

We always measure quality and outcomes through the use of our customizable pre/post evaluation tool. This allows us to identify the critical needs or outcomes and obtain a baselined measurement of those items before the client work begins (facilitation, coaching, team development, leadership development, conflict mediation, etc.) After the client work has been performed, the same items are evaluated and **a comparative measurement showing the percentage of change, as a result of our work, is provided to the client.** We believe our tool distinguishes us from the hundreds of others in the field by giving a quick and cost-effective way to measure and show the outcomes of work. Our measurement tool is now accessible online (via computer or smart phone) or can be distributed as a handout for participants to complete.

Below is an example of a Pre/Post Teambuilding facilitation evaluation. This shows the % of Change as a result of the Teambuilding we conducted. Our custom designed tool also has the ability to capture open-ended questions for additional feedback which we find valuable when summarizing data.

Team Offsite

Client

SUMMARY

6/1/2018 All Staff Retreat

color for lower third of scaling range
 color for middle third of scaling range
 color for upper third of scaling range

Average Responses of Participants per Session									
Rated Response Summary	AVG	MODE	MED	SKEW	MIN	MAX	A	B	% of Change
1 I think these types of meeting are important to our growth & success.	4.50	---	4.50	---	4.33	4.67	4.33	4.67	5.56%
2 I feel optimistic that this will be time well spent.	4.04	---	4.04	---	3.81	4.28	3.81	4.28	7.87%
3 I feel like I know each member of the team as a person.	3.00	---	3.00	---	2.69	3.31	2.69	3.31	10.19%
4 Our Team's goal or mission is quite clear to me.	3.55	---	3.55	---	3.28	3.83	3.28	3.83	9.18%
5 We have a clear set of 'core values' for our department/team.	2.94	---	2.94	---	2.67	3.22	2.67	3.22	9.26%
6 We (our internal team) use operating 'norms' to work as a team, guide behavior, and decisions	3.03	---	3.03	---	2.83	3.22	2.83	3.22	6.48%
7 Our priorities are clear - we're all working from the same sheet of music.	3.00	---	3.00	---	2.67	3.33	2.67	3.33	11.11%
8 Individuals on our team buy-in and commit fully to important decisions.	3.19	---	3.19	---	2.89	3.50	2.89	3.50	10.19%
9 People on our team set aside personal agendas in favor of team/project success.	3.56	---	3.56	---	3.50	3.61	3.50	3.61	1.85%

Executive Leadership Retreat Example/Qs:

Pre and Post COMPARISON

2/9/2018

lower third of scaling range
 middle third of scaling range
 upper third of scaling range

Rated Response Summary				
Rated Items	1-30-2018 A	1-31-2018 B	Difference	% Change
1 I think these types of meeting are important to our growth & success.	5.41	5.68	0.27	4.55%
2 I feel optimistic that this will be time well spent.	5.09	5.27	0.18	3.03%
3 I feel like I know each member of the team as a person.	4.09	5.14	1.05	17.42%
4 Our short term goal(s) is/are quite clear to me.	4.14	5.18	1.05	17.42%
5 Our long term goal(s) is/are quite clear to me.	4.45	5.18	0.73	12.12%
6 Our Team's goal or mission is quite clear to me.	4.73	5.18	0.45	7.58%
7 I feel like I can openly discuss tough subjects in this group.	4.95	5.41	0.45	7.58%
8 We have standards of performance or behavior for holding each other accountable.	4.27	4.86	0.59	9.85%
9 As a team, we have proactive ways that we acknowledge and promote our work to others.	4.50	4.86	0.36	6.06%
10 Individuals on our team buy-in and commit fully to important decisions.	4.82	5.27	0.45	7.58%
11 Our priorities are clear - we're all working from the same sheet of music.	4.05	5.09	1.05	17.42%
12 People on our team set aside personal agendas in favor of team success.	4.86	5.41	0.55	9.09%

360-Style Team Evaluation Example/Qs:

