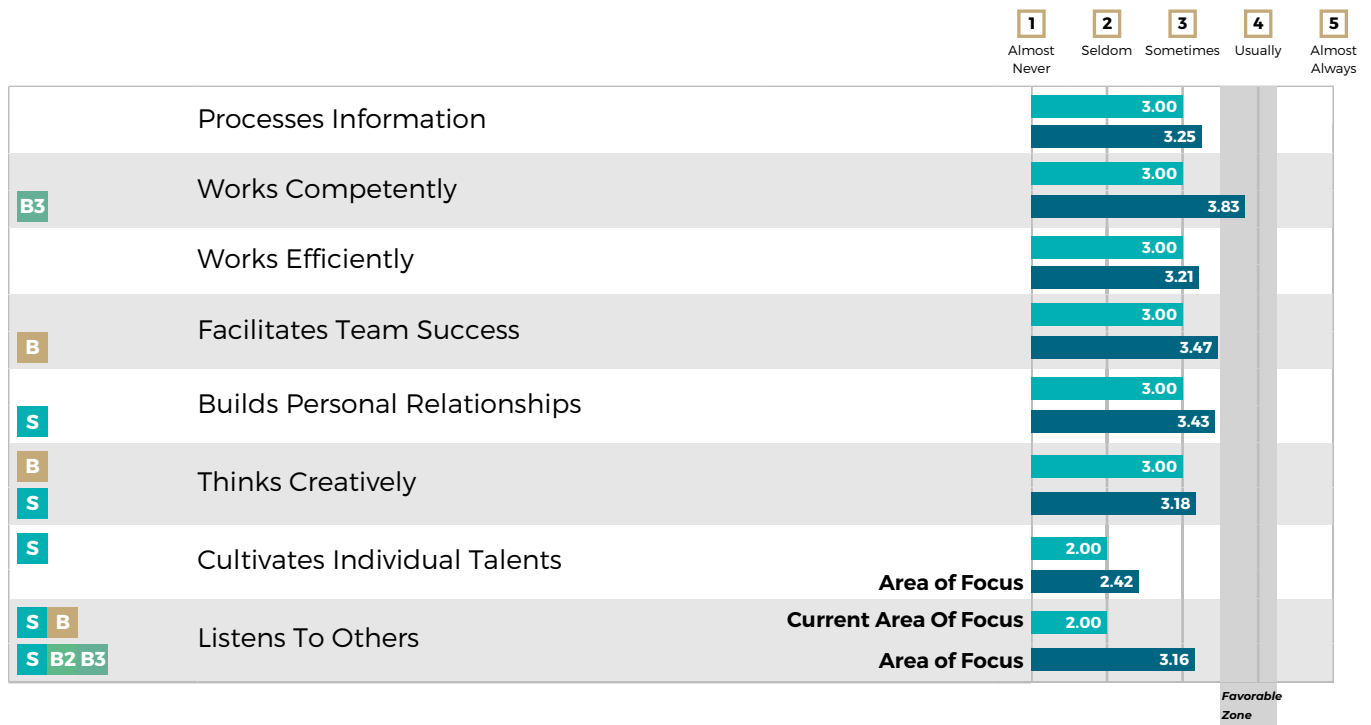
"Areas of Focus" are those behaviors that represent opportunities for enhancing your effectiveness. Some Areas of Focus may be listed as strengths because often honing your strengths is an excellent way to begin improving your skills. Others could fall below the Favorable Zone and thus present possible limitations observed in your behavior.

