

Leadership Skills

Development Guide

Sample Report

Monday, August 14, 2023

Welcome to the “Leadership Skills” Assessment Report

INTRODUCTION

Few roles in the organization are as demanding as that of the manager. Your management role directly impacts almost all key performance areas of your company including employee engagement and turnover, customer satisfaction, productivity, and financial results. Given the importance and responsibilities of this position, it comes as no surprise that your role requires a wide range of competencies to be effective. The **ITN Leadership Skills Assessment** is a simple and practical tool to help you assess and develop the skills that will translate into your successful results.

LEADERSHIP COMPETENCIES







HOW TO USE THIS REPORT

The Leadership Skills assessment report is designed to provide you with an overview of competencies regarding job-related needs. The detailed insights are given below to help you understand your inherent strengths, as well as areas you might consider expanding and sharpening. Be sure to read the report with an open mind focused on continuous improvement. Additionally, you'll find specific course suggestions for continued learning and development. Use the thoughts and insights given to consider how you might continue your personal development journey. As a final recommendation, it is always helpful to review your report with someone who you trust and who can provide you with honest feedback and support. Outside opinions are very helpful in letting you know how the world sees you.

COMPETENCY LIST

The Leadership Skills assessment is divided into five skill areas. Each skill area has four associated competencies as shown below.

 Job Duties	Stress Management	Administration	Problem Solving	Drive & Achievement
 Team Player	Coaching & Feedback	Planning	Helping Disposition	Communication
 Leadership	Self-Confidence	Decision Making	Managing Others	Goal Setting
 Culture & Values	Diversity, Equity & Inclusion	Vision of the Future	Trustworthy	Customer Care
 Work Practices	Employee Engagement	Rule Compliance	Work Ethic	Attention to Detail

SCORES AND RANKINGS

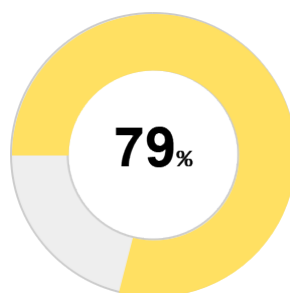
Based on your responses to the Leadership Skills questionnaire, your report indicates your level of overall development along with competency scores in each of the five skill areas. The report also provides a ranking of the competencies found within each skill area.

Scores for Overall Rating, each Section, and individual Competencies are categorized into three levels:

1. **Well Developed** – Denoted in **green**, indicates an above-average score or top percentile of benchmarked scores.
2. **Moderately Developed** – Denoted in **yellow**, indicates a score in the middle percentile of benchmarked scores.
3. **Needs Development** – Denoted in **red**, indicates a competency or skill that you might consider for further improvement. This score falls in the bottom range of benchmarked scores.

OVERALL SCORE

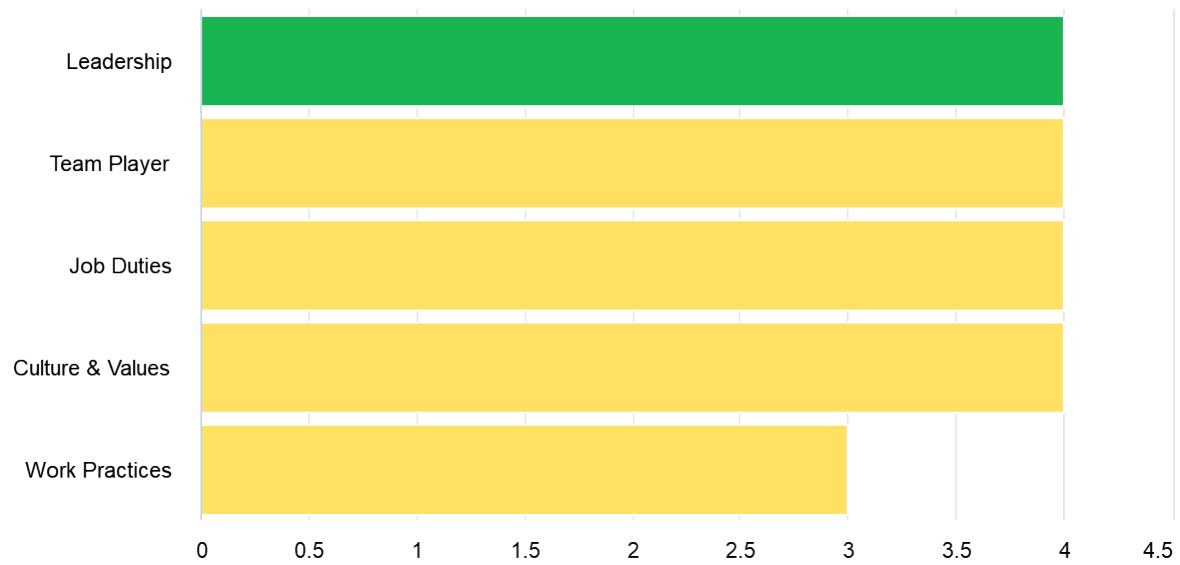
A composite score for each of the five sections assessed and expressed as a percentage of the total possible points is given in the graph below.



Assessment

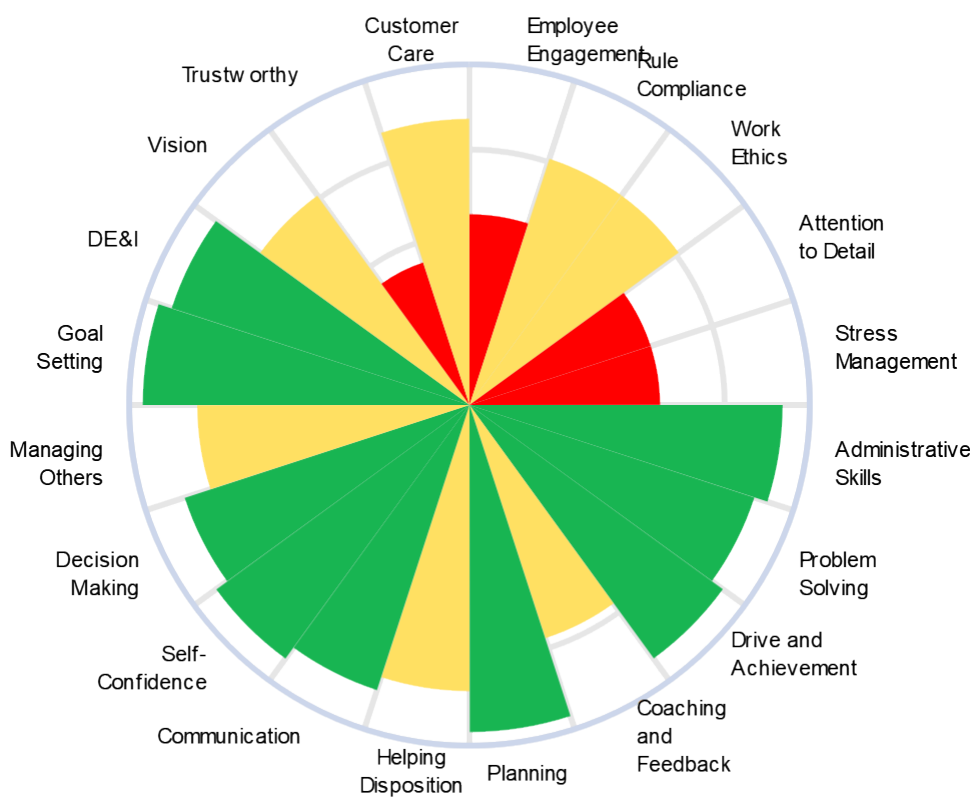
LEADERSHIP SKILLS SECTION SCORES

Looking in more detail, the report that follows depicts a summary of scores generated from the answers provided in each of the sections and specific competencies that make up the assessment.



RANK OF COMPETENCIES

Below is a ranked summary of each of the competencies evaluated in the 5 sections of the assessment. Percentile scores for each of the ratings indicate your current level of development for that competency. Competencies with a green color show a highly developed ability while those competencies highlighted in yellow or red indicate suggest the possible need for further improvement.



JOB DUTIES

This section of the report shows your development level of skills related to performing the duties of the job associated with a manager. The breakout of responses is categorized into 4 groups as follows:

STRESS MANAGEMENT

Frontline managers are typically under a great deal of pressure. This competency measures your ability to adapt to change and remain calm under pressure.

ADMINISTRATION

Frontline managers are often required to keep track of activities and the progress of the activities that they are managing. This section measures your comfort level with reporting and general software skills such as spreadsheets and documents.

PROBLEM SOLVING

It is common for frontline managers to face many unexpected problems. This section measures your comfort with thinking creatively and working through others to resolve challenges.

DRIVE & ACHIEVEMENT

To be successful as a frontline manager requires a sense of determination and motivation toward achieving your objective. This competency measures your ability to push yourself to do your very best.

JOB DUTIES

This section of your report shows the development level of competencies associated with the section of Job Duties.



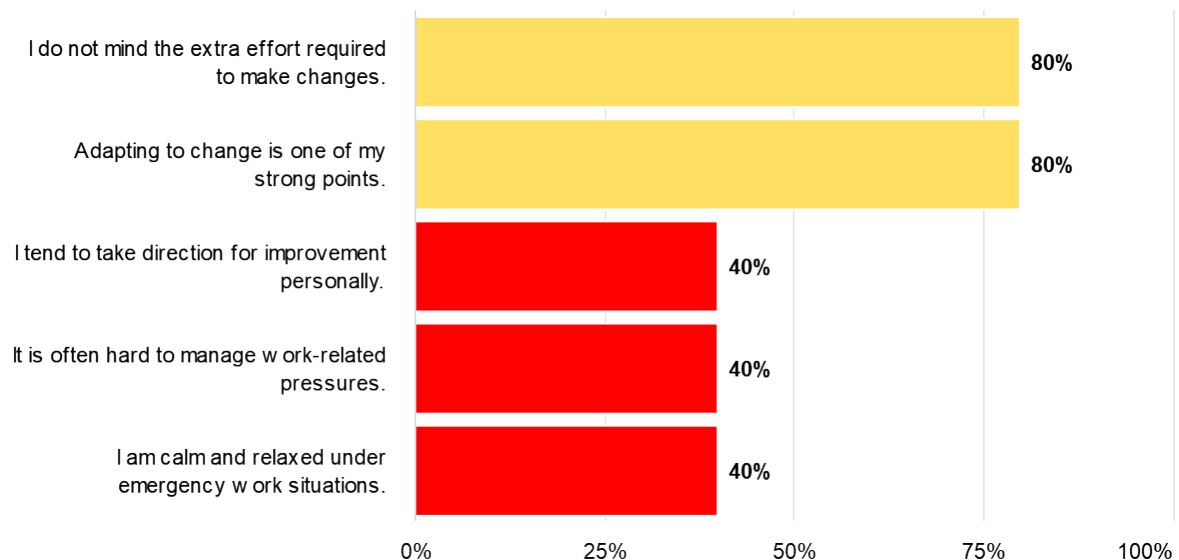
STRESS MANAGEMENT

The Stress Management questions module measures the degree to which you can adapt to mindsets that provide coping strategies and resilience to the negative impacts of stress.