Please rate your level of agreement with each statement below

Rated Response Summary	AVG	MODE	MEDIAN	SKEW	MIN	MAX
Balance of Participation (in meetings, decisions, & getting work done)	4.67	5.00	5.00	(0.97)	4.00	5.00
Team Decision Making-Individuals on the team buy-in and fully commit to important decisions	4.17	4.00	4.00	2.45	4.00	5.00
People on our team set aside personal agendas in favor of team success	4.50	4.00	4.50	0.00	4.00	5.00
Conflict: The Team is comfortable engaging in unfiltered discussions about important topics	4.17	4.00	4.00	2.45	4.00	5.00
Shared Leadership-for meetings, presentations, and other work	4.50	4.00	4.50	0.00	4.00	5.00
Trust: The team has created an environment where vulnerability & openness are the norm	4.00	4.00	4.00	0.00	3.00	5.00
Established Team Norms (ground rules for effectively working together)	4.33	4.00	4.00	0.97	4.00	5.00
Accountability: Members complete individual assignments on schedule, help one another and the team meet deadlines, and do not hesitate to confront one another about performance and behavioral concerns.	3.83	4.00	4.00	0.31	3.00	5.00
Use of a shared, consistent 'roadmap' for project development & delivery	4.00	4.00	4.00	0.00	3.00	5.00
Lessons Learned: conducts a formal 'lessons-learned' to evaluate team & project performance	3.20	3.00	3.00	(0.51)	2.00	4.00
Results: achievement of project plan in terms of scope, budget, and schedule	4.00	4.00	4.00	---	4.00	4.00

Team member 1	AVG
Works efficiently and sets the right priorities	3.50
Shares workload and follows through on commitments	4.20
Accepts and honors team decisions	4.40
Listens, seeks input from other team members, and engages in dialog	4.20
Doesn't hesitate to constructively confront unproductive behavior of other members	4.00
Engages in unfiltered discussions about important topics	4.00

Individual 360-Style Evaluation Example/Qs:

NAME				
Please indicate how often this person demonstrates each of the following behaviors: 0-Not Applicable, 1-Never, 2-Seldom, 3-Sometimes, 4-Usually, 5-Always				
Rated Questions				
Flexibility and Stress Management	AVG	MODE	MED	SKEW
Responds resourcefully to setbacks and unexpected events	3.18	4.00	3.00	(1.20)
Remains open and flexible when under stress and pressure	3.36	3.00	3.00	0.02
Analytical Problem Solving				
Applies critical thinking skills in order to effectively identify key issues	4.30	4.00	4.00	1.04
Analyzes problems from different points of view	3.80	3.00	4.00	(0.27)
Drives for Results (Production)				
Effectively addresses obstacles in order to accomplish tasks and projects	4.38	5.00	4.50	(0.82)
Achieves results that are important and contribute to the organization's success	4.30	4.00	4.00	(0.43)
Judgment				
Exercises sound judgment even under pressure or ambiguous circumstances	3.40	4.00	3.50	(0.54)
Utilizes clear and logical decision making when selecting from alternate solutions	4.10	4.00	4.00	0.09
Acknowledges mistakes and learns from them	4.00	4.00	4.00	(1.72)
Interpersonal Skills				
Builds consensus on decisions	3.78	4.00	4.00	(0.50)
Resolves conflicts through respectful negotiation	3.64	5.00	4.00	(0.16)
Openly listens to other's ideas and perspectives	3.90	4.00	4.00	0.17
Expresses disagreement in a tactful manner	3.36	3.00	3.00	0.54
Leadership				
Assertively and persuasively influences others	3.90	4.00	4.00	(1.02)
Fosters a professional and positive view of the organization	3.89	4.00	4.00	(0.95)
Relationship Building				
Fosters Trust	4.30	5.00	4.50	(0.69)
Keeps commitments	4.20	5.00	4.00	(0.41)
Actively promotes two-way dialogue	4.20	5.00	4.50	(0.47)
Demonstrates empathy for others' feelings, interests and needs	4.11	5.00	4.00	(1.09)
Task Management				
Develops short and long term plans that are realistic and effective	4.29	4.00	4.00	(0.60)
Effectively prioritizes tasks	4.00	4.00	4.00	(0.96)
Technical Expertise				
Applies technical expertise to resolve technical problems and opportunities	4.44	5.00	5.00	(1.01)
Stays current on technical skills, developments and regulations	4.11	5.00	4.00	(1.09)
Presents technical information clearly	4.22	5.00	4.00	(0.50)
Effectively applies knowledge of environmental regulations	4.50	5.00	5.00	(1.54)
Communication				
Listens to diverse points of view with an open mind	3.80	5.00	4.00	(1.08)
Speaks effectively in front of a group	4.40	5.00	5.00	(1.96)
Produces clear and concise written communications	4.00	4.00	4.00	0.00