- S B Selected as Critical Skill  Current CheckPoint
- S B B2 B3 Previously selected as Critical Skill  Previous CheckPoint

- 1 Almost Never
- 2 Seldom
- 3 Sometimes
- 4 Usually
- 5 Almost Always



Favorable Zone



# Individual Development Guide

## Areas of Focus for C夫 サンプル

08.05.2020

Demo-Site  
城山トラストタワー 15階  
4-3-1  
虎ノ門  
港区, 東京都 105-6015  
03-6777-7869

# AREAS OF FOCUS

You cannot risk leaving your personal development to chance; planning is essential. How many times have you stated to yourself or others your intentions to act but fall back into old habits? Leaders follow through on development plans when the leadership need is directly linked to a business challenge or pain point. Think of your Individual Development Plan (IDP) as you would any other project or business plan, and design it to be realistic, to consist of actions you can take every day on the job, and to tie directly to organizational priorities.

## DEVELOPING YOUR INDIVIDUAL DEVELOPMENT PLAN

People tend to play to their strengths. So, too, do leaders - choosing to utilize one skill over another due to their personal proficiencies. They have the knowledge and experience to use certain skills in almost any situation. If, as a leader, you don't favor or simply lack proficiency with a skill that is deemed important to your organization, there are two steps you can take immediately to get started in your development. First, if you know what to do differently to improve a skill or behavior, do it! Second, create an Individual Development Plan. Your Development Plan need not be complex. Most often, your best course of action for personal and professional growth and development is obvious and easy to recognize. The most significant development opportunities take place on the job and are totally under your control. To begin this process of growth, you need to use the **K-S-S** Method:

- K** actions you should KEEP doing, which are things you already do well. KEEP doing them!
- S** actions you should STOP doing. As you analyzed your Feedback Report, you recognized behaviors that bring negative results - this is an indication of something you should STOP doing.
- S** actions you should START doing. You have learned things you could be doing to enhance your effectiveness. START doing them at the earliest opportunity. As you add to your knowledge base and acquire ideas for better leadership performance, form the habit of doing them. Make START doing a regular part of your development process.

You can get started on your Individual Development Plan with this simple process:

1. Consider your ratings on the survey behaviors in your Areas of Focus and identify the leadership skills and supporting behaviors that you are going to work on.
2. Review the lists of Challenging Activities for the supporting behaviors in your Areas of Focus which are included on the following pages.
3. Then, using the **K-S-S** Model, identify those actions appropriate to **Keep** doing, actions to **Stop** doing, or actions to **Start** doing.

# AREA OF FOCUS: LISTENING TO OTHERS

## SOLICITING IDEAS, SUGGESTIONS, AND OPINIONS

### Skills, Behaviors, and Attitudes to Adapt and Practice

- Pay attention to the speaker and try to benefit from each exchange, even if the topic or information is not interesting.
- Wait until others are completely finished presenting their point before forming your opinion and response. Avoid judging the speaker, and focus on the message itself.
- Show your attentiveness by using body language such as eye contact, nodding, and smiling while others are speaking.
- Listen patiently without interrupting others, and avoid becoming distracted while they are speaking.
- Ask questions that require more than a "yes" or "no" response when seeking others' input. Doing so could yield valuable information beyond a superficial answer.
- Encourage others to share their opinions, listen to all ideas, and consider everyone's point of view to gain the maximum benefit of others' contributions.
- Promote an environment that is free of judgment to encourage others to share their ideas.
- Allow time in meetings for items not on the agenda to be discussed.

### Challenging Activities

- Thinking about issues or problems according to a set of guidelines can improve the listening skills of the entire team. Make a list of issues, problems, or tasks that require input from your team. Identify ideas and suggestions your direct reports could produce for these issues. Listen attentively. Ask questions that require more than a "yes" or "no" response, allowing them to elaborate on their ideas and suggestions. Let them do most of the talking. Follow through by implementing the suitable suggestions as soon as possible.
- After a direct report has offered ideas, suggestions, or opinions about a work-related issue, check yourself against the following criteria to see how well you think you listened:
  - Did not tune out boring information; did not fake attention; was not distracted
  - Listened carefully to the main ideas and supporting points
  - Did not interrupt. Waited for the person to finish before forming opinions and responding. Evaluated the message itself rather than the person speaking
  - Smiled, nodded, or otherwise encouraged the direct report as they spoke
  - Ensured your correct interpretation of what they meant by summarizing their points
  - Asked questions requiring more than a "yes" or "no" answer
  - Listened patiently

