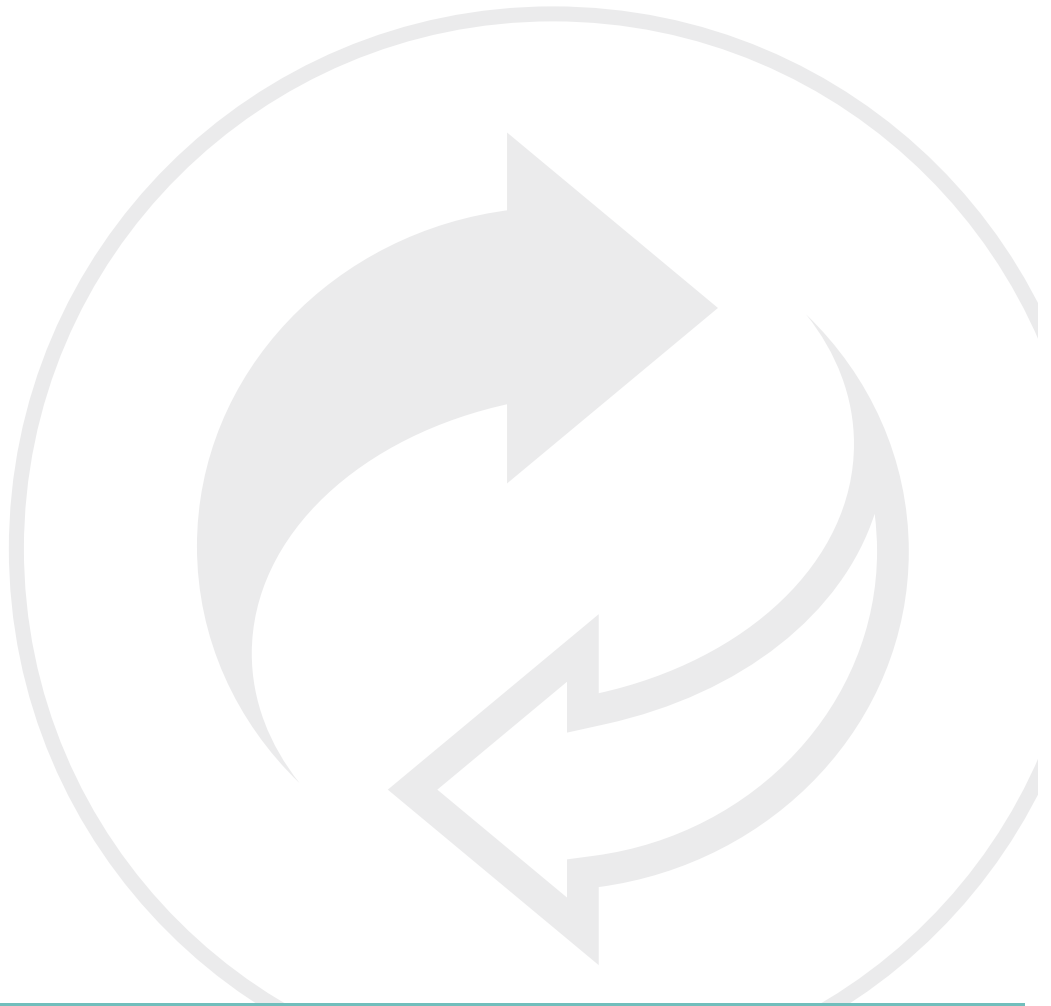


LVI

U.S. PATENT NO. 7,121,830

LEADERSHIP[®]
VERSATILITY
INDEX



PREPARED FOR

HELEN SAMPLE
November 2023

POWERED BY



KAISER
leadership solutions



LVI

U.S. PATENT NO. 7,121,830

LEADERSHIP[®]
VERSATILITY
INDEX

HELEN SAMPLE

VICE PRESIDENT OF NORTH AMERICA
SAMPLE COMPANY

TIME IN CURRENT JOB

0 YEARS, 6 MONTHS

MANAGERIAL EXPERIENCE

13 YEARS, 3 MONTHS

FEEDBACK FROM 15 TOTAL OBSERVERS

- M** Manager (1)
- O** Other Senior Leaders (2)
- P** Peers (4)
- D** Direct Reports (8)

INTENDED USE

The Leadership Versatility Index[®] is intended to provide feedback for the purpose of raising self-awareness and guiding the development of managers into better leaders. It was not created to provide information for making decisions about hiring, promotion, compensation, or termination and should not be used as the sole source of information for such decisions.

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Leadership Versatility Index, version 5.0
U.S. Patent No. 7,121,830

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www.kaiserleadership.com

The LVI's method of assessment was developed by
Bob Kaplan and Rob Kaiser at Kaplan DeVries Inc.