Group Training Measurement:

SUMMARY

Training Date: 9/15/2017

Average Responses of Participants per Session									
Before Class		Scale: 1=low 6=High					Before Class	After Class	% of Change
		AVG	MODE	MEDIAN	MIN	MAX			
1	Importance of diversity in the workplace	5.31	---	5.31	4.97	5.66	4.97	5.66	11.43%
2	Effects of a diverse workforce on employees, teams and family	5.20	---	5.20	4.77	5.63	4.77	5.63	14.29%
3	Define harassment and a hostile work environment	4.87	---	4.87	4.17	5.57	4.17	5.57	23.33%
4	My knowledge of the harassment policy here at California Closets-San Diego	4.66	---	4.66	3.69	5.63	3.69	5.63	32.38%
5	I know what I should do if I experience or see harassment	4.91	---	4.91	4.00	5.83	4.00	5.83	30.48%
6	I know what the consequences of harassment violations could be	4.84	---	4.84	3.97	5.71	3.97	5.71	29.05%

LEAP Individual Competence & Confidence Final Comparison Results:



End of the LEAP Year
Seattle-September-2018
Sally Sample
09-09-2019



% of Change	Question	Avg	Min	Max	Baseline	Mid	Final
33.33	I am confident in my ability to establish & build trust w/my direct reports	4.33	3	5	3	5	5
00.00	I am confident in my ability to establish & build trust w/my peers	4.33	4	5	4	5	4
33.33	I have a good understanding of my own power and influence	4	3	5	3	4	5
16.67	I am good at interacting with (motivate, communicate, problem-solve, influence) others	3.67	3	4	3	4	4
00.00	I have a lot of passion and energy for the work I do	6	6	6	6	6	6
00.00	People enjoy working with me and willingly follow my lead	3.33	3	4	3	4	3
00.00	I have a strong drive to achieve my goals - if I say I will do it, it will get done	6	6	6	6	6	6
33.33	I am confident in my ability to inspire others to do their best	4.33	3	5	3	5	5
33.33	I could easily lead any group even if I have no expertise in that technical arena	2.33	1	3	1	3	3
16.67	I can deal effectively with people of all types	3	2	4	2	4	3
-16.67	I deal with (or manage) change effectively	4.67	4	5	5	5	4
16.67	People would describe me as empathetic and a good listener	3.33	3	4	3	3	4
16.67	I am restless with the status quo	1.33	1	2	1	1	2
00.00	When I make a mistake, I admit it openly, learn from it, and move on	6	6	6	6	6	6
-50.00	I regulate my emotional impulses pretty well (I don't tend to give in to them)	3	1	4	4	4	1
50.00	I am aware of the different leadership styles which might be used in different situations	3.33	1	5	1	5	4
50.00	I am comfortable using different leadership styles in different situations	3	1	4	1	4	4
-16.67	I know that I can work through any problem I encounter	4.67	4	5	5	5	4
50.00	I enjoy coaching/mentoring others to succeed	3.33	1	5	1	5	4
33.33	People would describe me as a courageous leader	3	1	5	1	5	3

Text Responses from session Baseline 01-01-0001

What do you most want to accomplish in your LEAP year for yourself as a leader ?
Confidence. More empowering skills. Better delegating skills.