## CREATING A COMFORTABLE CLIMATE FOR AIRING CONCERNS

### Skills, Behaviors, and Attitudes to Adapt and Practice

- Make it clear through both your words and formal policy that all concerns are treated positively – that there is no retaliation for feedback on sensitive topics.
- Remember that you won't always have the best ideas or perspectives – be prepared to accept that your team may sometimes have better ideas and perspectives than yours.



- Foster a personal attitude that all improvement is a positive thing – regardless of how it comes about or who initiates it.
- Recognize that it often takes courage to raise concerns – and be prepared to appreciate this courage in your team members.
- See team members who bring you less than positive feedback as productivity partners, working with you positively to continually improve the way things are done.
- When you're wrong, say so, as loudly and as early as you can.
- Note when you automatically defend an established position – could you be more open?
- Foster an environment where new ideas are welcomed and it is acceptable to question the way things are traditionally done.

### **Challenging Activities**

- Publish a process for providing formal feedback on key topics.
- Let your team know that you welcome feedback on concerns about anything affecting the organization and its performance. Reinforce this message repeatedly.
- When someone raises a concern, thank them for taking the trouble to do so and assure them of your intention to investigate their input.
- Research all concerns raised and be seen to follow up by explaining any outcomes or resolutions to those raising concerns. Be the role model for the accountability you want to develop in your team.
- Be available to speak privately if a team member is concerned about public discussion on sensitive matters.
- Work hard to see the perspective of those raising concerns, and be aware of your own biases, especially when repeated complaints are raised. Your team will stop bringing concerns to you if you seem disinterested or pass judgment without investigation.
- Coach your team on how to raise concerns in a constructive, positive, and non-judgmental manner, and encourage them to bring you their positive thoughts on how to address the concerns they raise.

## **LISTENING TO ALL POINTS OF VIEW WITH AN OPEN MIND**

### **Skills, Behaviors, and Attitudes to Adapt and Practice**

- Encourage others to share their opinions, including those that differ from yours.
- Avoid being defensive when you receive criticism. Perceive criticism as constructive toward future improvement, rather than personally destructive to your character.
- Try to understand others' positions on an issue. Take time to consider the information from their perspective.
- Listen in this order: hear, understand, interpret, then respond. Do not jump from "hear" to "respond."
- Make every effort to understand others' points of view on issues, and take time to consider their stake in the issue, their perspective, and possible motives for seeing things the way they do.

### **Challenging Activities**

- In a hotel lobby, airport, restaurant, etc., listen and observe people for ten minutes. Note what you have heard and observed. Did you interpret your observations differently because you had no prior opinions or attitudes on the topics they spoke about? You probably listened closely and with an open mind. When your direct reports are speaking, consider sometimes imagining that you are hearing what they are saying for the very first time. You may adopt a new perspective to what they are saying, leading to an innovative solution or a fresh interpretation of long-standing issues or problems.

- Brainstorming sessions provide good experience for listening to all viewpoints with an open mind. Brainstorm with your direct reports as often as possible about work-related problems and issues. The benefits will be two-fold; you will practice listening and you will gain input from your work unit on solving problems.

## LISTENING CAREFULLY WITHOUT INTERRUPTING

### Skills, Behaviors, and Attitudes to Adapt and Practice

- Avoid interrupting, as it can become a habit, and could waste valuable time. Have you ever been irritated when someone has interrupted you with an assumption?
- Avoid considering your response before others finish speaking. Concentrate on what they are saying. Allow others to make their point before responding with your own.
- Do not allow constant disturbances during exchanges of information. Commit yourself and your direct reports to focus on listening to each other and to concentrate on the benefits of everyone's input toward a common goal.
- When you realize that you have interrupted someone's conversation, apologize by saying, I'm sorry, I just interrupted you. Please continue. Admitting a bad habit builds credibility.