NORMS

For the purpose of comparison, norms are presented from a sample with the following characteristics:

NORM GROUP:

21,596 PARTICIPANTS

RATED BY:

291,961 OBSERVERS

REGION

US/Canada	41.9%
Europe	27.1%
Asia/Pacific	14.6%
Middle East/Africa	9.2%
Latin America	4.6%
Other	2.6%

INDUSTRY

Aerospace & Defence	2.4%
Construction & Materials	2.7%
Consumer Goods	5.3%
Education & Training	2.3%
Entertainment & Hospitality	7.8%
Financial Services	7.9%
Government Agency	4.3%
Health Care	12.4%
Manufacturing & Industrials	15.7%
Media	2.3%
Oil & Gas	3.1%
Professional Services	1.3%
Retail	3.7%
Sport Organisations	0.5%
Technology & Internet	16.7%
Telecommunications	4.1%
Transportation	2.6%
Utilities	0.4%
Other	4.5%

LEVEL

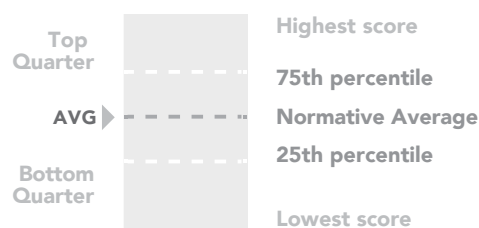
C-suite	8.1%
Executive	36.8%
Director	30.3%
Manager	17.0%
Supervisor	7.7%

DEMOGRAPHICS

	AVG	RANGE
Age (years)	43.3	19 - 80
Managerial experience (years)	12.5	0.25 - 50
Time in current job (years)	3.7	0.25 - 30
Male Female Non-binary	68% 31% <1%	

VISUALISATION OF NORMS

Norms are presented for certain scores with the following graphic:



ASSESSMENT FRAMEWORK

BEHAVIOUR MODEL

Versatility is the ability to read and respond to changing conditions with a full range of motion, unrestricted by a bias in favour of some approaches or against others.

The Leadership Versatility Index (LVI) measures versatility on two pairs of leadership dimensions. Each pair is a combination of opposing but complementary behaviours that reflect the tensions and trade-offs that make leadership a balancing act.

The model distinguishes how you lead in terms of your style of interacting with people from what you lead in terms of the organisational issues you focus on.



RATING SCALE

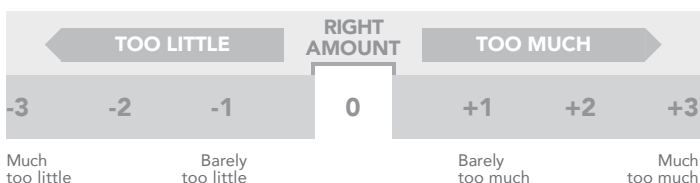
Expanding your versatility is not just about strengthening less developed areas; it can also involve calibrating strengths that you may overuse from time to time.

Rather than evaluating you as "good or bad," feedback on the LVI advises you which behaviours to emphasise more and which to emphasise less to better reconcile the competing demands of leadership.

How much of a behaviour is too little, the right amount, or too much depends on the situation. For instance, cultural values and norms, the business challenge, and the needs of the people you work with help determine how much

of a particular behaviour is appropriate.

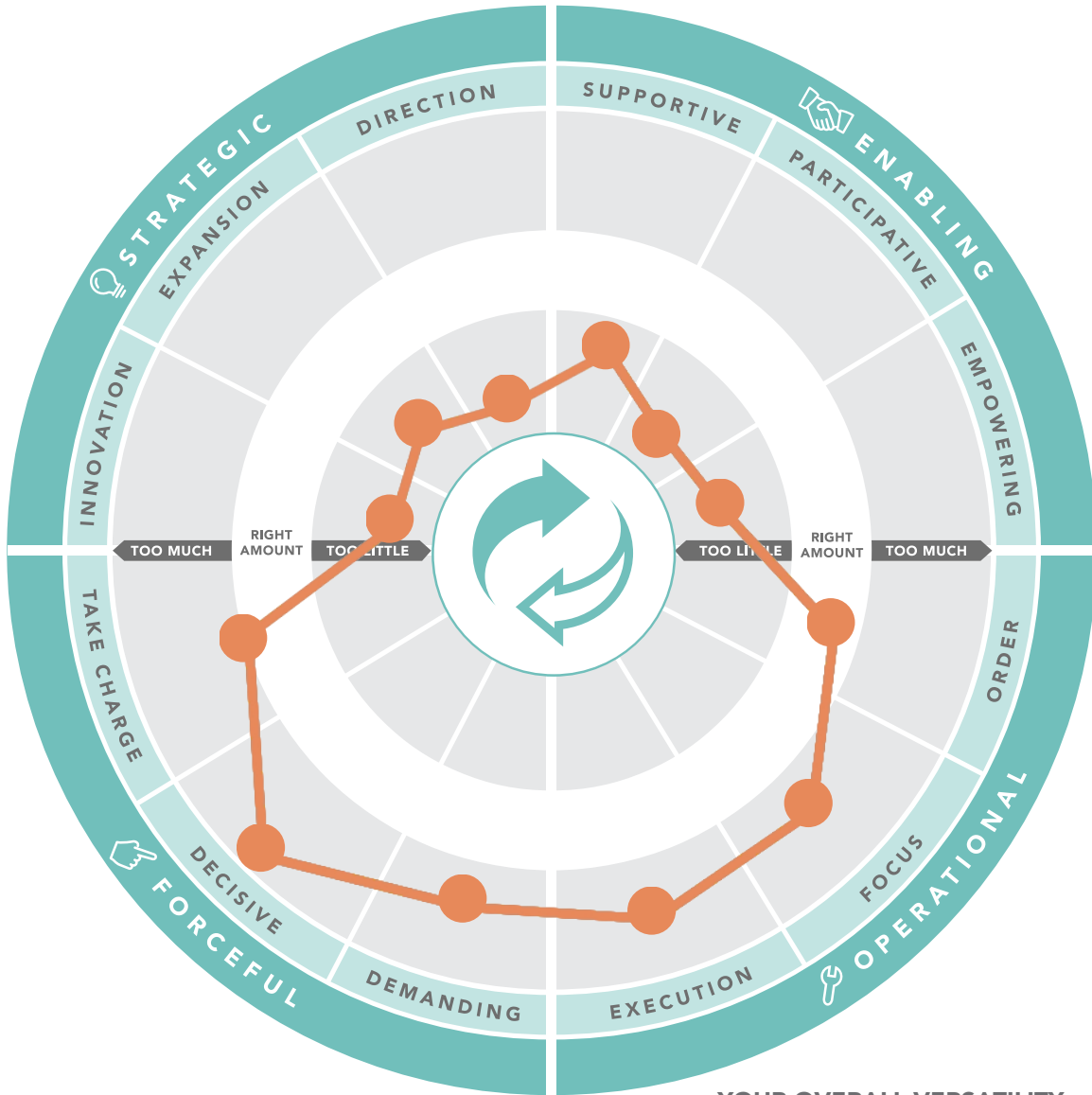
Your behaviour was rated on a unique scale. Unlike the typical rating scale where "higher scores are better," the ideal score is in the middle of this scale, 0, the "Right Amount."