What are your greatest strengths as a leader ?
Compassion. Good listener. Willing to do the work. Experience - been there before.

What are your weaknesses as a leader?
Lacking confidence. I don't really know what to say to people. I have a hard time understanding what someone is going through. Care too much and want to solve all the problems.

Text Responses from session Mid 05-13-2019

What are you doing more of?
Looking at the positive, rather than focusing on what went wrong.

What are you doing less of?

LEAP Group #20 Competence & Confidence Middle Comparison Results:



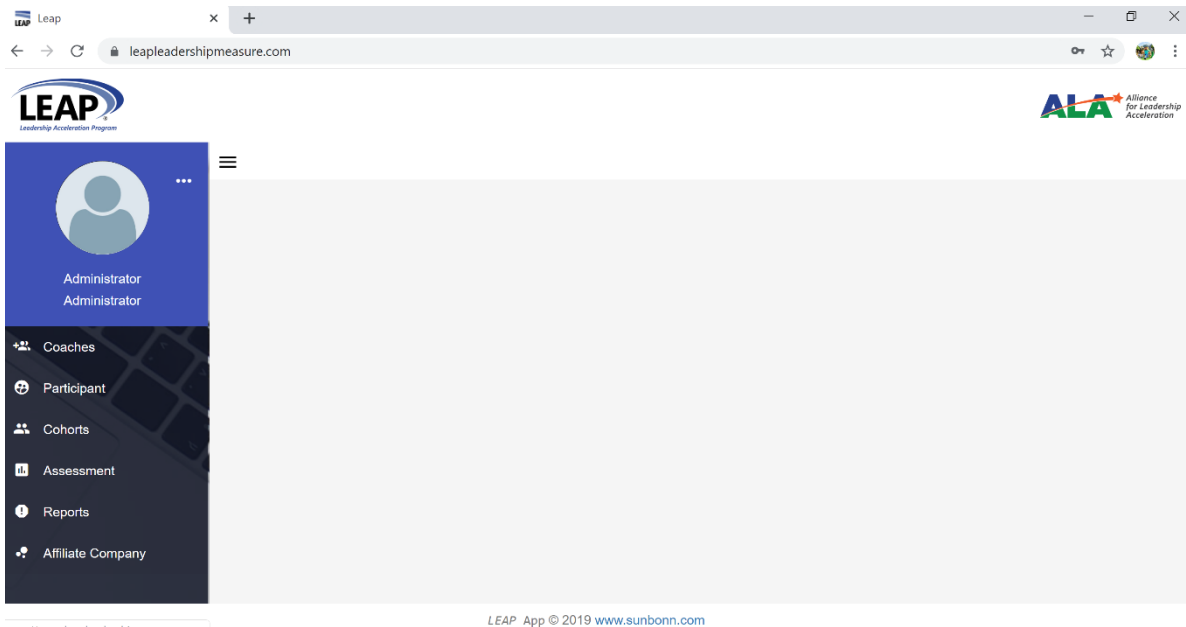
Middle of the LEAP Year LEAP Group #20 SUMMARY

5/10/2018

color for lower third of scaling range
color for middle third of scaling range
color for upper third of scaling range