OVERALL SCORE

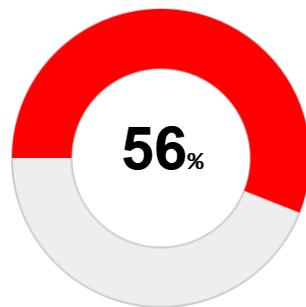


QUESTION SCORE RANK



STRESS MANAGEMENT RATING

This individual's competency score is in the **Low Range** of the sample population. There is a higher probability that the individuals who score in this range may be less capable or skilled compared to those who score higher. This may be a concern for some job positions. More in-depth understanding and continued training and development are highly recommended.



Stress Management

COURSE RECOMMENDATIONS - If you are looking to improve your proficiency in this competency, below are some suggested online courses to consider.

- **Change Management** – learn tools to implement changes more smoothly and to have those changes better accepted.
- **Stress Management** - learn the three-option method for addressing any stressful situation, as well as gain a toolbox of personal skills, including using routines, relaxation techniques, and a stress log system to reduce stress.
- **Workplace Anxiety** - identify the symptoms and coping skills employees and managers need in dealing with these common situations.
- **Work-Life Balance** - learn how to focus on the important things, set accurate and achievable goals, and communicate better with your peers at work and your family at home.

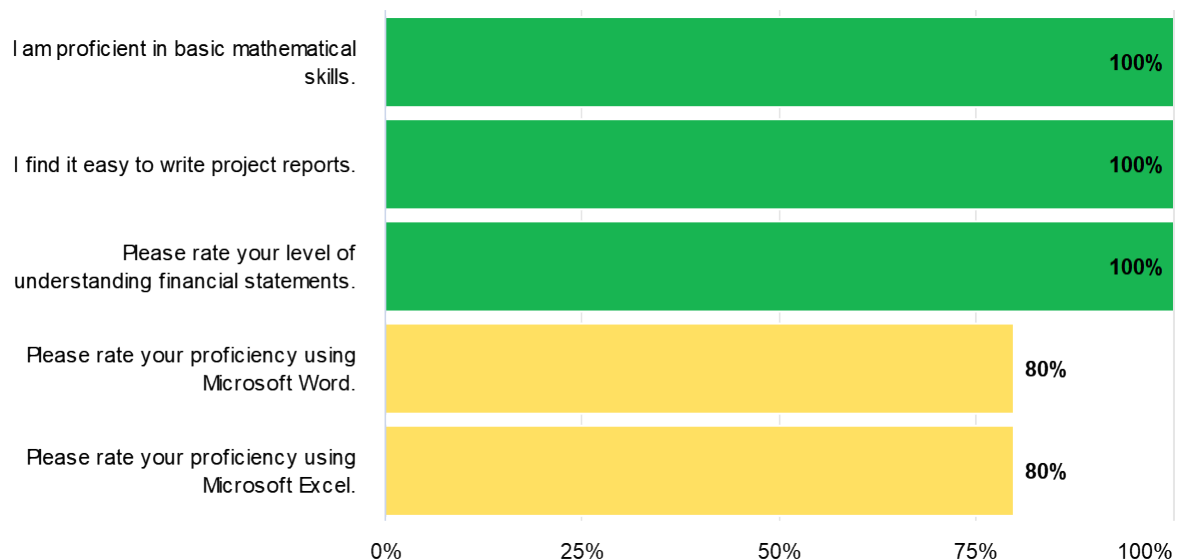
ADMINISTRATIVE SKILLS

The Administrative Skills questions module measures the degree to which you can efficiently handle routine tasks associated with the job.

OVERALL SCORE

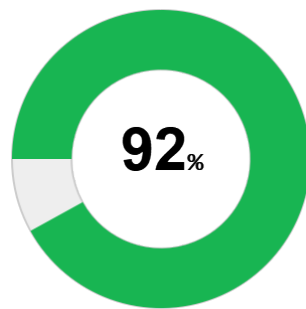


QUESTION SCORE RANK



ADMINISTRATIVE SKILLS RATING

This individual's competency score falls within the **High Range** of the sample population. As a result, there is a higher probability that this individual is more skilled or developed in this area than those scoring lower. This is an area of strength for this individual. Continued learning and development are always recommended especially if there is a strong interest in the topic.



Administrative Skills

COURSE RECOMMENDATIONS - If you are looking to improve your proficiency in this competency, below are some suggested online courses to consider.

- **Budgeting & Financial Reports** - learn commonly used terms, how to interpret financial statements, budgeting, forecasting, and make purchasing decisions.
- **Business Acumen** - recognize learning events, manage risk better, and increase their critical thinking by improving your business acumen.
- **Business Writing** - understand basic writing concepts and learn about the most common business documents.
- **Excel Essentials** - learn the basic skills needed to navigate spreadsheets.
- **Word Essentials** - Learn the basic skills needed to create professional reports and documents.

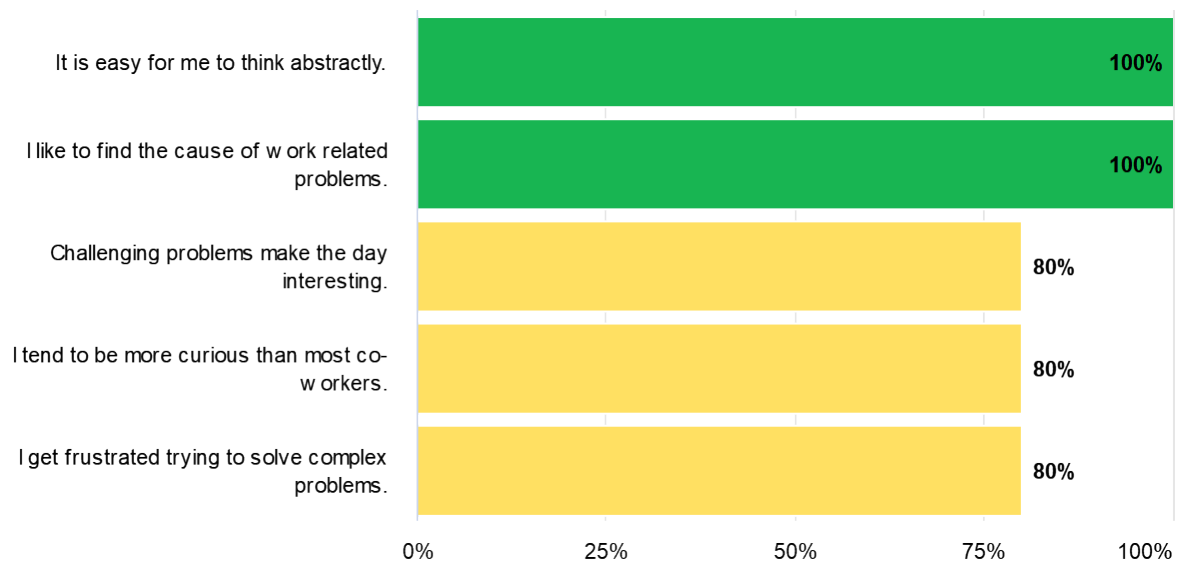
PROBLEM-SOLVING

The Problem-Solving questions module measures your interest and ability to determine why an issue is happening and how to resolve it.

OVERALL SCORE

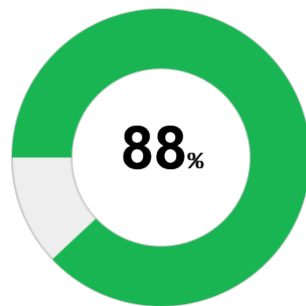


QUESTION SCORE RANK



PROBLEM-SOLVING SKILLS RATING

This individual's competency score falls within the **High Range** of the sample population. As a result, there is a higher probability that this individual is more skilled or developed in this area than those scoring lower. This is an area of strength for this individual. Continued learning and development are always recommended especially if there is a strong interest in the topic.



Problem Solving

COURSE RECOMMENDATIONS - If you are looking to improve your proficiency in this competency, below are some suggested online courses to consider.

- **Creative Problem-Solving** - learn how to brainstorm, gather information, analyze data, and identify resources needed to creatively solve problems.
- **Critical Thinking** - gain the skills to evaluate, identify, and distinguish between relevant and irrelevant information.
- **Developing Creativity**- learn how to remove the barriers that block and limit your creativity.
- **Thinking Outside the Box** - get informative tools and practical strategies that help shape a creative workplace.
- **Conflict Resolution** - learn crucial conflict management skills, including dealing with anger and using the Agreement Frame.

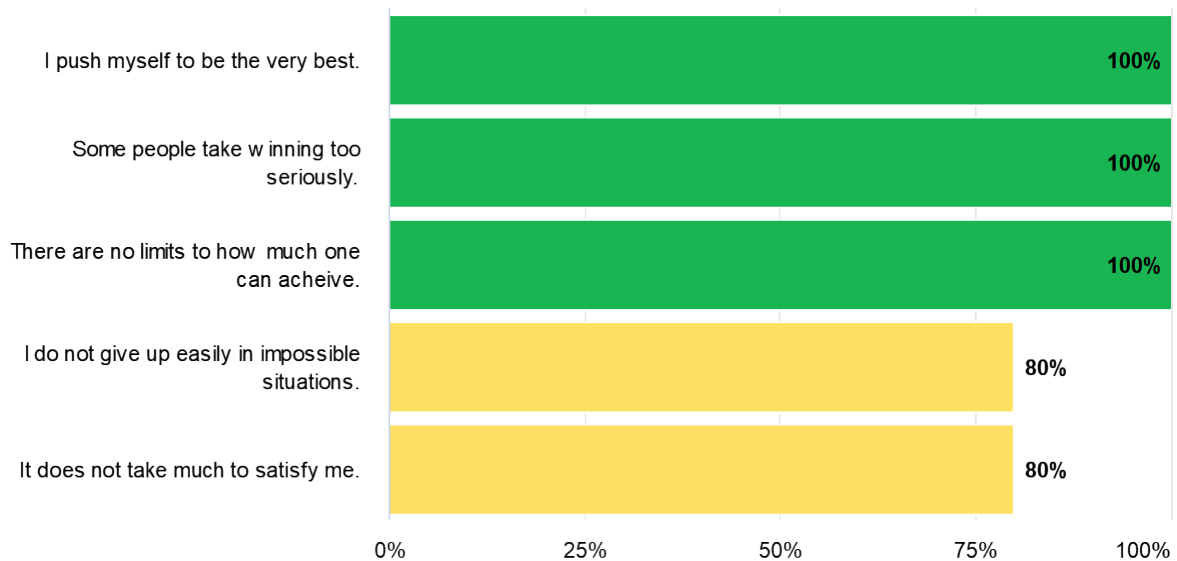
DRIVE & ACHIEVEMENT

The Drive and Achievement questions module measures your level of determination and motivation towards achieving your goals despite adversity.

OVERALL SCORE

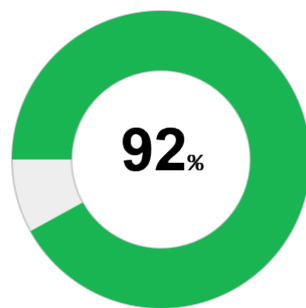


QUESTION SCORE RANK



DRIVE & ACHIEVEMENT SKILLS RATING

This individual's competency score falls within the **High Range** of the sample population. As a result, there is a higher probability that this individual is more skilled or developed in this area than those scoring lower. This is an area of strength for this individual. Continued learning and development is always recommended especially if there is a strong interest in the topic.