WRITTEN FEEDBACK

At the end of the report, you will find qualitative, written feedback to supplement the quantitative ratings. The written comments often elaborate and further clarify what the ratings mean. They may also raise some things not covered by the rating items.

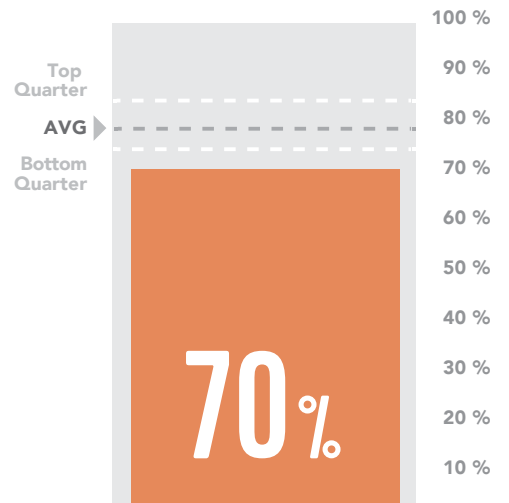
OVERALL PROFILE



YOUR OVERALL VERSATILITY

These results summarise the overall, 360 view from the 15 observers across the 4 rater groups that provided you feedback. (These results do not include your self-ratings.) The scores are computed as the grand mean: the overall average of the average scores for each of the 4 rater groups. Thus, each rater group contributes equally to the 360 view.

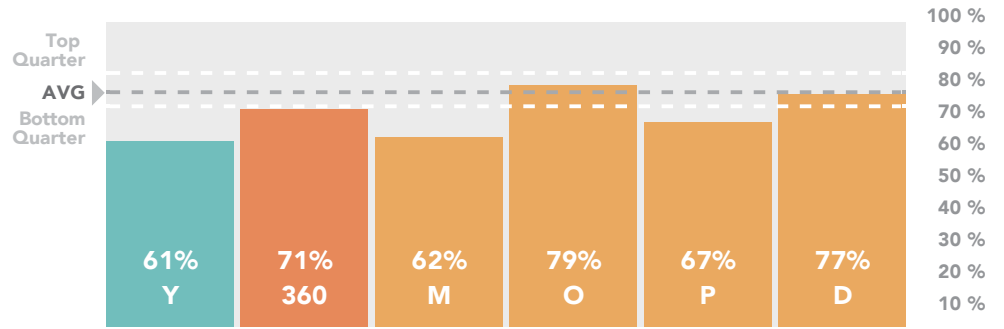
Your overall versatility score is shown to the right. The percentage represents how close your profile approximates a perfectly well-rounded circle. A score of 100% means everything was rated "the right amount;" scores are lower than 100% to the extent that some items were rated "too little" or "too much."