### Challenging Activities

- Sometimes good listening can include taking notes. Consider keeping a pen and note pad readily accessible at all times. Write down as few words as possible to avoid distracting the speaker with excessive note taking. You can elaborate on your notes later.
- It is almost impossible to listen well and talk at the same time. Consider recording a few of your phone calls and listening to your portion of the conversation. Is there an appropriate amount of silence on the recording for the topic you discussed, indicating the time you spent listening? Recording yourself and considering how much you listen to others could remind you to avoid monopolizing the conversations in the future.

## SUMMARIZING INPUT AND THEN CHECKING FOR UNDERSTANDING

### Skills, Behaviors, and Attitudes to Adapt and Practice

- Decide that you are going to maximize the information and value you receive every time you converse with one of your team members.
- Recognize that we all tend to filter what we hear through our preconceptions and biases and that it is easy to misunderstand the core messages of others – and plan to be more open.
- Realize that everyone has the potential to enrich your understanding and deserves to be heard and understood.
- Adopt an attitude that the person you are listening to is the most important person in your life at that moment in time – give them your full attention.
- Make a specific decision to note any time you become judgmental of what you're hearing – and revert to openly listening to understand what the other person is saying.
- Note when others summarize well in listening to you – what can you learn from them?

### Challenging Activities

- Every time you have a conversation, make it a point to summarize and restate continually. Summarize anything they say that addresses your initial question – and note any interesting new perspectives they raise for further discussion. Don't simply parrot their words – restate the words *and* the emotions you detected: “...it sounds like you're frustrated by this situation...” or “...that must be exciting...” Make it clear that you understood what they said to you and how they *feel* about what they said.
- When you ask good open ended questions, you'll tend to get long responses. Don't be afraid to let your speaker go off topic a little – this will often help uncover other useful aspects of what they have to say.

- Probe. If in doubt – ask, don't assume. Continually ask clarification questions – not only does demonstrating your interest in what the speaker has to say make you engaging, but it demonstrates your growing understanding of their key points.
- Ask challenging questions to encourage your speaker to expand their ideas and opinions and be seen to note down their key points.

# AREA OF FOCUS: ADJUSTING TO CIRCUMSTANCES

## BEING FLEXIBLE IN DEALING WITH PEOPLE WITH DIVERSE WORK STYLES

### Skills, Behaviors, and Attitudes to Adapt and Practice

- Understand that your approach to work is correct, but that does not make it the only correct approach. Realize that contrasting work styles can complement one another and make for a stronger overall outcome.
- Consider any input you receive from any level in the organization.
- Involve diverse groups in solving problems and developing opportunities.
- State your intention to understand another person's viewpoint, not to have him/her justify it when asking for an explanation of a viewpoint that differs from yours.
- Be sensitive to the fact that some people want their differences recognized, while others do not.
- Examine the reasons why people approach the task, topic or objective as they do. Use this information to decide which way or what combination of ways will create the result you want.
- Carefully consider your automatic responses to assumptions and stereotypes.

### Challenging Activities

Make a list of your direct reports. List as many differences as you can between their work styles. With your Performance Coach, consider how you can foster development of their full potential, using their individual work style. Consider the following:

- Some approach projects in a structured, time-efficient manner; others may have a less structured and more creative approach.
- Some focus on details; others may focus on the overall mission.
- Some prefer an approach that involves frequent interpersonal interaction; others may prefer to work in solitude.
- Some prefer individual projects; others may prefer involving a group or team.

