

Centre for Organisational Development



Profiles

Assertiveness Style profile

This instrument fully integrates with both the conflict and negotiation instruments in looking at an individual's assertiveness style. The instrument plots individual scores in all quadrants of a grid, which reveal their use of four distinct assertiveness styles. These are the styles of Aggressively controlling, Passively observing, Warmly proposing, and Firmly asserting.

Change Handling Style mini-profile

A brief 12 statement sorter assessment producing a simple 3 page style report showing an individual's preference in a four quadrant Change handling style grid

Change Management Effectiveness profile

This instrument looks at an individual's capacity to manage change successfully (for themselves and others) using seven separate categories. These are Proactive thinking, Preparation for change, Involving others, Visualizing the future, Communicating clearly, Breaking from the past, and Consolidating new learning.

Circumnavigator™ 360 profile

A totally flexible 360-degree assessment for individuals, teams and an entire enterprise, using questions of their choice, rating scales of their own design and rater types of their choosing. Either build an assessment from an extensive existing library or build your own from scratch.

Climate Survey

This simple survey asks individuals to select five positive adjectives and five negative adjectives that they think MOST apply in describing the culture or climate that prevails in their organization. From the resultant list of 10 adjectives the entire list of 10 adjectives is then sorted into rank order from top to bottom

Coaching Effectiveness profile

This instrument looks at an individual's ability to coach others successfully using seven separate categories. These are Empathizing ability, Listening skills, Capacity to confront and challenge, Problem solving ability, Feedback giving skills, Capacity to empower, Mentoring skills.

Communication Effectiveness profile

This instrument looks at an individual's ability to effectively get their message across clearly using seven separate categories. These are Empathizing, Receiving, Clarifying, Understanding, Reading non verbal clues, Feedback giving and Transmitting your message.

Conflict Style profile

The Conflict Style profile describes a system for the highly collaborative and communicative approach to conflict resolution and a methodology for looking at the context in which conflict arises in the first place. It then describes five style outcomes-these are Integrating, Sacrificing, Suppressing, Usurping and Exchanging

Creativity & Innovation Effectiveness profile

The Creativity/Innovation Effectiveness Profile provides a detailed process for assessing an individual's existing capacity to be creative. This is done by measuring creativity and innovation in seven competency categories - these are Creative consciousness, Level of curiosity, Pattern breaking skills, Idea nurturing ability, Willingness to experiment and take risks, Courage and resilience level and Energetic persistence.

Customer Commitment profile

This instrument looks at how much commitment exists for service excellence to customers from two perspectives - the individual's view about their own commitment, and about what they see to be the commitment to service by the wider organization around them. This provides a detailed 'gap' analysis in six service categories. These are Service leadership and vision, the Voice of the Customer, Service standards, Empowerment for service, Process and systems alignment and Service rewards and recognition.

Decision-Making Style mini-profile

A brief 12 statement sorter assessment producing a simple 3 page style report showing an individual's

preference in a four quadrant Decision-making style grid

Diversity and Cultural Awareness

This instrument looks at how much commitment to diversity and awareness of differences in culture exists from two perspectives - the individuals view about their own commitment and what they see to be the commitment of the wider organization around them. This provides a detailed 'gap' analysis in six diversity and cultural awareness categories. These are Predisposition and climate, Levels of inclusion and assimilation, Levels of tolerance and understanding, Degree of empathy, Organizational adaptation and Persistence and commitment.

Emotional Intelligence Style profile

This instrument uses participant responses to specific situations, real and hypothetical, a long two scales: 'Degree of Structure,' and 'Motivation or Drive,' thus creating a four-quadrant grid to help describe the tendency to draw on one or more styles: Reflective, Conceptual, Empathetic and Organized

Empathy Style mini-profile

A brief 12 statement sorter assessment producing a simple 3 page style report showing an individual's preference in a four quadrant Empathy style grid

Enterprise Pulse™ -Corporate Wellness Survey

Based on 3 years of research, the Enterprise Pulse™ -Corporate Wellness survey offers a comprehensive and well proven survey system to gather employee opinions on 12 key categories that contribute to the overall corporate wellness of any organization.

Enterprise Pulse™ -Customer Service Survey

Based on 5 years of research, the Enterprise Pulse™ -Customer Service survey offers a comprehensive and well proven survey system to gather employee opinions on a range of key categories that are seen to be critical to the overall customer service performance of any organization.

Enterprise Pulse™ -Health and Safety Survey (SAFE)

Based on over 5 years of research, S.A.F.E offers a comprehensive and well proven survey system to gather employee opinions on current occupational health and safety performance in order to identify key areas of priority to lift performance in the future.

Enterprise Pulse™ -Opinion Survey

Based on 10 years of research, the Enterprise Pulse™ -opinion survey offers a comprehensive and well proven survey system to gather employee opinions on a range of key categories that are seen to be critical to the overall quality performance of any organization.