HOW YOU LEAD SUMMARY

FORCEFUL-ENABLING VERSATILITY

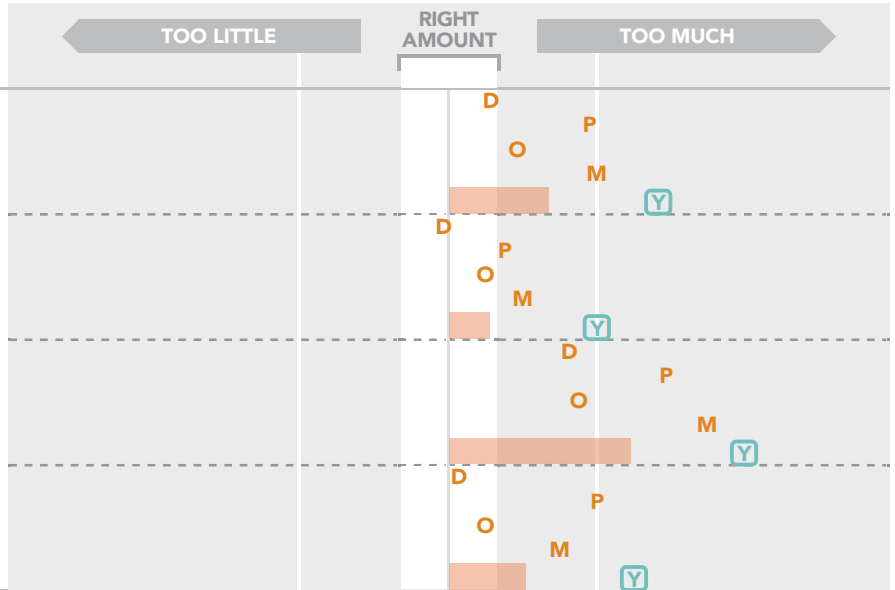
extent to which you are able to both use power personally and to empower others