Drive and Achievement

COURSE RECOMMENDATIONS - If you are looking to improve your proficiency in this competency, below are some suggested online courses to consider.

- **Personal Productivity** - learn to take ownership and begin to lead a more productive life.
- **Self-Leadership** - discover the specifics of how to be a better leader for yourself and for others.
- **Taking Initiative**- learn what initiative is, how to take it on, the advantages of it, and when to know one's place.
- **Attention Management** - connect with employees on an emotional level and motivate them to focus on work and how to reach personal and company goals.
- **Getting Things Done** - learn the Goal Setting characteristics of successful people and in turn become happier and more productive.

TEAM PLAYER

This section of the report shows your development level of skills related to performing the duties of the job associated with being an accepted member of the workgroup. The breakout of responses is categorized into 4 groups as follows:

COACHING & FEEDBACK

Frontline managers typically need to train, coach, and help others. This competency measures your ability to be patient and encourage others to grow and develop.

PLANNING

Frontline managers are often required to understand the steps and schedules associated with the achievement of their goals. This competency measures your attitudes towards planning, prioritizing, and preparation for the accomplishment of tasks as scheduled.

HELPING DISPOSITION

It is common for those working with the frontline manager to face many unexpected problems. This portion of the assessment measures your ability to set your own interests aside to help others achieve their goals.

COMMUNICATION

To be successful, frontline managers must communicate both emotionally and intellectually with others. This competency measures your ability to understand and relate to others.

TEAM PLAYER

This section of your report shows development levels of competencies associated with someone who actively contributes to their group in order to complete tasks and meet goals.



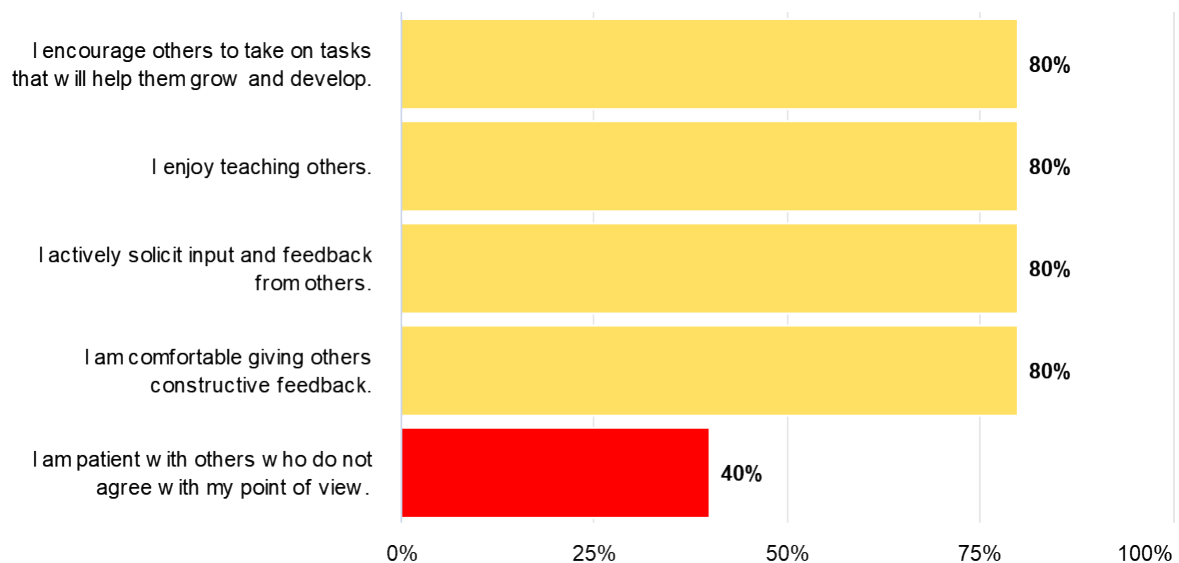
COACHING & FEEDBACK

The Coaching and Feedback questions module measures your ability to set goals and guide and motivate others to reach their potential and objectives.

OVERALL SCORE

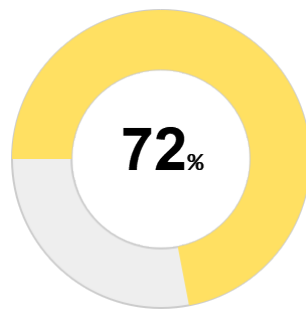


QUESTION SCORE RANK



COACHING & FEEDBACK SKILLS RATING

This individual's competency score falls within the **Moderate Range** of the sample population. While some individuals who score in this range have an acceptable level of competency, others (particularly those who score at the low end of the range), at times, may not demonstrate these abilities. More in-depth understanding and continued training and development may be a good idea for this individual.



Coaching and Feedback

COURSE RECOMMENDATIONS - If you are looking to improve your proficiency in this competency, below are some suggested online courses to consider.

- **Coaching & Mentoring** - learn how to better coach your employees to higher performance.
- **Conducting Annual Reviews** - discover how to conduct a well-designed employee review.
- **Constructive Criticism** - nullify problematic behaviors and develop well-rounded and productive employees through delivering constructive criticism.
- **Performance Management** - close any gaps that exist in an employee's skill set and make them a more valuable employee through feedback and coaching.
- **Talent Management** - having a talented group of employees has always been a key to success; it will translate into cost savings and higher productivity.

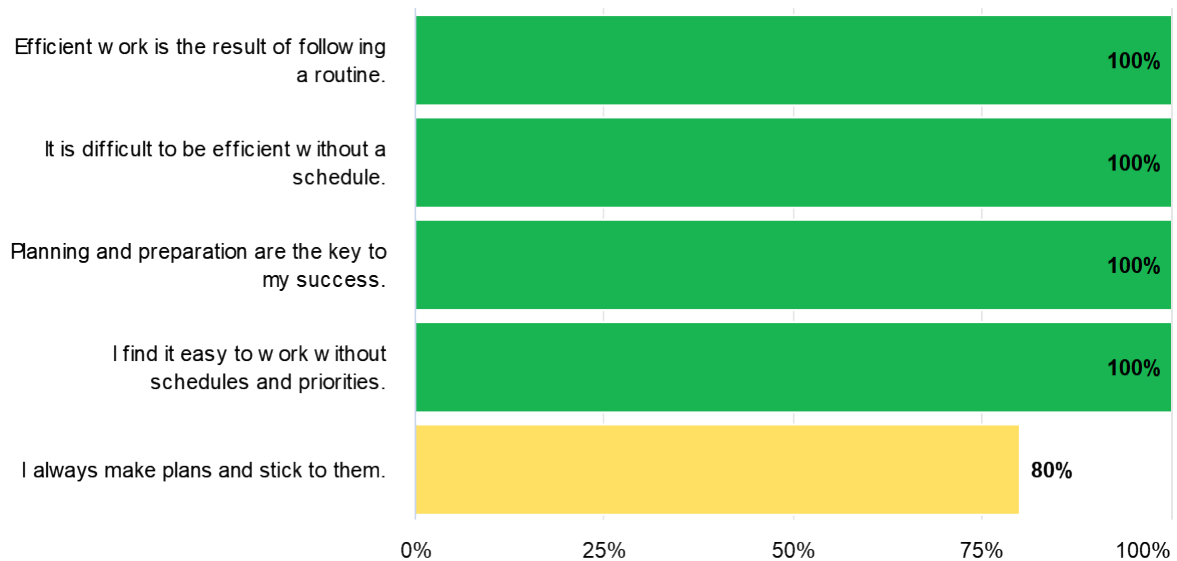
PLANNING & PRIORITIZING

The Planning and Prioritizing questions module measures the degree to which you are able to select, plan, and execute the appropriate tasks to achieve your goals.

OVERALL SCORE

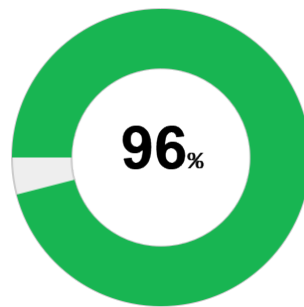


QUESTION SCORE RANK



PLANNING & PRIORITIZING SKILLS RATING

This individual's competency score falls within the **High Range** of the sample population. As a result, there is a higher probability that this individual is more skilled or developed in this area than those scoring lower. This is an area of strength for this individual. Continued learning and development is always recommended especially if there is a strong interest in the topic.



Planning

COURSE RECOMMENDATIONS - If you are looking to improve your proficiency in this competency, below are some suggested online courses to consider.

- **Time Management** - learn strategies such as personal motivation, delegation skills, organization tools, and crisis management.
- **Organization Skills** - improve productivity, manage better, and increase your professional growth by being organized.
- **Project Management** - learn about the 10 knowledge areas of project management and learn to outline processes and steps.
- **Meeting Management** - explore how to reduce waste and make meetings more efficient.
- **Succession Planning** - learn the difference between succession planning and mere replacement planning.

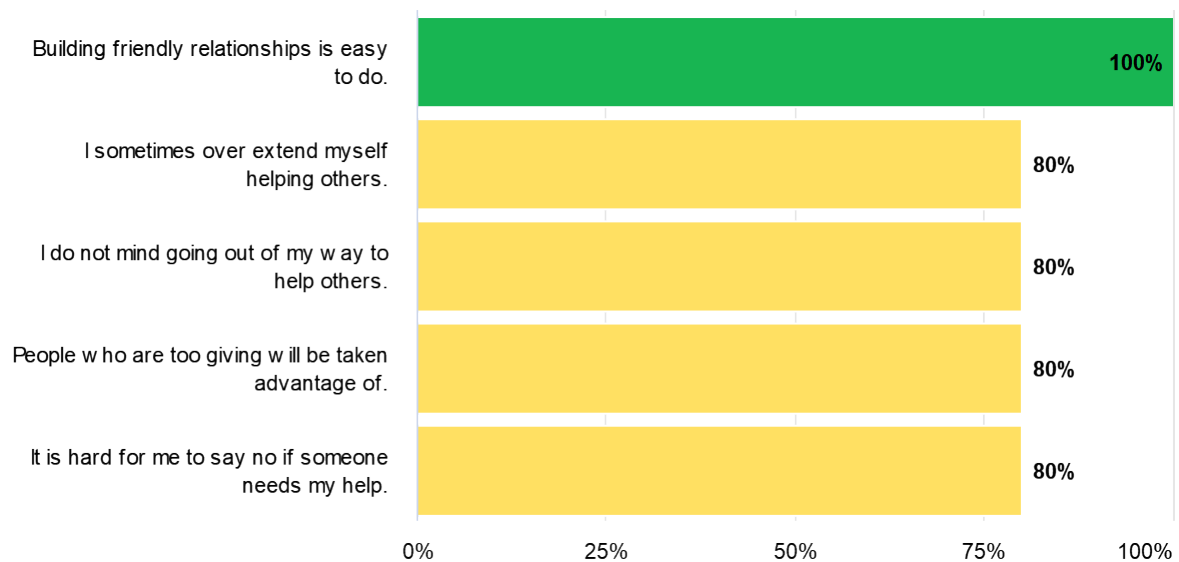
HELPING DISPOSITION

The Helping Disposition questions module measures the degree to which you can set aside your own interests to help others meet their needs.