Enterprise Pulse™ -Quality Survey

Based on 5 years of research, the Enterprise Pulse™ -Quality survey offers a comprehensive and well proven survey system to gather employee opinions on a range of subject areas that are seen to be critical to the overall performance of any organization.

Ergonomics Focus profile

Although effective ergonomic management requires many varied actions to be taken, it is possible to distill some key themes or broad categories, from which most good ergonomic interventions will come about to a greater or lesser extent. In total, seven categories are identified, and these are - Equipment design and layout, Force and velocity of tasks, Duration and repetition of tasks, Posture, comfort and position, Rest breaks/recovery time, Work environment and Control effectiveness.

Goal / Objective Setting Effectiveness profile

This instrument looks at an individual's ability to effectively set goals and objectives for themselves and others using seven separate categories. These are Vision clarity, Direction and target setting, Planning and organizing, Measurement and milestones, Communication and engagement, Motivation and commitment, and Results focus and orientation.

Influencing Style profile

This instrument looks at the style that individuals are likely to adopt when looking to influence others. Four summary styles are identified. These are the Visioner, the Orchestrator, the Regulator and the Harmoniser. Individuals are given scores on all four styles and their greatest style preference revealed.

Insight Inventory

The INSIGHT Inventory is an easy-to-use, self-scoreable personal style inventory that gives participants a

positive way to learn more about themselves, discover their personal strengths, and improve their communication skills. This psychometric has four scales: Getting your way, Responding to people, Pacing Activity and Dealing with Details.

Janus Performance profile

The Janus assessment system aimed mainly at assisting in individual performance management, is a large-scale competency based diagnostic process that allows individuals to select competency categories to build into a single questionnaire and then apply the tool as a self, 180 or 360 degree feedback process.

Leadership Effectiveness profile

This instrument looks at an individual's ability to effectively lead others. The Leadership Effectiveness profile therefore assesses eight leadership qualities and skills: Emotional Intelligence, Contextual Thinking, Directional Clarity, Creative Assimilation, People Enablement, Reciprocal Communications, Change Orchestration, and Drive Persistence

Learning Style profile

This instrument aims to help every 'learner' to understand a little bit more about what might be their own personal learning style, so that they can make adjustments as they see fit in any learning situation in which they may find themselves. The four output styles in a four-quadrant grid are Attending, Translating, Relating and Understanding.

Listening Effectiveness profile

This instrument looks at an individual's capacity to listen effectively or to listen empathetically and attentively using seven separate categories. These are Predisposition/ temperament, Creating a conducive climate, Showing positive interest, Reading the speaker, Empathizing, Paying attention and concentrating, and Understanding and reflecting the message.

Management Assessment of Proficiency (MAP®)

This is a complete management development/assessment center system using video scenarios to help measure managerial proficiency. Once results are known, an extensive series of video based packages (called excel) are available to develop managerial skills improvement

Management Effectiveness profile

This instrument looks at an individual's capacity to manage effectively using 12 competency categories. These are Time management and Prioritizing, Setting Goals and Standards, Planning and Scheduling Work, Listening and Organizing, Giving Clear Information, Getting Unbiased information, Training, Coaching and Delegating, Appraising People and Performance, Disciplining and Counseling, Identifying and Solving Problems, Making Decisions and Weighing Risk, and Thinking Clearly and Analytically.

MTRi® (team types indicator)

The MTR-i is a team-roles model and questionnaire that identifies eight new team roles that try to show what kind of contribution is being made to the team by each individual. Unlike other Myers Briggs Type Indicators (MTBI), the MTR-i team roles change from situation to situation, in accordance with the demands of the environment. The eight team roles are Coach, Scientist, Explorer, Crusader, Conductor, Innovator, Curator and Sculptor.

Negotiating Style profile

This instrument integrates fully with the conflict instrument in looking at the 'levels of energy' and 'levels of empathy' that may be used in a negotiation. The instrument plots individual scores in all quadrants of a grid, which reveal their use of four distinct negotiating styles - these are the styles of Pushy bullying, Quietly manipulating, Carefully suggesting, and Confidently promoting.

Networking Effectiveness profile

This instrument looks at an individual's capacity to network effectively with other people or to successfully build relationships in seven separate categories. These are Temperament/ disposition, Strategizing ability, Organizational skills, Communication skills, Nurturing ability, Social involvement and Persistence skills

PASAT (Poppleton Allen Sales Aptitude Test)

The new PASAT 2000 is an extensively researched and rigorously constructed personality questionnaire, designed to measure those personality attributes, which have a direct bearing on success in a sales environment.

Performance facilitator™

An online performance interview-building facilitation system for use by individuals who appraise other people

in order to more effectively evaluate and/or better understand their work performance and overall competencies.

Personal Effectiveness profile

This personal effectiveness profile is a broadly based instrument that looks to measure the personal leadership capabilities of individuals (whether or not they are directly responsible for leading others). The seven personal effectiveness categories are Delivering results, Achieving to higher standards, Straight talking, Developing yourself, Taking responsibility, Pulling together and Exceeding customer expectations.