FORCEFUL

asserting personal and position power

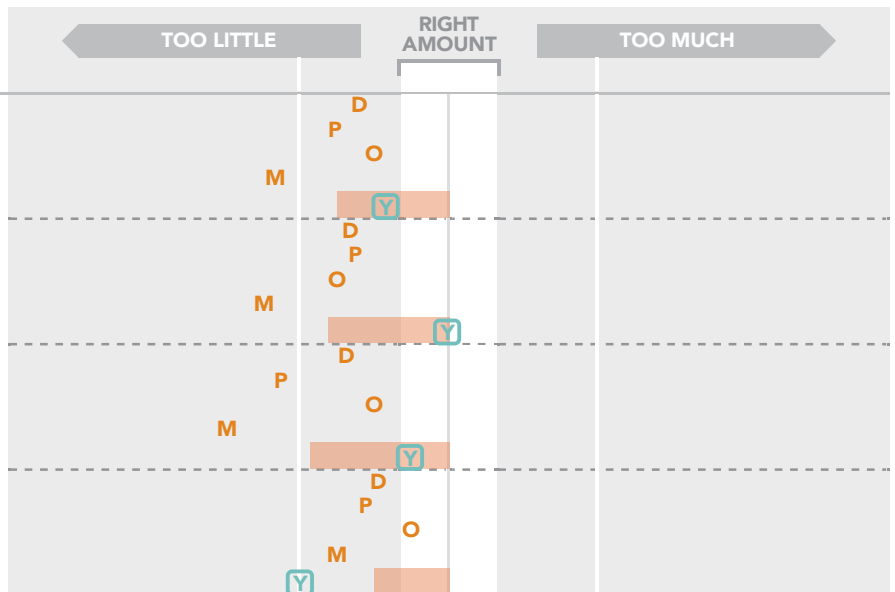
Overall
Take Charge
Decisive
Demanding



ENABLING

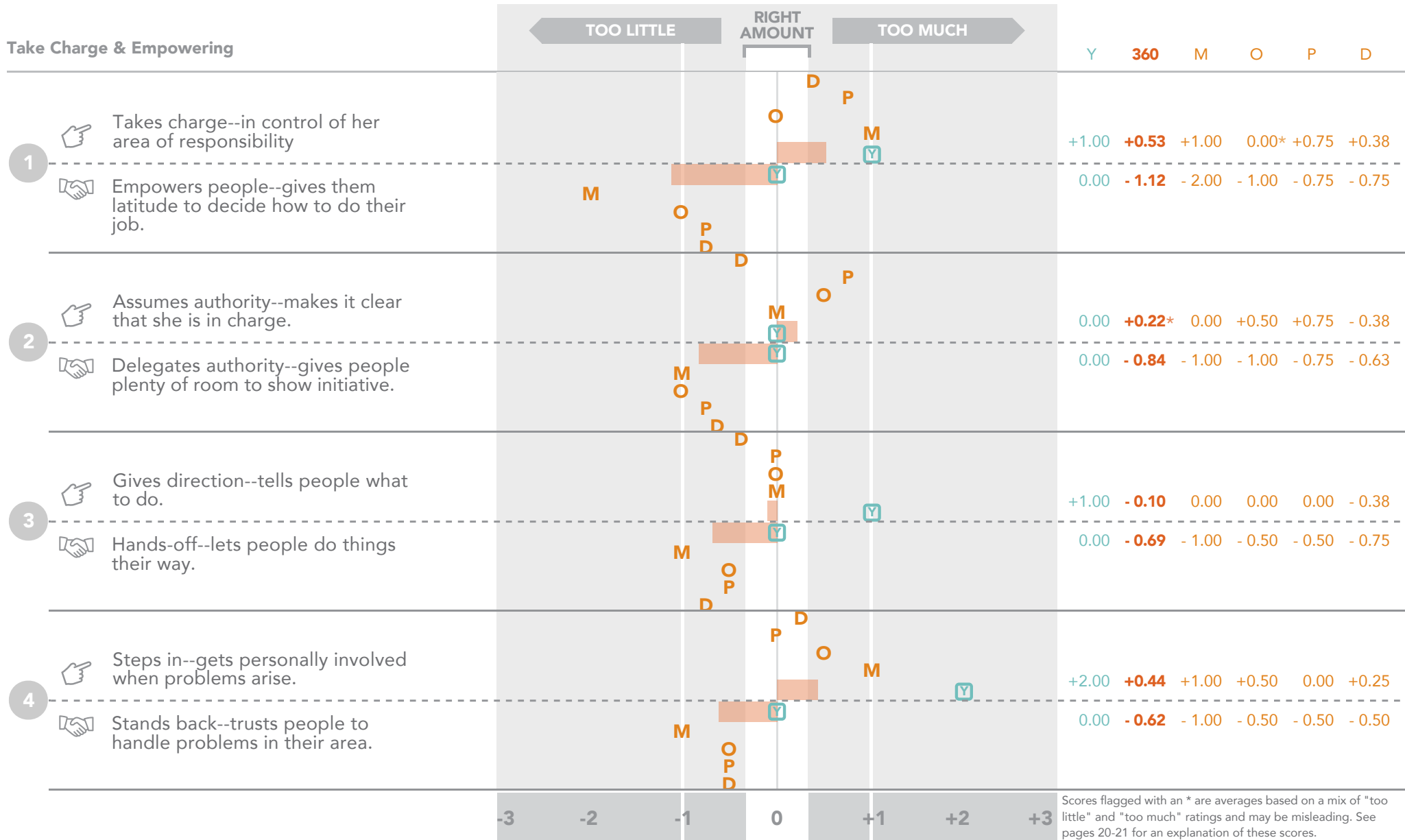
involving others and bringing out their best

Overall
Empowering
Participative
Supportive



Y You
 360 Avg of M, O, P & D
 M Manager (1)
 O Other Senior Leaders (2)
 P Peers (4)
 D Direct Reports (8)