OVERALL SCORE

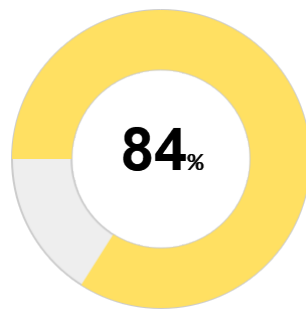


QUESTION SCORE RANK



HELPING DISPOSITION SKILLS RATING

This individual's competency score falls within the **Moderate Range** of the sample population. While some individuals who score in this range have an acceptable level of competency, others (particularly those who score at the low end of the range), at times, may not demonstrate these abilities. More in-depth understanding and continued training and development may be a good idea for this individual.



Helping Disposition

COURSE RECOMMENDATIONS - If you are looking to improve your proficiency in this competency, below are some suggested online courses to consider.

- **Emotional Intelligence** - develop self-management, self-awareness, self-regulation, and empathy skills to achieve your goals.
- **Networking Inside the Company** - gain a new perspective on networking, and what benefits can come from fully utilizing and making connections with internal networking.
- **Social Intelligence** - improve skills through active listening, understanding body language, and being more empathic to take advantage of your interaction opportunities.
- **Servant Leadership** - discover the specifics of how servant leadership works and how it can benefit both leaders and employees!

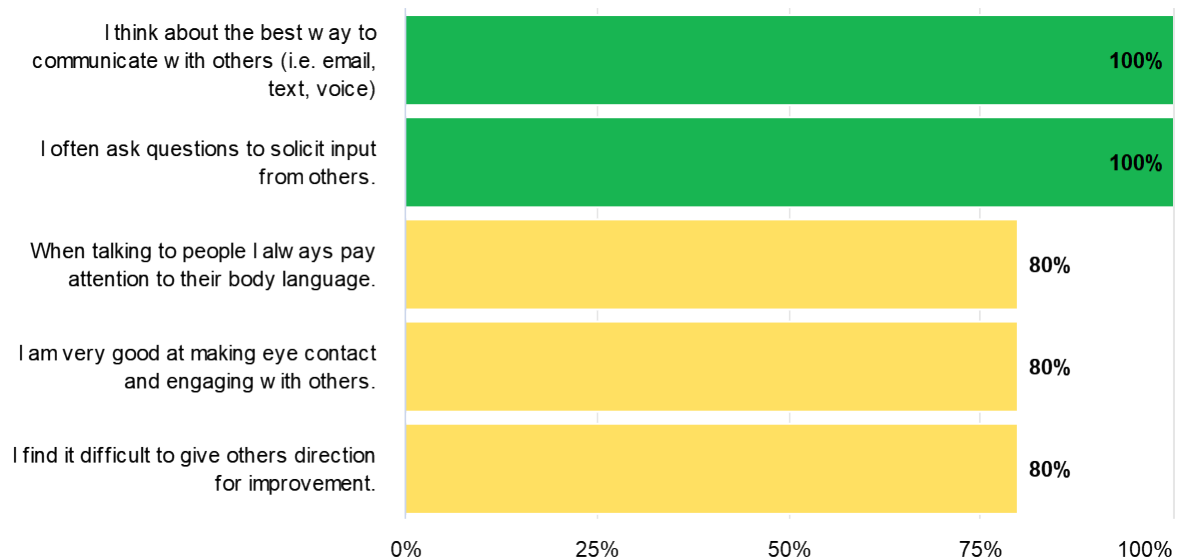
COMMUNICATION

The Communication questions module measures your ability to convey your thoughts in clear and easy-to-understand verbal or written messages.

OVERALL SCORE

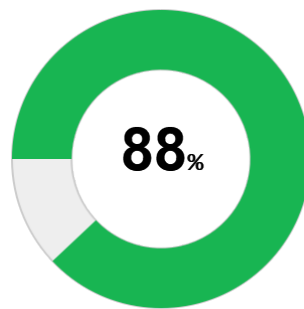


QUESTION SCORE RANK



COMMUNICATION SKILLS RATING

This individual's competency score falls within the **High Range** of the sample population. As a result, there is a higher probability that this individual is more skilled or developed in this area than those scoring lower. This is an area of strength for this individual. Continued learning and development is always recommended especially if there is a strong interest in the topic.



Communication

COURSE RECOMMENDATIONS - If you are looking to improve your proficiency in this competency, below are some suggested online courses to consider.

- **Body Language Basics** - learn a great set of skills to understand that what is not said is just as important as what is said.
- **Communication Strategist & Listening Skills** - understand the different methods of communication and how to make the most of each of them.
- **Office Politics for Managers** - create and maintain better relationships through communicating and working with peers and colleagues in a way that is mutually beneficial.
- **Supervising Others** - become more efficient and proficient, with delegating, managing time, setting goals and expectations, providing feedback, resolving conflict, and administering discipline.

LEADERSHIP

This section of the report shows the development level of skills related to your ability to influence and guide other members of the organization towards desired objectives.

SELF-CONFIDENCE

Frontline managers need to think positively and have conviction necessary to face unknown situations.

DECISION MAKING

As leaders, frontline managers are often required to assess complex situations and determine the best way to proceed.

MANAGING OTHERS

This portion of the assessment measures your ability to train, motivate, and direct others for the achievement of a common goal.

GOAL SETTING

Frontline managers must be able to create clear and achievable objectives that others can understand.

LEADERSHIP

This section of your report shows development levels of competencies associated with someone who can influence and guide others for the accomplishment of specified goals.



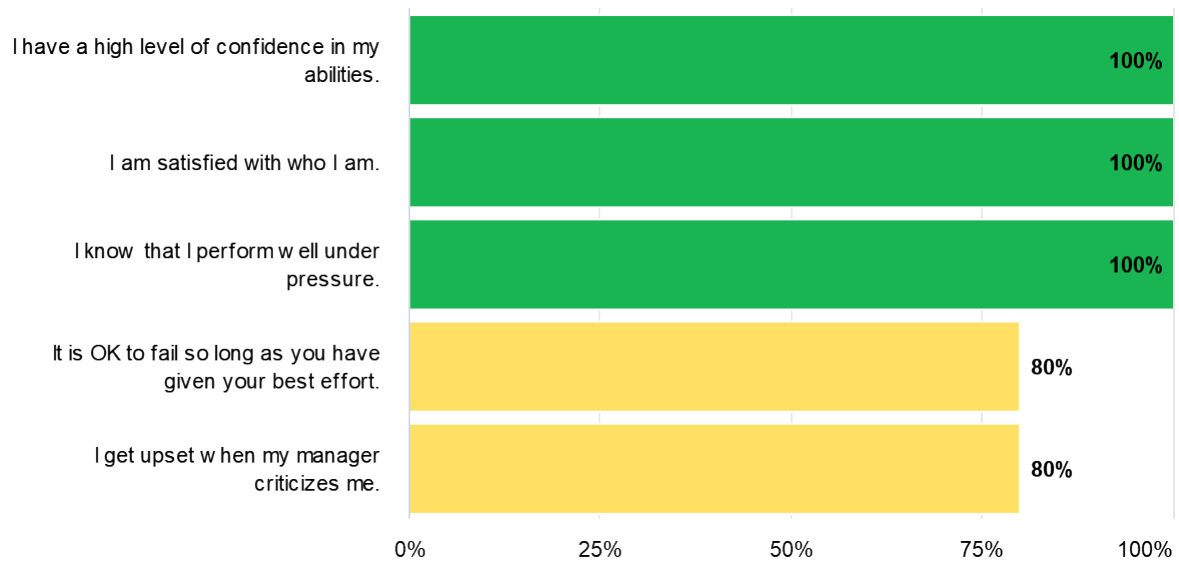
SELF CONFIDENCE

The Self-Confidence questions module measures to what degree you possess the very positive outlook necessary to take risks associated with the achievement of designated goals.

OVERALL SCORE

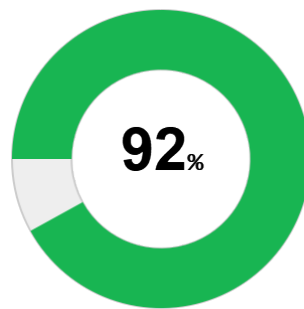


QUESTION SCORE RANK



SELF-CONFIDENCE SKILLS RATING

This individual's competency score falls within the **High Range** of the sample population. As a result, there is a higher probability that this individual is more skilled or developed in this area than those scoring lower. This is an area of strength for this individual. Continued learning and development is always recommended especially if there is a strong interest in the topic.



Self-Confidence

COURSE RECOMMENDATIONS - If you are looking to improve your proficiency in this competency, below are some suggested online courses to consider.

- **Assertiveness and Self-Confidence** - understand what assertiveness and self-confidence each mean and how to develop those feelings in daily activities.
- **Improving Mindfulness** - begin to identify your patterns of thinking and learn to practice mindfulness to cultivate positive emotions that will have a dramatic effect on the work environment.
- **Improving Self-Awareness** - gain a new perspective on yourself and your emotions, to become a valuable member to the leadership team.
- **Personal Branding** - identify your assets, characteristics, strengths, and skills as an individual and learn how to share your vision and passions with others in the company.

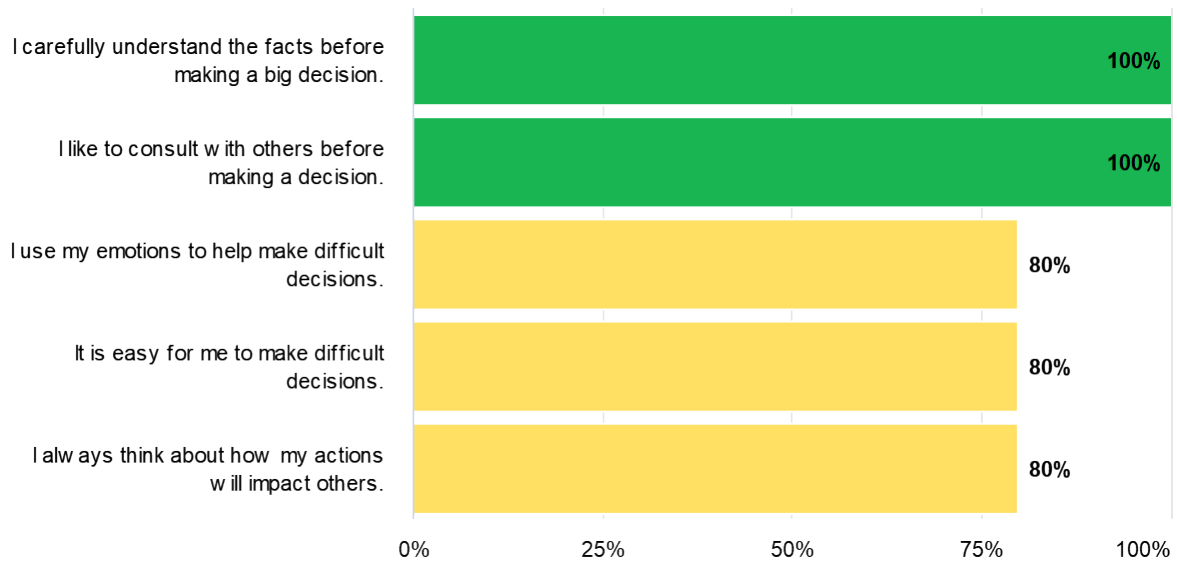
DECISION-MAKING

The Decision-Making questions module measures your ability to assess a complex situation and make the clear choices needed for the achievement of designated goals.