Personal Skills Leader (PS Leader)

PS Leader guides participants through 82 behavior based questions, but asking for responses in two independent but related scales. Firstly individuals and their raters when completing the 360-degree version of the assessment are asked to indicate the required proficiency of the behavior before then asking for perceived current proficiency.

Power Perception Profile

The power perception profile as part of the Situational leadership® model, looks at how the perception of a leader's power bases can affect the utilization of various leadership styles. There are seven power scales. These are: Expert, Information, Referent, Legitimate, Reward, Connection and Coercive.

Problem Solving Effectiveness profile

This instrument looks at an individual's ability to solve problems and make decisions using seven separate categories. These are Critical thinking, Data gathering and processing, Tool selection methods, Lateral conceptualization, Alternative weighing ability, Risk assessment skills and Perception and judgment

PTI (Psychological Type Indicator)

The Psychological Type Indicator (PTI) is a carefully crafted personality measure that is designed to give individuals guidance about their psychological (Jungian) type using the sixteen types (INTJ, ENTP, etc) first postulated by Carl Jung. The focus of the PTI is on providing individuals themselves, their managers and those who train them, with an understanding of personality and its effect on performance both inside and beyond the workplace.

Quality Focus profile

This instrument looks at how much focus is given by an individual to quality in their workplace in seven categories linked to the international total quality frameworks that exist. These categories are Leadership for quality, Strategy and policy, Employee satisfaction, Data and resource management, Process and systems management, Supplier/customer focus and Outcomes and results focus.

Risk Style mini-profile

A brief 12 statement sorter assessment producing a simple 3 page style report showing an individual's preference in a four quadrant Risk style grid

Safety Focus profile

Although effective Safety requires many varied actions to be taken, it is possible to distil some key themes or broad categories, from which most good safety interventions will come to a greater or lesser extent. In total, eight categories are identified, and these are as follows: Risk/Prevention strategies, Workplace ergonomics, Personal and occupational health, Safety control effectiveness, Environmental health & Hygiene, Training and awareness, Levels of pressure/Stress, Safety systems & administration

Sales Effectiveness profile

In an increasingly competitive world, an effective salesperson (no matter what they may be trying to sell) needs a wide variety of skills and competencies in order to be successful. These skills include the ability to appreciate customer needs and expectations, listen attentively, be analytical, problem solve, handle objections and even complaints, communicate and present effectively, show personal warmth and empathy, demonstrate tenacity and self motivation, be well organized and resourceful and many other attributes. This questionnaire helps to measure an individual's effectiveness in these areas.

Seeker™ survey

Based on 3 years of extensive research, the S.E.E.K.E.R.™ Survey offers a comprehensive and proven survey system to gather customer opinions on a range of key categories seen to be critical to the overall customer service performance of any enterprise

Situational Leadership® profile

This on-line assessment (with self, 180 and 360-degree options) asks participants to respond to the 12

situations in order to determine their leadership style profile. This can then be used to review the opportunity to better match leadership style with follower willingness and readiness in different circumstances.

Stress Management Effectiveness Assessment

This instrument looks at the whole subject of stress and well-being in seven separate categories. These are Predisposition, Physical fitness, Nutrition and diet, Personal well-being, Emotional balance, Emotional habits and control, and Work life. Each category gives individuals a clear graph to indicate their relative levels of stress and detailed interpretation notes to use in personal action planning for improvement.

Teambuilding Effectiveness profile

This instrument looks at an individual's ability to effectively build the team using the Forming, Storming, Norming and Performing model and using seven separate categories in all. These are Vision and directional focus, Alignment of values, Team role and competency clarity, Groundrules determination, Performance appraisal effectiveness, Team learning and Results focus and Boundary management.

Time Management Effectiveness profile

This instrument looks at how effectively individuals manage their time in a range of different situations and circumstances. The instrument divides the subject into seven separate categories. These are: Pre-disposition/temperament, Preparation skills, Organizational ability, Pressure management skills, Delegation skills, Interruption management skills and Results orientation

TotalView™ selection profile

A highly valid and reliable assessment and benchmarking system for selecting new employees, coaching current employees, and planning for retention and succession.

Ultimate Selection source™

An online interview-building system for use by individuals who interview other people in order to evaluate and/or better understand their work-related skills, knowledge, abilities and competencies.

Values Indicator

The Values indicator offers a comprehensive and well proven survey system to gather employee values and those that they assign to their wider organization choosing from fifty adjectives under five key clusters.

Work Profile Questionnaire (WPQ)

Used mainly as a selection assessment process, the Work Profile Questionnaire uses the Big Five personality scales, to look at our work preferences and identify situations in which we are most likely to flourish and be effective.

Note: Instruments/profiles in italics are self scoring only –all other profiles can be completed as self. 180 and 360 degree assessments on-line