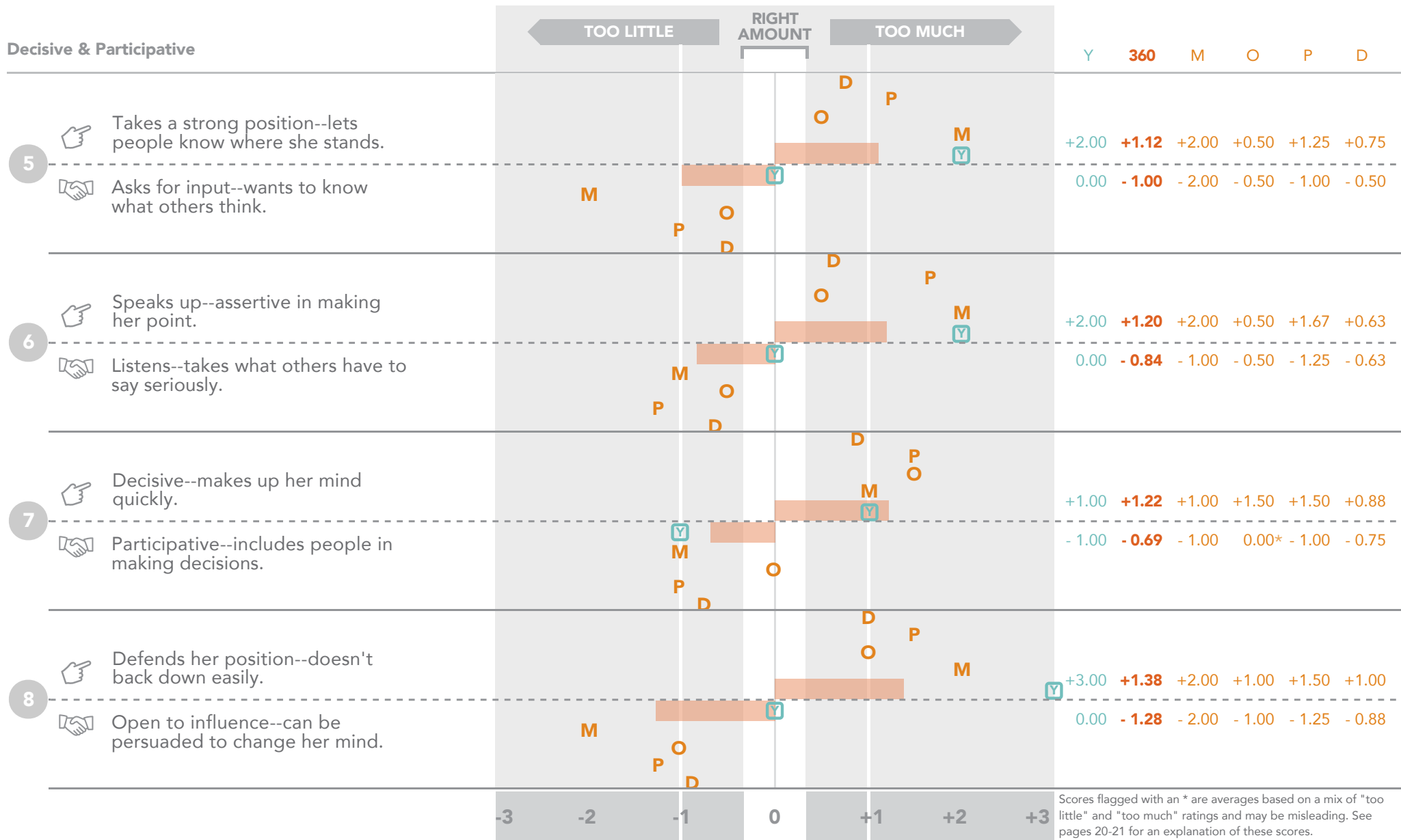
HOW YOU LEAD DETAILED ITEM RESULTS



Y You
 360 Avg of M, O, P & D
 M Manager (1)
 O Other Senior Leaders (2)
 P Peers (4)
 D Direct Reports (8)

HOW YOU LEAD DETAILED ITEM RESULTS

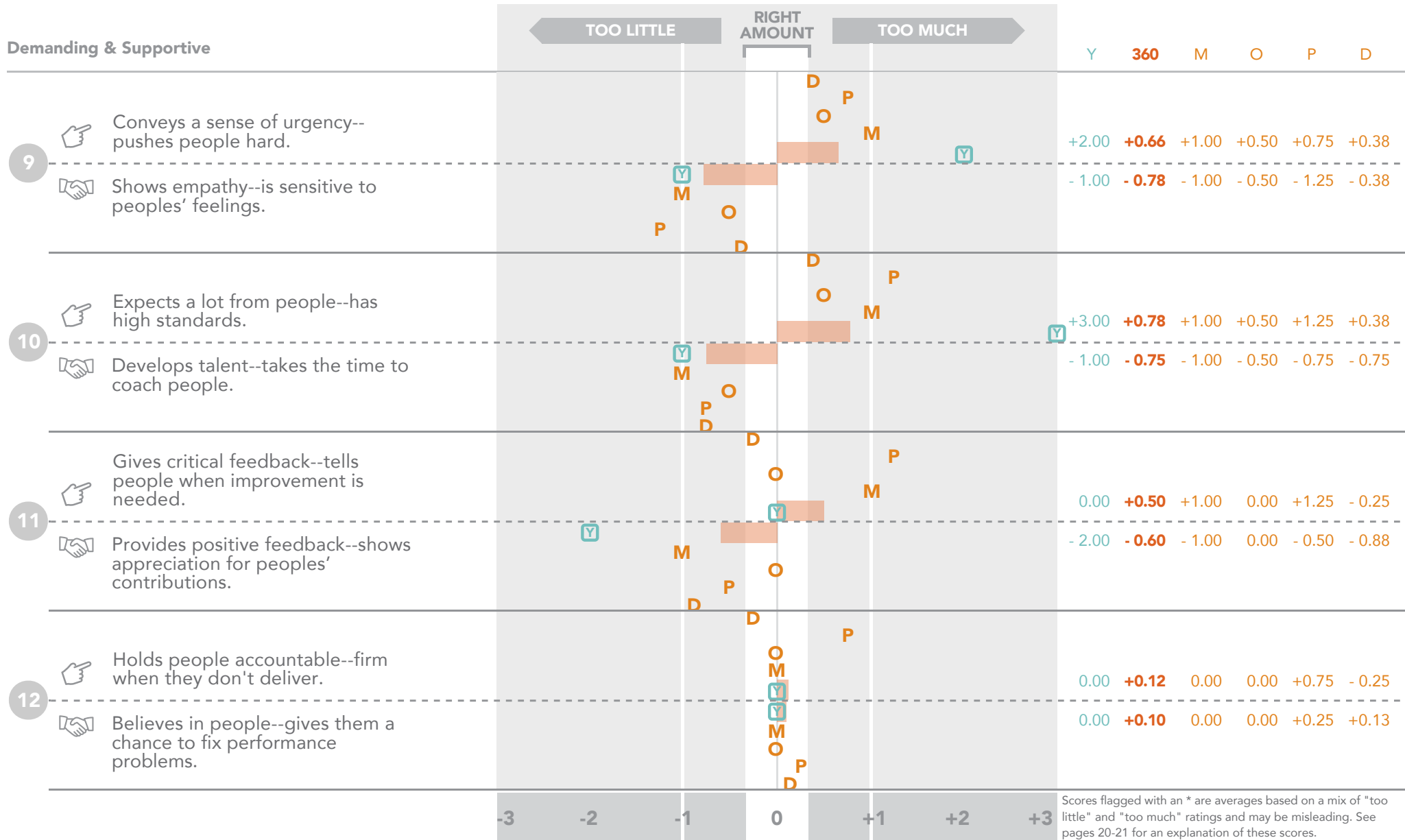
Decisive & Participative



Scores flagged with an * are averages based on a mix of "too little" and "too much" ratings and may be misleading. See pages 20-21 for an explanation of these scores.