OVERALL SCORE

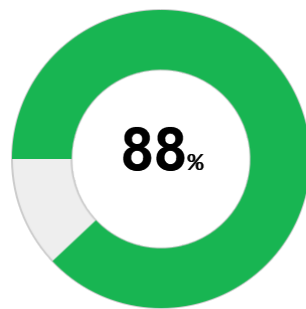


QUESTION SCORE RANK



DECISION-MAKING SKILLS RATING

This individual's competency score falls within the **High Range** of the sample population. As a result, there is a higher probability that this individual is more skilled or developed in this area than those scoring lower. This is an area of strength for this individual. Continued learning and development is always recommended especially if there is a strong interest in the topic.



Decision Making

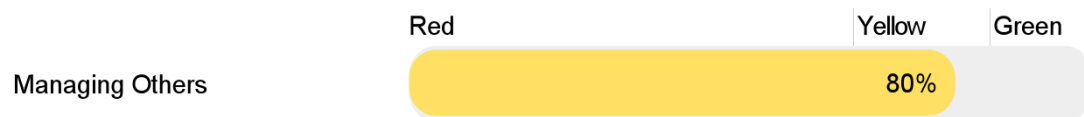
COURSE RECOMMENDATIONS - If you are looking to improve your proficiency in this competency, below are some suggested online courses to consider.

- **Critical Thinking** - gain the skills to evaluate, identify, and distinguish between relevant and irrelevant information.
- **Creative Problem Solving** - learn how to brainstorm, gather information, analyze data, and identify resources needed to creatively solve problems.
- **Supervising Others** - become more efficient and proficient, with delegating, managing time, setting goals and expectations, providing feedback, resolving conflict, and administering discipline.
- **Accountability in the Workplace** - gain informative tools and practical strategies that can be used to help empower the team to work towards achieving the benefits of accountability.

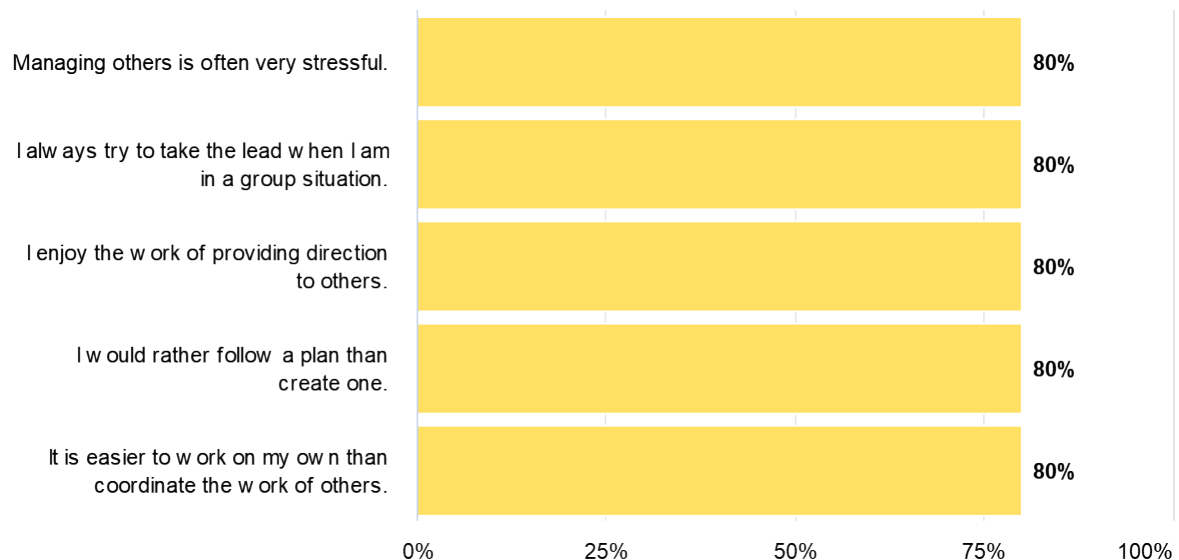
MANAGING OTHERS

The Managing Others questions module measures the degree to which your set of people skills, when combined with a strong sense of integrity, enables you to work through the efforts of others to accomplish goals.

OVERALL SCORE

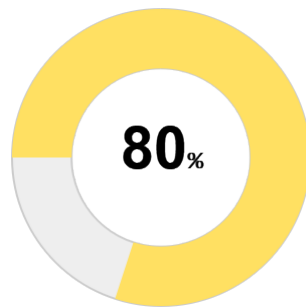


QUESTION SCORE RANK



MANAGING OTHERS SKILLS RATING

This individual's competency score falls within the **Moderate Range** of the sample population. While some individuals who score in this range have an acceptable level of competency, others (particularly those who score at the low end of the range), at times, may not demonstrate these abilities. More in-depth understanding and continued training and development may be a good idea for this individual.



Managing Others

COURSE RECOMMENDATIONS - If you are looking to improve your proficiency in this competency, below are some suggested online courses to consider.

- **Employee Motivation** - learn several types of tools to become a great motivator, including goal setting and influencing skills.
- **High-Performance Teams** - see how important it is to develop a core set of high-performance skills while working in any office or location.
- **Team Building** - learn how important team building is and how beneficial it can be through creating a positive atmosphere within your company.
- **Leadership and Influence** - build the confidence it takes to take the lead.
- **Employee Recognition** – increase productivity, employee loyalty, and safety by learning how to implement effective employee recognition.

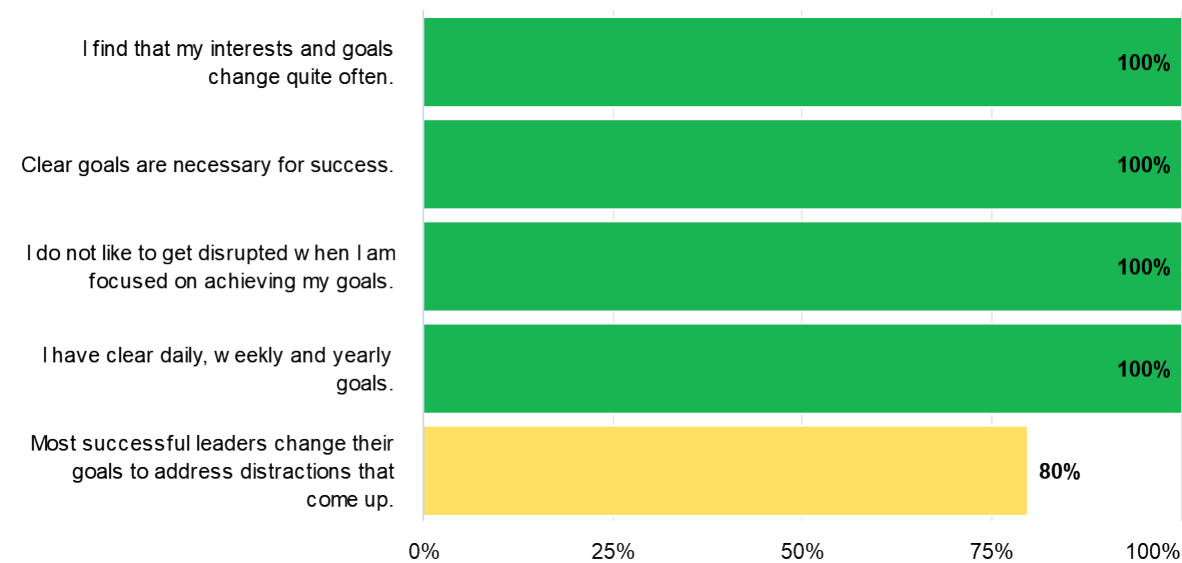
GOAL SETTING

The Goal Setting questions module measures your ability to create clear and achievable objectives in order to produce results through the efforts of others.

OVERALL SCORE



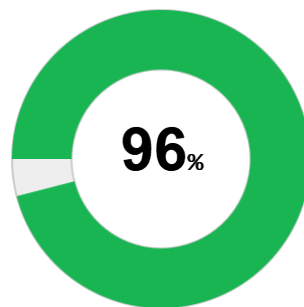
QUESTION SCORE RANK



QUESTION SCORE RANK

GOAL SETTING SKILLS RATING

This individual's competency score falls within the **High Range** of the sample population. As a result, there is a higher probability that this individual is more skilled or developed in this area than those scoring lower. This is an area of strength for this individual. Continued learning and development is always recommended especially if there is a strong interest in the topic.



Goal Setting

COURSE RECOMMENDATIONS - If you are looking to improve your proficiency in this competency, below are some suggested online courses to consider.

- **Goal Setting and Getting Things Done** - learn the Goal Setting characteristics of successful people and in turn become a happier and more productive individual.
- **Personal Productivity** - learn to take ownership and begin to lead a more productive life.
- **Responsibility in the Workplace** - learn the ideas of responsibility and the traits that define a responsible employee.
- **Project Management** - learn about the 10 knowledge areas of project management and how to outline processes and steps.
- **Accountability in the Workplace** - gain informative tools and practical strategies that can be used to help empower the team to work towards achieving the benefits of accountability.

CULTURE & VALUES

This section of the report shows your alignment with the vision and values that are associated with most successful organizations.

DIVERSITY, EQUITY & INCLUSION

Frontline managers work with a wide range of people with different backgrounds. This competency measures your ability to be open to different ideas and people of different types and experiences.

VISION OF THE FUTURE

Frontline managers must use long-range plans that align with a sense of higher purpose and goals to overcome short-term adversity. This competency measures your ability to think ahead and have a positive view of the future.

TRUSTWORTHY

Organizations need to be able to rely on frontline managers for many responsibilities. This portion of the assessment measures your ability to be accountable, loyal, and honest.

CUSTOMER CARE

Frontline managers must be able to understand the needs of others and strive to meet them.

CULTURE & VALUES

This section of your report shows development levels of competencies associated with someone who has high values and standards in line with those of the organization.



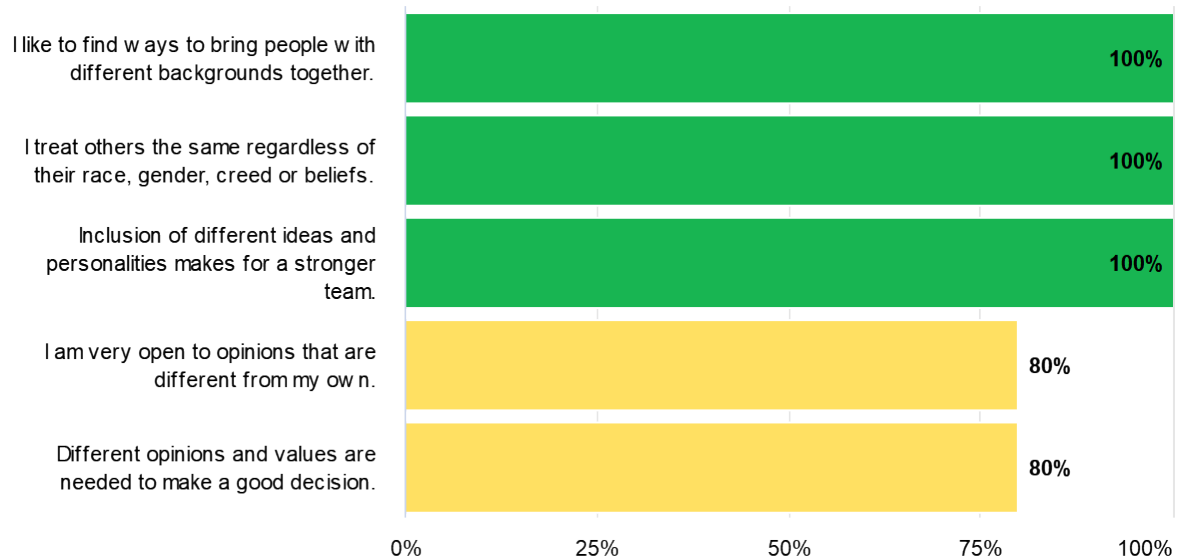
DIVERSITY, EQUITY & INCLUSION

The DE&I questions module measures the degree to which you can recognize and adapt to individual and cultural preferences and differences in order to create strategies and processes that work for a wide range of team members.