## BEING COMFORTABLE IN A VARIETY OF ENVIRONMENTS

### Skills, Behaviors, and Attitudes to Adapt and Practice

- Pursue experiences outside your comfort zone. Learn to adapt to, and become confident in, a variety of work environments with varying expectations.
- Become comfortable with the different environments within your own work unit, other teams in the organization, your customers, suppliers and your own manager. Expand your environment.
- Read a book on business diversity and protocol and refine your social skills.
- Become comfortable in the environment of your peers, manager, and upper management. Develop effective working relationships and be a team player, rather than a competitor.
- When you follow accepted protocols and procedures, you may be more likely to obtain successful results, earn cooperation, obtain commitments, gain customers, and maintain harmony.

### Challenging Activities

- For the following list of environments, rate your comfort level in each environment:
  - Global and foreign

- Your work unit
  - Peers and their work units
  - Your manager
  - Upper management
  - Customers
  - Business meetings
  - Company dinners/luncheons
- Select three environments where you are least comfortable and write a goal statement on how you can become more comfortable in these situations. Include the skills that need to be sharpened and the resources you will use to increase your confidence and poise in your next interaction in this environment.

## REACTING CONSTRUCTIVELY TO SETBACKS

### Skills, Behaviors, and Attitudes to Adapt and Practice

- Setbacks are inevitable but are rarely catastrophic. Keep things in perspective. Avoid agonizing over minor adjustments to the overall objective.
- Develop your assertiveness skills. When setbacks occur, learn to say what you think and feel in ways others can understand.
- Express your feelings about setbacks without blaming others. You will have more support and cooperation by focusing on your role in the setback.
- Be aware of times when you are continuing to follow a procedure because it has been the traditional way of doing things. You should always consider other alternatives.
- The next time you experience a setback, ask yourself, "What did I learn?" Determine where things went wrong and what you could do differently next time to prevent a similar setback.

### Challenging Activities

In setback situations, keep a cool head and evaluate the seriousness of the setback before reacting: Make it a practice to discuss the setback situation (especially if it impacts a deadline) with your manager, a peer or effected direct reports before making a decision. Together, gather all the facts and evaluate the seriousness of the setback. Give the situation a crisis rating from 1 (can wait) to 10 (needs immediate attention). Together, brainstorm alternative courses of action. Select the alternative that best addresses the setback situation.

## ANTICIPATING AND PLANNING FOR CHANGING SITUATIONS

### Skills, Behaviors, and Attitudes to Adapt and Practice

- Ask for and listen to a great deal of advice in times of change. Identify the change agents in your organization and work with them to support and initiate change.
- Do not assume that your traditional practices will maintain the loyalty of your customers or clients. Anticipate their changing needs.
- Read current business books and periodicals, as well as general interest materials. Learn to spot trends and apply them to your business.
- Be proactive by anticipating change rather than waiting to react to it.
- Prepare your direct reports to expect change. Continuous improvement involves change. Your direct reports will support change when they:
  - Expect that the change will result in some personal gain
  - Expect a new challenge as a result

- Believe the change makes sense and is the right thing to do at the right time
- Are given an opportunity to provide input into the change
- Respect the person who is championing the change

### **Challenging Activities**

Ask your Human Resources professional to refer books and materials on planning for change. From this material, develop a checklist for planning for change that you can follow in dynamic situations. Make sure the materials you choose address:

- Steps for Change Management
- Planning Change
- Gaining Commitment
- Setting up Needed Systems and Structures for Change
- Involving Others in the Change Process
- Communicating the Change
- Following Up on the Change

# AREA OF FOCUS: ACHIEVING RESULTS

## OVERCOMING OBSTACLES TO COMPLETE PROJECTS SUCCESSFULLY

### Skills, Behaviors, and Attitudes to Adapt and Practice

- Remember that obstacles can be opportunities to help build your leadership skills.
- When you see a need or problem that you wish someone would address, ask yourself if you could be doing something about it.
- Identify the obstacles that are impeding your progress on a project and develop plans for action to overcome them.
- Consider that when something is not working, you may need to develop another approach. Determine who can help you look at the issue objectively and brainstorm possible solutions.
- Pull your work unit together as a group to solve problems. Use your direct reports as sounding boards in areas where they have expertise. Avoid premature judgment of others' ideas.
- Identifying risk areas in the initial stages of planning is one way you can anticipate and prepare for potential problems. Prevent problems by analyzing their cause.
- Look for new technology that can increase your work unit's efficiency.
- Use humor to keep difficulties in perspective.