Y You
 360 Avg of M, O, P & D
 M Manager (1)
 O Other Senior Leaders (2)
 P Peers (4)
 D Direct Reports (8)

HOW YOU LEAD DETAILED ITEM RESULTS



HOW YOU LEAD DISTRIBUTION OF RATINGS

FORCEFUL

ENABLING

	TOO LITTLE				RIGHT AMOUNT			TOO MUCH					TOO LITTLE				RIGHT AMOUNT			TOO MUCH			
	M	O	P	D	TOTAL			M	O	P	D		M	O	P	D	TOTAL			M	O	P	D
Take Charge																							
1 In control	0	1	0	0	1	6	8	1	1	3	3	1	2	3	5	11	4	0	0	0	0	0	
2 Assumes authority	0	0	0	3	3	8	4	0	1	3	0	1	2	3	4	10	5	0	0	0	0	0	
3 Gives direction	0	0	0	3	3	12	0	0	0	0	0	1	1	2	4	8	7	0	0	0	0	0	
4 Steps in	0	0	0	1	1	9	5	1	1	0	3	1	1	2	2	6	9	0	0	0	0	0	
Decisive																							
5 Takes a position	0	0	0	0	0	5	10	1	1	4	4	1	1	3	4	9	6	0	0	0	0	0	
6 Speaks up	0	0	0	0	0	5	9	1	1	3	4	1	1	4	5	11	4	0	0	0	0	0	
7 Decisive	0	0	0	0	0	4	11	1	2	4	4	1	1	3	5	10	4	1	0	1	0	0	
8 Doesn't back down	0	0	0	0	0	2	13	1	2	4	6	1	2	3	5	11	4	0	0	0	0	0	
Demanding																							
9 Pushes people hard	0	0	0	0	0	7	8	1	1	3	3	1	1	4	3	9	6	0	0	0	0	0	
10 Expects a lot	0	0	0	0	0	7	8	1	1	3	3	1	1	3	6	11	4	0	0	0	0	0	
11 Gives critical feedback	0	0	0	2	2	8	5	1	0	3	1	1	0	2	6	9	5	1	0	0	0	1	
12 Holds people accountable	0	0	0	3	3	8	4	0	0	3	1	0	0	0	1	1	11	3	0	0	1	2	
Total	0	1	0	12	13	81	85	9	11	33	32	11	13	32	50	106	69	5	0	1	1	3	
Percentage	0%	4%	0%	13%	7%	45%	47%	75%	46%	70%	33%	92%	54%	67%	52%	59%	38%	3%	0%	4%	2%	3%	

TOTALS Sum across M, O, P & D (15) **M** Manager (1) **O** Other Senior Leaders (2) **P** Peers (4) **D** Direct Reports (8)

HOW YOU LEAD RIGHT AMOUNT RATINGS

The following counts indicate how often you were rated “the right amount,” indicating that the rater thought you tend to use the behaviour to the right degree and in the right situations.

FORCEFUL

	RIGHT AMOUNT					
	Y	TOTAL	M	O	P	D
Take Charge						
1 In control	0	6	0	0	1	5
2 Assumes authority	1	8	1	1	1	5
3 Gives direction	0	12	1	2	4	5
4 Steps in	0	9	0	1	4	4
Decisive						
5 Takes a position	0	5	0	1	0	4
6 Speaks up	0	5	0	1	0	4
7 Decisive	0	4	0	0	0	4
8 Doesn't back down	0	2	0	0	0	2
Demanding						
9 Pushes people hard	0	7	0	1	1	5
10 Expects a lot	0	7	0	1	1	5
11 Gives critical feedback	1	8	0	2	1	5
12 Holds people accountable	1	8	1	2	1	4
Total	3	81	3	12	14	52
Percentage	25%	45%	25%	50%	30%	54%

ENABLING

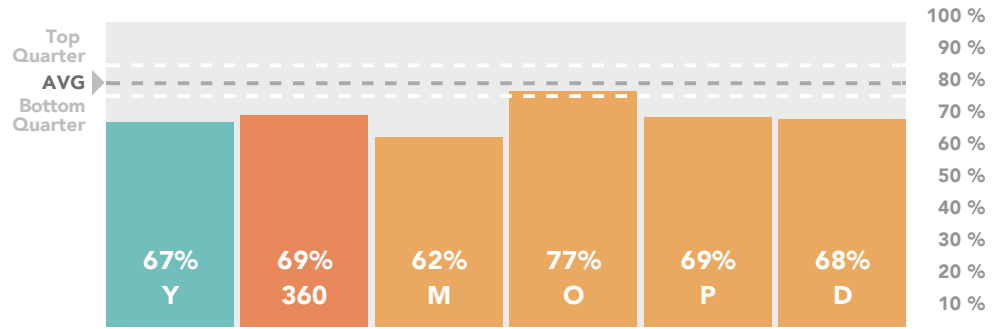
	RIGHT AMOUNT					
	Y	TOTAL	M	O	P	D
Empowering						
1 Empowers	1	4	0	0	1	3
2 Delegates	1	5	0	0	1	4
3 Hands-off	1	7	0	1	2	4
4 Stands back	1	9	0	1	2	6
Participative						
5 Asks for input	1	6	0	1	1	4
6 Listens	1	4	0	1	0	3
7 Participative	0	4	0	0	1	3
8 Open to influence	1	4	0	0	1	3
Supportive						
9 Shows empathy	0	6	0	1	0	5
10 Coaches people	0	4	0	1	1	2
11 Shows appreciation	0	5	0	2	2	1
12 Gives people a chance	1	11	1	2	3	5
Total	8	69	1	10	15	43
Percentage	67%	38%	8%	42%	31%	45%

