



# Organizational Performance Assessments

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JMW's Consultants are expert at revealing what's driving current levels of performance and organizational behaviors.

## Our performance assessments are highly effective at identifying:

- Great ideas and solutions currently unexpressed or previously dismissed
- Where there is a lack of alignment at managerial and leadership levels
- How senior management messages are being received
- What people in the organization really think
- Assumptions and conclusions that unknowingly shape action
- How historical events are impacting current performance and people's ability to see the future
- Leadership voids

## Our assessments...

- Make an inarguable link between people's attitudes and organizational performance and readiness for change
- Powerfully illuminate issues in a way that allows them to be internalized and dealt with
- Build consensus amongst senior managers regarding organizational and leadership issues
- Identify areas of improvement required in terms of leadership skills, cultural changes, and performance levels/results
- Allow sensitive issues to be brought to the table in a non-threatening and constructive way
- Assist in developing a new leadership capability model, values, and contribution consistent with an organization's growth aspirations

### When should I consider an assessment?

- If you have a critical performance challenge to address
- Where the current culture of the organization is a mismatch or insufficient to meeting future demands
- When areas of under-performance are not being effectively addressed
- When leadership needs to be provided, elevated, and enhanced to meet the challenges of the future

### What are the benefits to my workforce?

- People will have the sense of being listened to and valued in their opinions
- Engages people in acceptance of change during the assessment process
- Softens the resistance and engages people in the possibility of improved performance
- Demonstrates leadership's commitment to deal with what is affecting people
- Demonstrates that leadership is listening and willing to hear and do something about it

## Your detailed assessment report will include:

- ✓ Areas of organizational strength
- ✓ Critical factors that led to current breakdowns in performance and in attaining total customer satisfaction
- ✓ Near-term intervention(s) and the longer-term approaches
- ✓ Right levers to push to establish the new behaviors consistent with all operational commitments required to restore customer credibility
- ✓ Pathways to restore confidence, as well as build upon current strengths to create and enable a new sense of the future
- ✓ Underlying transparent points of view that are shaping people's behaviors and actions that have led to the current business situation

## Assessments in Action

At JMW, we believe that effective leadership assessments include implementation. The assessment is the just the first step of a successful intervention. We will follow by meeting with the Leadership Team and others to review and discuss findings and to identify short- and long-term interventions that will deliver highly visible results. We will also partner with you to create a context for people in the organization and engage them in it and to help you to generate the leadership behaviors required to bring about the desired changes and significantly elevate performance.

For more information, visit [jmw.com/assessments](http://jmw.com/assessments)

