

Creating the High-Performance Organization Self-Assessment

In today's competitive business environment, it is critical to understand the factors that affect your business and marketplace. Market leadership and sustained growth requires a strong commitment, a willingness to change, and effective leadership ability. This assessment will help serve as a guide for those wanting to assess their competencies and develop a plan for organizational improvement.

Scoring Directions: Rate your organization on a scale of 1(lowest) to 10 (highest) for each item. There are 100 points possible.

1) Create Purpose and Vision for the Future - The term "purpose" refers to the primary reason an organization exists. The primary role is to inspire and guide the setting of values. Purpose gives people a reason why they should work for this organization. The vision of the organization is known by all and shows where the organization is headed.

Score _____

2) Deploy a Leadership Strategy - There is unmistakable evidence relating to how leadership is exercised, formally and informally, throughout the organization. It is clear how key decisions are made, communicated, and carried out. We have structures and systems for decision making; selection, and development of leaders and managers and reinforcement of values, directions, and performance expectations.

Score _____

3) Provide Direction and Lead by Example - Leaders in the organization serve as role models through their ethical behavior and personal involvement in planning, communications, coaching, development of future leaders, organizational performance, and employee recognition.

Score _____

4) Comfortable with Creating Change - The organization needs to be looking at other innovations and industries, to see beyond the horizon for new trends. The organization does not maintain status quo; but is enabled to make meaningful change to improve their programs, services, products, and processes and to create new value for the organization's stakeholders.

Score _____

5) Tear Down Walls and Barriers - The organization spends time pinpointing and removing barriers, obstacles, and non-valued work obstructing workflow, communication, and productivity. Individuals are free to go to anyone in the organization for advice and assistance. Deduct points if you have not had an employee survey or sensing session during the past year.

Score _____

6) Create a Charged Environment that Engages the Workforce - Success depends on valuing each employee's satisfaction, motivation, well-being, and development. People have a basic human need to feel appreciated. Recognition programs help meet that need as well as generate behavior in alignment with organizational goals and standards. Reduce points total if you only recognize tenure and length of service.

Score _____

7) Hire and Retain Top Talent - Retention begins by recruiting and hiring top performers. The organization has a formal retention program and carefully considers what attracts, keeps, and motivates the workforce. Efforts are made to understand and analyze why people depart the organization. Add points if you have had an organization-wide internal climate assessment to measure employee satisfaction during the past 12 months. Additional points if flexible worklife arrangements are available to employees.

Score _____

8) Manage Ideas and Innovation - The organization has a system to learn and apply new knowledge, trends, and ideas through evaluation, study, experience, and innovation. Formal and informal training programs, improvement cycles, benchmarking, plus ideas and suggestions from employees and staff achieve this. Add additional points if these systems are embedded in the way the organization operates.

Score _____

9) Customer and Market Focus - One of the most important priorities is focusing on the needs and expectations of customers. Do you build and maintain relationships with customers? Do you have metrics in place to measure customer satisfaction and loyalty? Add additional points if this information is shared with all of your staff/employees. Employees are enabled to satisfy customers on first contact, improve processes, and raise productivity leading to improved business results. Deduct points if the information is maintained, but not shared.

Score _____

10) Manage and Measure Performance - The organization has a numerical process that quantifies input, output, and performance dimensions of processes, products, services, and the overall organizational outcomes. Score yourself higher if you have identified your critical processes, and add additional points if you measure how these processes impact on organizational success.

Score _____

TOTAL SCORE _____

SCORING:

- Level 4 - 85-100 points
- Level 3 - 75-84 points
- Level 2 - 60-74 points
- Level 1 - 59 and lower



Greg is a business growth consultant and shows executives and business owners how to attract and keep customers, and build organizations that retain and motivate their workforce. He has been featured in *Business Week*, *Kiplinger's Personal Finance*, *President and CEO*, and other publications. He has appeared on television programs including Bloomberg Business News and PBS television. He is the author of the ***New Leader: Bringing Creativity and Innovation to the Workforce*** and ***Here Today, Here Tomorrow: Transforming Your Workforce from High-Turnover to High-Retention***. He speaks at conferences, conducts management training, and is the President of a management-consulting firm, Chart Your Course International.

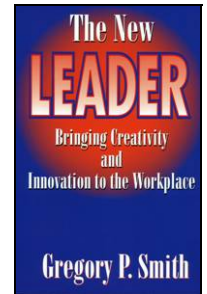
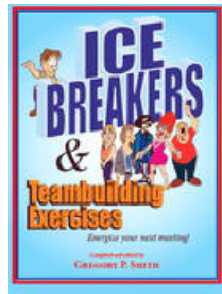
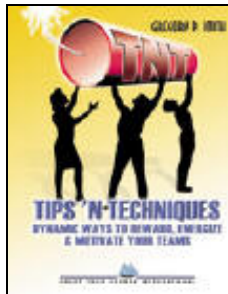
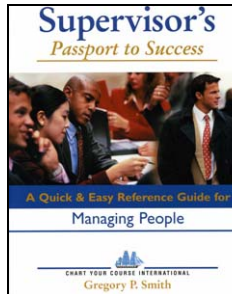
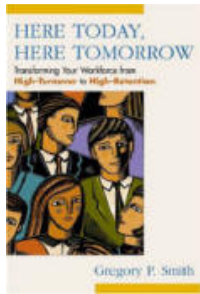
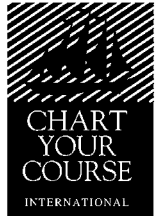
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