OVERALL SCORE

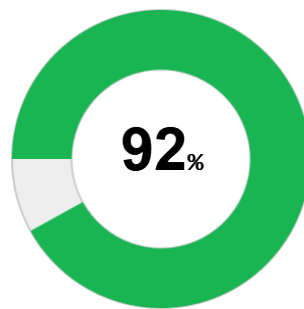


QUESTION SCORE RANK



DE&I SKILLS RATING

This individual's competency score falls within the **High Range** of the sample population. As a result, there is a higher probability that this individual is more skilled or developed in this area than those scoring lower. This is an area of strength for this individual. Continued learning and development is always recommended especially if there is a strong interest in the topic.



DE&I

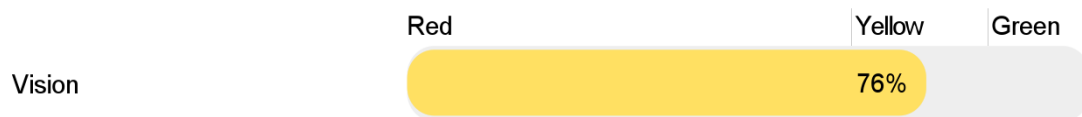
COURSE RECOMMENDATIONS - If you are looking to improve your proficiency in this competency, below are some suggested online courses to consider.

- **Civility in the Workplace** - learn the concept of civility, its importance to a company, as well as its typical causes and effects.
- **Diversity & Inclusion** - understand the various forms of diversity that make for a better company and world in general.
- **Respect in the Workplace** - learn the tools and conversation to help empower your team to recognize behaviors that influence their performance within the workplace.
- **Unconscious Bias** - learn how unconscious bias impacts individuals and the workplace.
- **Workplace Diversity** - understand what diversity is all about, and how you can help create a more diverse world at work and at home.

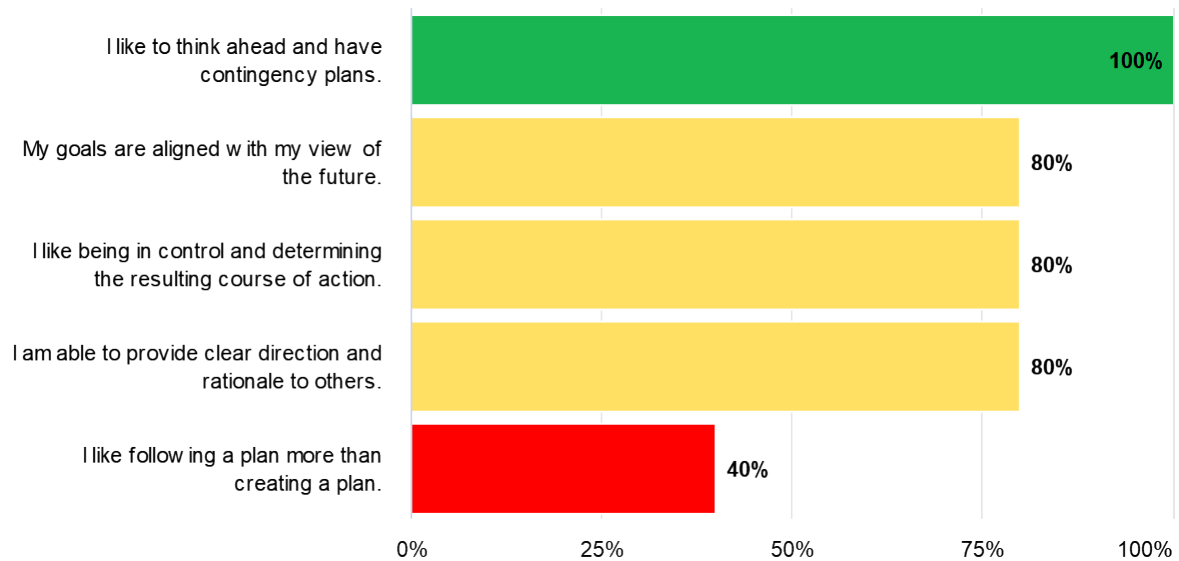
VISION OF THE FUTURE

The Vision of the Future questions module measures the degree to which you can create a clear and specific road map of how to meet an organization's needs and objectives.

OVERALL SCORE

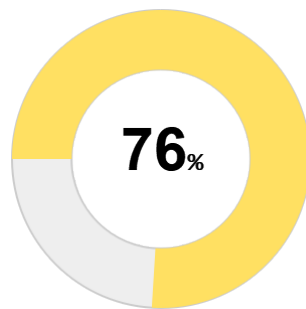


QUESTION SCORE RANK



VISION OF THE FUTURE SKILLS RATING

This individual's competency score falls within the **Moderate Range** of the sample population. While some individuals who score in this range have an acceptable level of competency, others (particularly those who score at the low end of the range), at times, may not demonstrate these abilities. More in-depth understanding and continued training and development may be a good idea for this individual.



Vision

COURSE RECOMMENDATIONS - If you are looking to improve your proficiency in this competency, below are some suggested online courses to consider.

- **Business Ethics** - learn the importance of ethics and how they influence all who interact with the company.
- **Developing Corporate Behavior** - see improved team building, better communication, and trust through developing a plan for corporate behavior.
- **Team Building Through Chemistry** - discover the specifics of how building a team through chemistry will lead to success.
- **Leadership and Influence** - build the confidence it takes to take the lead.
- **Servant Leadership** - discover the specifics of how servant leadership works and how it can benefit both leaders and employees!

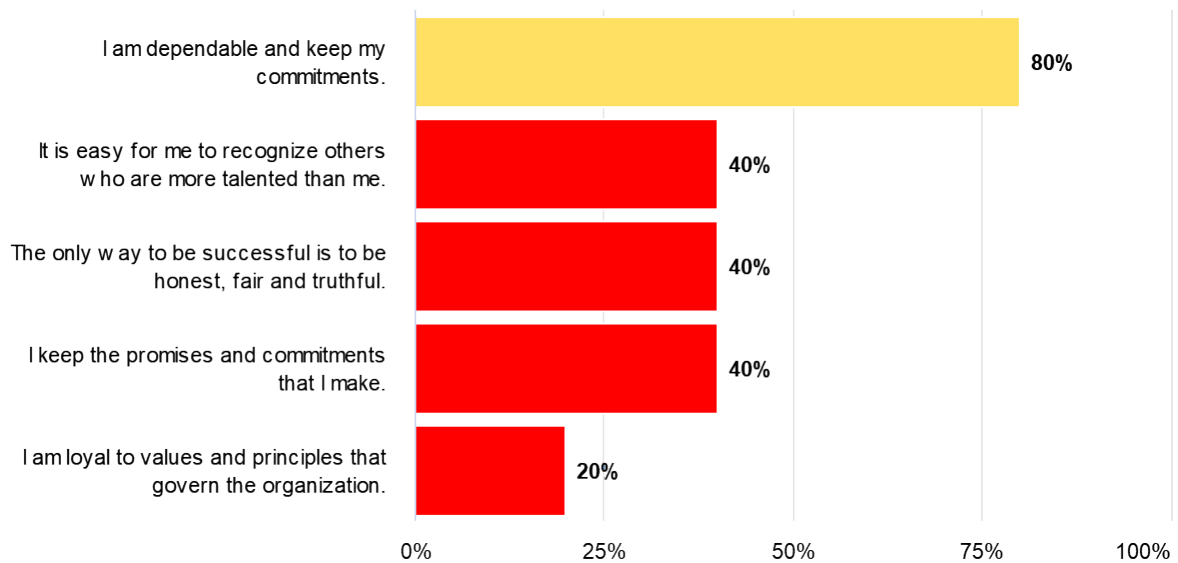
TRUSTWORTHY

The Trustworthy questions module measures the degree to which you are reliable and do what you say you will do. You keep promises and work hard not to let others down.

OVERALL SCORE

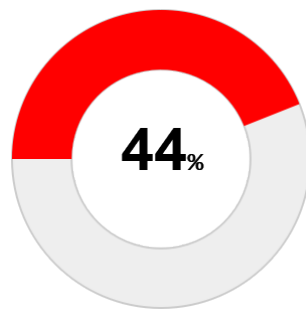


QUESTION SCORE RANK



TRUSTWORTHY SKILLS RATING

This individual's competency score is in the **Low Range** of the sample population. There is a higher probability that the individuals who score in this range may be less capable or skilled compared to those who score higher. This may be a concern for some job positions. More in-depth understanding and continued training and development are highly recommended.



Trustworthy

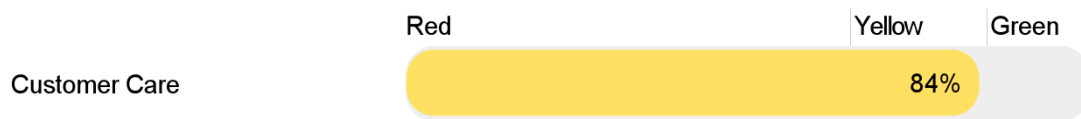
COURSE RECOMMENDATIONS - If you are looking to improve your proficiency in this competency, below are some suggested online courses to consider.

- **Trust Building** - learn how to promote honesty and deal with the inevitable changes that come with building a stronger business.
- **Being a Likeable Boss** - see how important it is to develop better managerial skills by looking at the ways people interact.
- **Coaching and Mentoring** - learn how to better coach your employees to higher performance.
- **Emotional Intelligence at Work** - develop self-management, self-awareness, self-regulation, and empathy skills to achieve your goals.
- **Virtual Team Building** - learn to navigate the challenges of team-building from a distance with a virtual team.