Average Responses of Participants per Session									
Rated Response Summary	AVG	MODE	MEDIAN	SKEW	MIN	MAX	11-9-17	4-12-18	% Of Change
1 I am confident in my ability to establish & build trust w/my direct reports	5.50	---	5.50	---	5.43	5.57	5.57	5.43	-2.38%
2 I am confident in my ability to establish & build trust w/my peers	5.21	---	5.21	---	5.00	5.43	5.43	5.00	-7.14%
3 I have a good understanding of my own power and influence	4.07	---	4.07	---	3.86	4.29	3.86	4.29	7.14%
4 others	4.43	---	4.43	---	4.29	4.57	4.29	4.57	4.76%
5 I have a lot of passion and energy for the work I do	4.93	---	4.93	---	4.71	5.14	4.71	5.14	7.14%
6 People enjoy working with me and willingly follow my lead	5.14	---	5.14	---	4.86	5.43	4.86	5.43	9.52%
7 I have a strong drive to achieve my goals - if I say I will do it, it will get done	5.00	---	5.00	---	4.86	5.14	4.86	5.14	4.76%
8 I am confident in my ability to inspire others to do their best	4.14	---	4.14	---	3.57	4.71	3.57	4.71	19.05%
9 I could easily lead any group even if I have no expertise in that technical arena	3.71	---	3.71	---	2.86	4.57	2.86	4.57	28.57%
10 I can deal effectively with people of all types	4.36	---	4.36	---	4.00	4.71	4.00	4.71	11.90%
11 I deal with (or manage) change effectively	4.14	---	4.14	---	3.71	4.57	3.71	4.57	14.29%
12 People would describe me as empathetic and a good listener	4.36	---	4.36	---	4.14	4.57	4.14	4.57	7.14%
13 I am restless with the status quo	4.79	---	4.79	---	4.57	5.00	4.57	5.00	7.14%
14 When I make a mistake, I admit it openly, learn from it, and move on	5.00	---	5.00	---	4.43	5.57	4.43	5.57	19.05%
15 I regulate my emotional impulses pretty well (I don't tend to give in to them)	3.57	---	3.57	---	3.29	3.86	3.29	3.86	9.52%
16 situations	4.64	---	4.64	---	3.86	5.43	3.86	5.43	26.19%
17 I am comfortable using different leadership styles in different situations	4.36	---	4.36	---	3.86	4.86	3.86	4.86	16.67%
18 I know that I can work through any problem I encounter	4.64	---	4.64	---	4.43	4.86	4.43	4.86	7.14%
19 I enjoy coaching/mentoring others to succeed	5.21	---	5.21	---	5.14	5.29	5.14	5.29	2.38%
20 People would describe me as a courageous leader	4.36	---	4.36	---	3.86	4.86	3.86	4.86	16.67%

Our measurement tool is now accessible online (via computer or smart phone):



LEAP Group #23 Competence & Confidence Final Comparison:

Assessment: LEAP C&C Measurement

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Cohort: Bellevue-September-2017

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[Summary Report](#)

% of Change	Question	Avg	Min	Max	Baseline	Mid	Final
00.00	I am confident in my ability to establish & build trust w/my direct reports	5.52	5.00	6.00	5.57	5.43	5.57
00.00	I am confident in my ability to establish & build trust w/my peers	5.29	4.00	6.00	5.43	5.00	5.43
21.33	I have a good understanding of my own power and influence	4.43	2.00	6.00	3.86	4.29	5.14
14.17	I am good at interacting with (motivate, communicate, problem-solve, influence) others	4.67	3.00	6.00	4.29	4.57	5.14
14.33	I have a lot of passion and energy for the work I do	5.14	2.00	6.00	4.71	5.14	5.57
04.67	People enjoy working with me and willingly follow my lead	5.14	4.00	6.00	4.86	5.43	5.14
07.17	I have a strong drive to achieve my goals - if I say I will do it, it will get done	5.1	4.00	6.00	4.86	5.14	5.29
23.83	I am confident in my ability to inspire others to do their best	4.43	2.00	6.00	3.57	4.71	5.00
33.33	I could easily lead any group even if I have no expertise in that technical arena	4.1	1.00	6.00	2.86	4.57	4.86
16.67	I can deal effectively with people of all types	4.57	3.00	6.00	4.00	4.71	5.00
14.33	I deal with (or manage) change effectively	4.28	3.00	6.00	3.71	4.57	4.57