### Challenging Activities

When an obstacle hinders the successful completion of a project, gather your team together, obtain their input, consider the possible causes for the obstacle, and weigh all possible solutions. Create a table with the following columns to help you arrive at a solution:

- Obstacle
- List the probable causes for this obstacle and rate them for probability (A - Z with A being high probability).
- List five suggestions for a solution. Rate these suggestions (1 - 5 with 1 being most probable solution).
- What are the steps for implementing the solution?

Obstacle	Probable Causes	Probability	Suggestions For Solutions	Solution Rating	Steps To Solution
	•		•		
			•		
	•		•		
			•		
	•		•		

## EFFECTING OUTCOMES THAT SET HIGH STANDARDS FOR OTHERS

### Skills, Behaviors, and Attitudes to Adapt and Practice

- Set high standards for performance in every aspect of the business.
- Work to exceed customer expectations.
- Involve everyone in the commitment to quality. Make sure they understand that excellence is good business.

- Constantly evaluate the quality of work produced. Report on both your successes and failures with equal candor.
- Solicit suggestions from your direct reports, manager and peers.
- No matter how well things are going, realize that improvements are always possible. Invite your direct reports to challenge established boundaries. Help them identify "stretch" objectives to achieve organizational goals.
- Follow issues to completion. Persisting at problem-solving sends a strong message that you want issues resolved as quickly as possible and that you are willing to do what is necessary to bring problems to closure.

### **Challenging Activities**

- Determine if your organization uses an effective performance review process that links feedback and coaching to specific business goals. If not, create an active performance review process to reinforce high performance standards specific to your work unit.
- Ask your direct reports to evaluate the standards of the team in these areas (1 = low; 5 = high): Clarity of purpose, communication, problem-solving, decision-making, change, customer focus, quality of work, conflict resolution, work processes, and feedback. For those ratings that are below 3, determine actions that will improve standards in those areas.

## **ACHIEVING RESULTS THAT HAVE A POSITIVE IMPACT ON THE ORGANIZATION**

### **Skills, Behaviors, and Attitudes to Adapt and Practice**

- Concentrate your efforts toward achievements that contribute to the team goals and to the mission of the company. Don't get sidetracked with unimportant activities. Lead with a sense of purpose and make sure everyone is aware of the vision.
- If you tend to push your decision-making responsibilities toward your manager, consider also offering recommendations and solutions in support of the decision to be made.
- Ensure that everyone who is responsible for meeting the stated financial goals understands what these goals are and what they are expected to deliver.
- Look for customer needs that you could be meeting but currently are not. Develop a plan for meeting these needs with additional or expanded products and services.
- Accept that you may sometimes need to work across departments to achieve goals. Build positive relationships outside your department that will enhance cooperation.
- Become more cost-conscious. Ask others to justify expenditures and look for ways to cut costs.
- Develop a company-wide definition of quality and manage to that definition.

### **Challenging Activities**

- Teach your direct reports how to effectively speak for and represent your work unit in company-wide meetings. Giving them the opportunity to talk about their work and to consider input from others outside the department is an excellent way for them to see how their work fits into the overall picture.
- Review your own and your direct reports' individual development plans and performance appraisal criteria to ensure that they are consistent with the organization's top priorities.
- Know the business of your organization by investigating the following. You will need internal resources to gain this information.
  - The history of your organization, its strengths and weaknesses
  - The organization's key success factors
  - The organization's vision and mission statements
  - The organization's annual report



- Knowledge of the organization's financial system
- The organization's competition
- What does the organization do to maintain morale? Rewards? Recognition?
- The organization's written code of ethics, if available