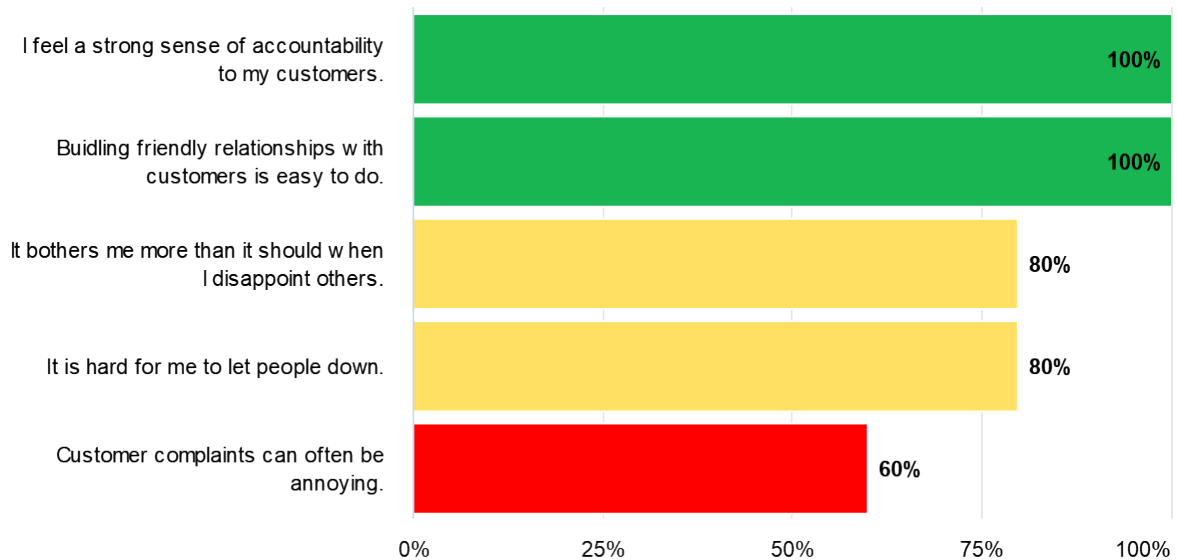
CUSTOMER CARE

The Customer Care questions module measures the degree to which you can understand and work to improve customer experiences. It also measures your attitudes towards how others are treated and whether you are sympathetic to their needs.

OVERALL SCORE

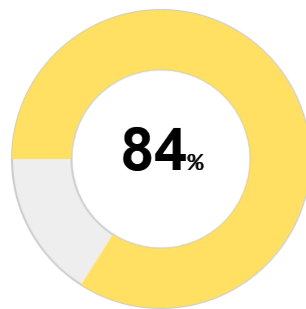


QUESTION SCORE RANK



CUSTOMER CARE SKILLS RATING

This individual's competency score falls within the **Moderate Range** of the sample population. While some individuals who score in this range have an acceptable level of competency, others (particularly those who score at the low end of the range), at times, may not demonstrate these abilities. More in-depth understanding and continued training and development may be a good idea for this individual.



Customer Care

COURSE RECOMMENDATIONS - If you are looking to improve your proficiency in this competency, below are some suggested online courses to consider.

- **Customer Service Foundations** - look at all types of customers and how we can serve them better and improve ourselves in the process.
- **Customer Support** - discover the new opportunities in customer support services and how to use these opportunities to your advantage.
- **Handling Difficult Customers** - learn how engaging customers properly can benefit both the employee and customer.
- **Anger Management** - identify anger triggers and what to do when you get angry.
- **Telephone Etiquette** - see how important it is to develop better telephone communication skills.

WORK PRACTICES

This section of the report measures your attitude and likely behaviors related to the accomplishment of job tasks.

EMPLOYEE ENGAGEMENT

Frontline managers work with a wide range of personalities and styles. This module measures your attitude towards engaging employees and creating an environment in which they thrive.

RULE COMPLIANCE

Frontline managers need to have a strong desire to follow company policies and procedures.

WORK ETHIC

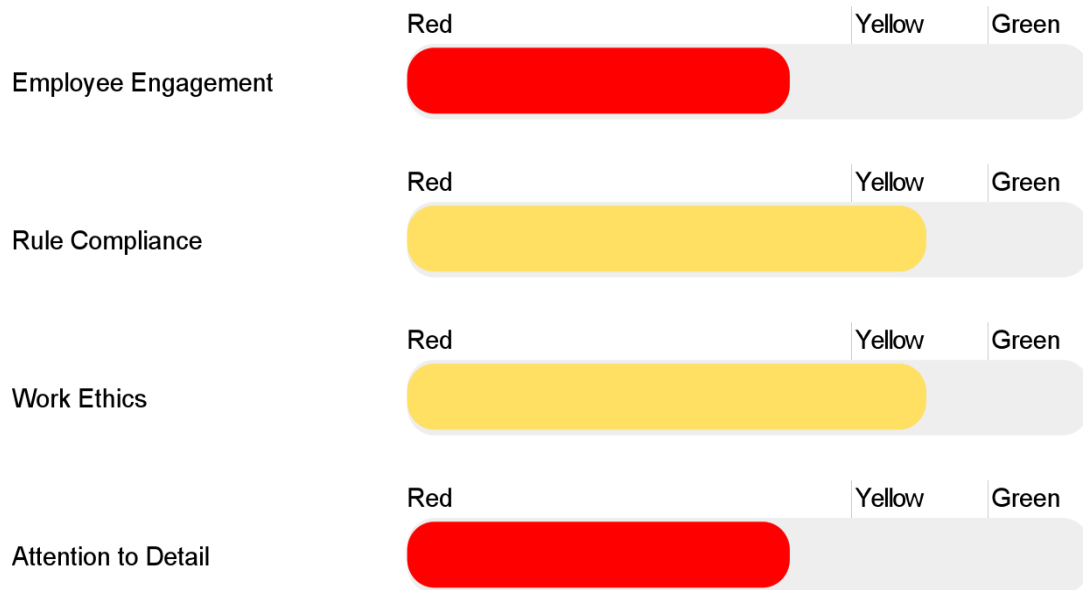
Organizations need to be able to rely on frontline managers to set an example of commitment and dedication to achieving goals.

ATTENTION TO DETAIL

This module measures your attitudes towards being thorough in accomplishing a task, no matter how small.

WORK PRACTICES

This section of your report shows development levels of competencies associated with the values and attitudes related to the everyday aspects of the job.



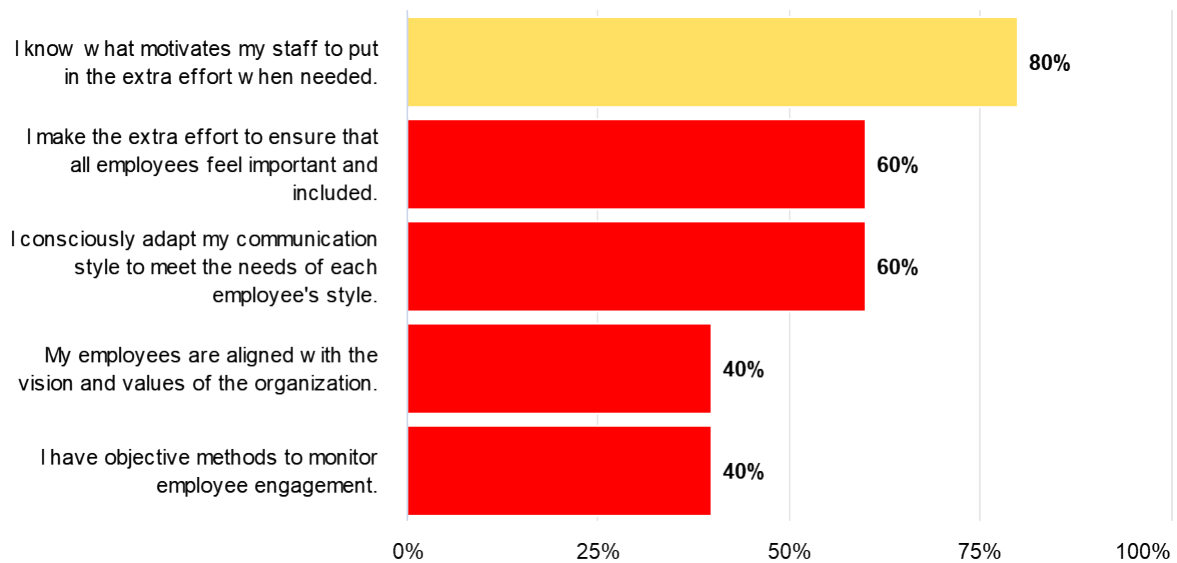
EMPLOYEE ENGAGEMENT

The Employee Engagement questions module measures the degree to which you expend effort to facilitate the development of employees' sense of importance, belonging, and inclusion.

OVERALL SCORE

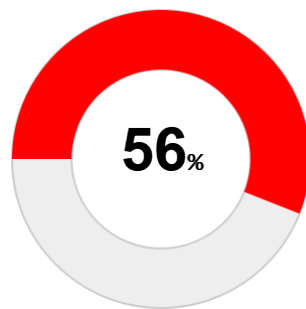


QUESTION SCORE RANK



EMPLOYEE ENGAGEMENT RATING

This individual's competency score is in the **Low Range** of the sample population. There is a higher probability that the individuals who score in this range may be less capable or skilled compared to those who score higher. This may be a concern for some job positions. More in-depth understanding and continued training and development are highly recommended.



Employee Engagement

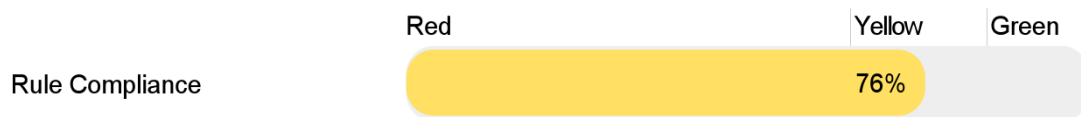
COURSE RECOMMENDATIONS - If you are looking to improve your proficiency in this competency, below are some suggested online courses to consider.

- **Trust Building** - learn how to promote honesty and deal with the inevitable changes that come with building a better organization.
- **Employee Motivation** – in this course, you will learn how to inspire a higher level of energy, commitment, and creativity that employees bring to their job.
- **Employee Recognition** – understand the details of employee recognition and how it relates to job retention, engagement, teamwork, and more.
- **Improving Mindfulness** - identify your patterns of thinking to cultivate positive emotions that dramatically affect the work environment.

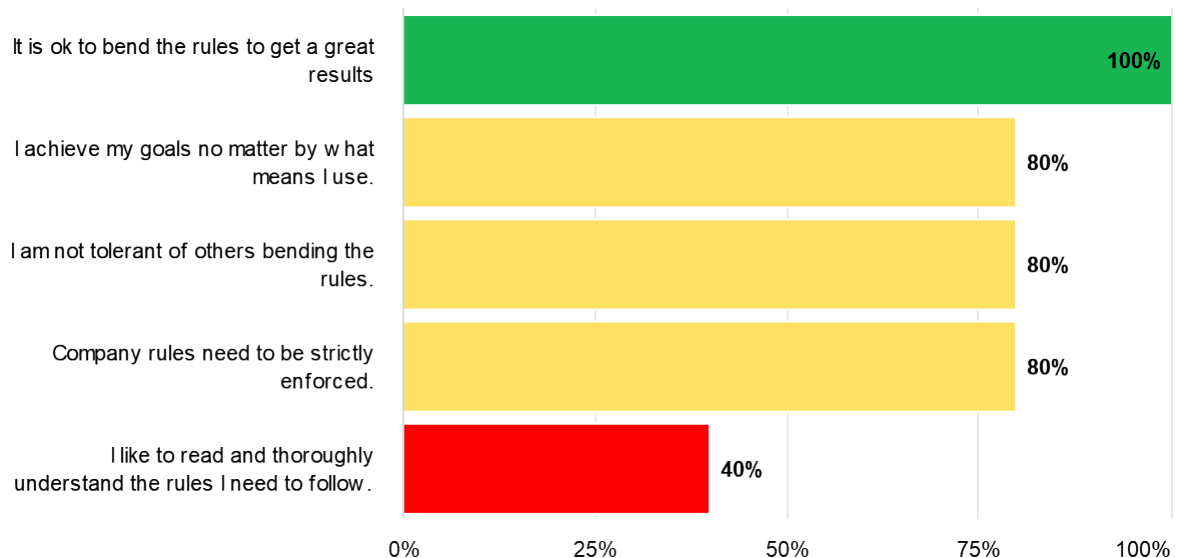
RULE COMPLIANCE

The Rule Compliance questions module measures the degree to which you are likely to follow established company policies and procedures, regardless of their imposed difficulty or inconvenience.

