

Manager Performance

Giving feedback on management style can be difficult. Personal style and methods feedback is personal. It must be done with care given the sensitive nature of the data and to avoid defensiveness. Our Manager Performance solution enables a more systematic process: surveys are handed out to all reports versus "volunteers" selected by the manager creating sampling bias; and the implementation can begin at the top. When upper management willingly receives the feedback it helps managers and supervisors to be more comfortable with the program.

The Manager Performance solution is designed to provide direct performance of a manager from those that report directly to the manager. This solution has a singular focus and the value of the solution is in that singular focus – there is no attempt to assess or measure multiple dimensions of the employee experience other than the role their manager plays in developing their career and guiding their individual performance.

Our solutions include both 180o and 360o solutions. 360o programs are becoming prevalent and because of the complexity and breadth of feedback sources a systematic solution is even more critical to an effective and efficient program.

This solution is a key component of an overall Talent Management strategy within an organization. The program will help organizations identify:

- Specific managerial skills required for individual or groups of managers;
- Employee groups that may be less productive than the norm due to manager influences;
- Linkages between employee perception of managerial performance against financial or metrics measured by the organization;