OVERALL SCORE

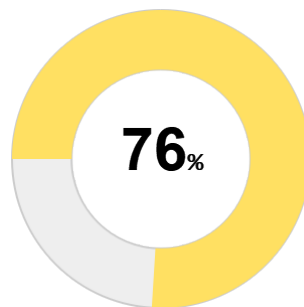


QUESTION SCORE RANK



RULE COMPLIANCE SKILLS RATING

This individual's competency score falls within the **Moderate Range** of the sample population. While some individuals who score in this range have an acceptable level of competency, others (particularly those who score at the low end of the range), at times, may not demonstrate these abilities. More in-depth understanding and continued training and development may be a good idea for this individual.



Rule Compliance

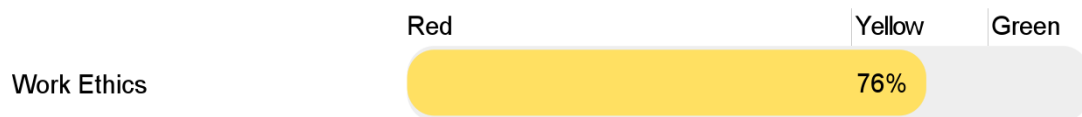
COURSE RECOMMENDATIONS - If you are looking to improve your proficiency in this competency, below are some suggested online courses to consider.

- **Business Ethics** - learn the importance of ethics and how they influence all who interact with the company.
- **Developing Corporate Behavior** - see improved team building, better communication, and trust through developing a plan for corporate behaviors.
- **Business Acumen** - recognize learning events, manage risk better, and increase their critical thinking by improving your business acumen.
- **Emotional Intelligence** - develop self-management, self-awareness, self-regulation, and empathy skills to achieve your goals.
- **Critical Thinking** - gain the skills to evaluate, identify, and distinguish between relevant and irrelevant information.

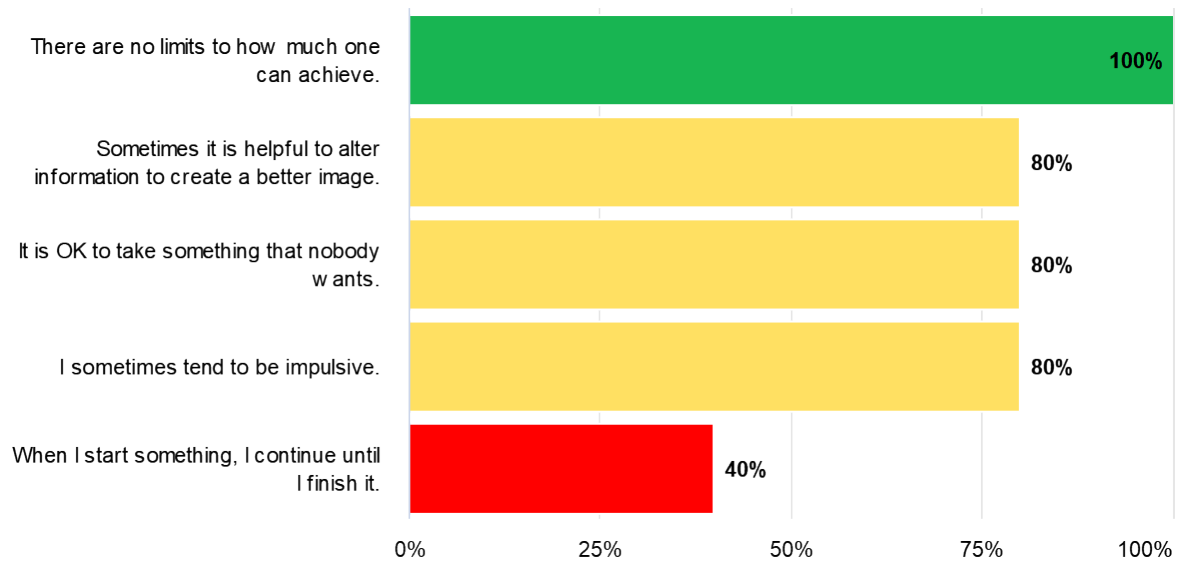
WORK ETHIC

The Worth Ethic questions module measures the degree to which you are likely to be highly conscientious about your responsibilities and be hardworking, reliable, dedicated, and punctual.

OVERALL SCORE

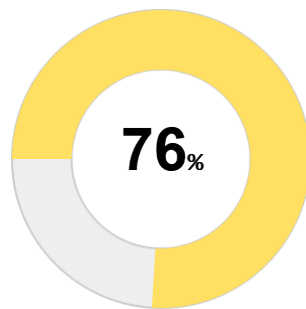


QUESTION SCORE RANK



WORK ETHIC SKILLS RATING

This individual's competency score falls within the **Moderate Range** of the sample population. While some individuals who score in this range have an acceptable level of competency, others (particularly those who score at the low end of the range), at times, may not demonstrate these abilities. More in-depth understanding and continued training and development may be a good idea for this individual.



Work Ethics

COURSE RECOMMENDATIONS - If you are looking to improve your proficiency in this competency, below are some suggested online courses to consider.

- **Time Management** - learn time management strategies such as personal motivation, delegation skills, organization tools, and crisis management.
- **Accountability in the Workplace** - gain informative tools and practical strategies that can be used to help empower the team to work towards achieving the benefits of accountability.
- **Goal Setting and Getting Things Done** - learn the Goal Setting characteristics of successful people and in turn become a happier and more productive individual.
- **Trust Building** - learn how to promote honesty and deal with the inevitable changes that come with building a stronger business.
- **Personal Productivity** - learn to take ownership and begin to lead a more productive life.

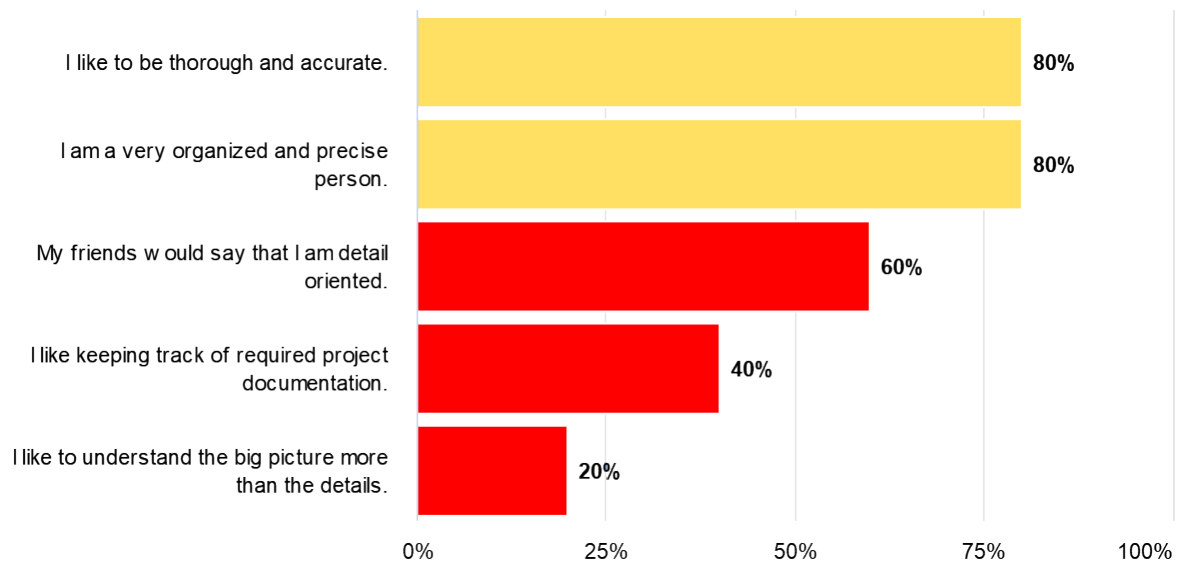
ATTENTION TO DETAIL

The Attention to Detail questions module measures your ability to identify and correct errors and weaknesses to achieve a high degree of accuracy and quality in your work and the work of those you supervise.

OVERALL SCORE

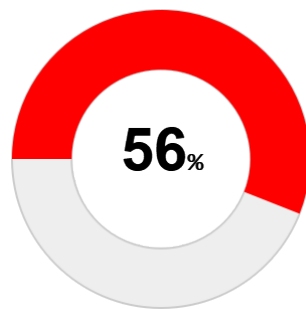


QUESTION SCORE RANK



ATTENTION TO DETAIL SKILLS RATING

This individual's competency score is in the **Low Range** of the sample population. There is a higher probability that the individuals who score in this range may be less capable or skilled compared to those who score higher. This may be a concern for some job positions. More in-depth understanding and continued training and development are highly recommended.



Attention to Detail

COURSE RECOMMENDATIONS - If you are looking to improve your proficiency in this competency, below are some suggested online courses to consider.

- **Attention Management** - allows managers to connect with their employees on an emotional level and motivate them to focus on their work and how to reach their personal and company goals.
- **Knowledge Management** – learn the tools needed to begin implementing knowledge management in your organization, no matter what the size of the company or the budget.
- **Performance Management** - close any gaps that exist in an employee's skill set and make them a more valuable employee through feedback and coaching.
- **Project Management** - learn about the 10 knowledge areas of project management and learn to outline processes and steps.
- **Personal Productivity** - learn to take ownership and begin to lead a more productive life.

Important Note About Exploring This Report.

- Results are a snapshot in time and represent the beginning of your career growth and development journey.
- There are no good or bad scores, just a framework to establish goals to meet your career objectives.

The key is to identify where you are now, where you want to be, and what training and tools it will take to get there

What Works?

- Define your career objectives and summarize where you are now and what skills need to be developed.
- Create a roadmap for what skills you want to develop including the courses needed and a schedule for completing them.
- Commit to your personal development and act on your plan.

What Doesn't Work?

- Not starting or giving up.
- Getting more information. Information may help to change your attitude and intention, but more information without training does not change behaviors.
- Putting off the more challenging training or real areas for growth and development opportunities.

Ready to Take Action? Turn the Page.

Small Steps Lead to Big Results

You are only a few small steps away from making progress.

What skills do I currently excel in at work?

What skills do I need to develop?

What training should I take to develop these skills?

To sign up for an ITN Online Learning Academy course, contact us at support@itnanalytics.com or call us at 901.568.3569. Our online courses are customized to help you meet your business learning needs.



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Contact Us at information@itnanalytics.com

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