Y You TOTALS Sum across M, O, P & D (15) M Manager (1) O Other Senior Leaders (2) P Peers (4) D Direct Reports (8)

WHAT YOU LEAD SUMMARY

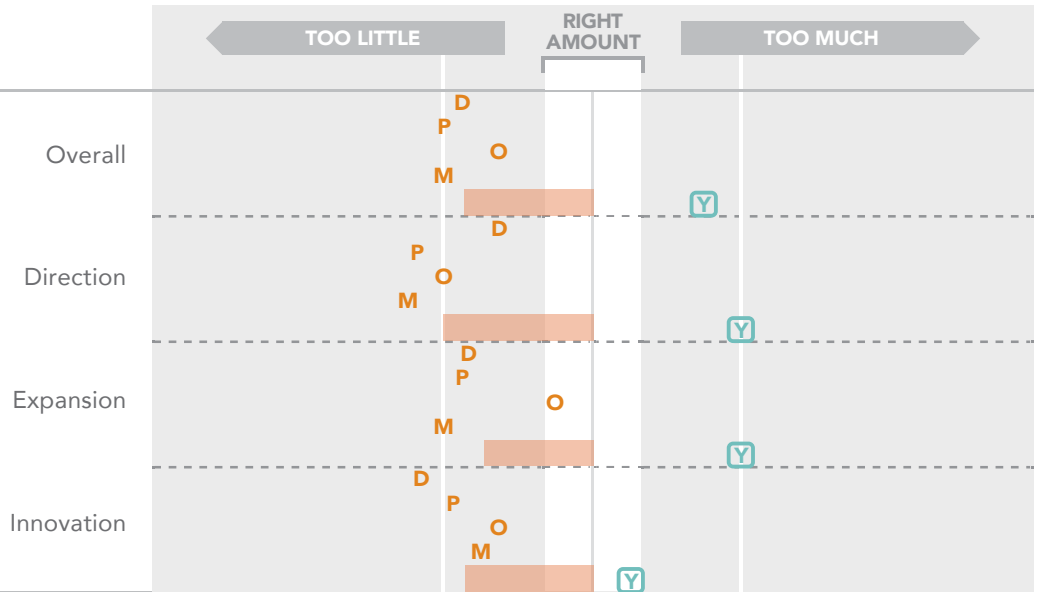
STRATEGIC-OPERATIONAL VERSATILITY

extent to which you are able to both envision the future and execute to make it happen



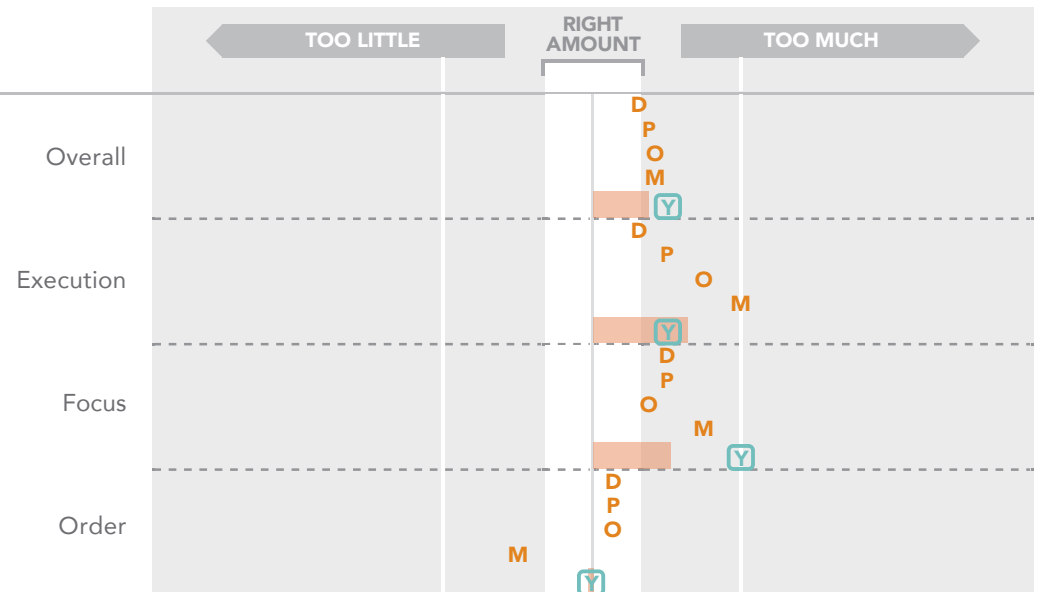
STRATEGIC

positioning the organisation for long-term success



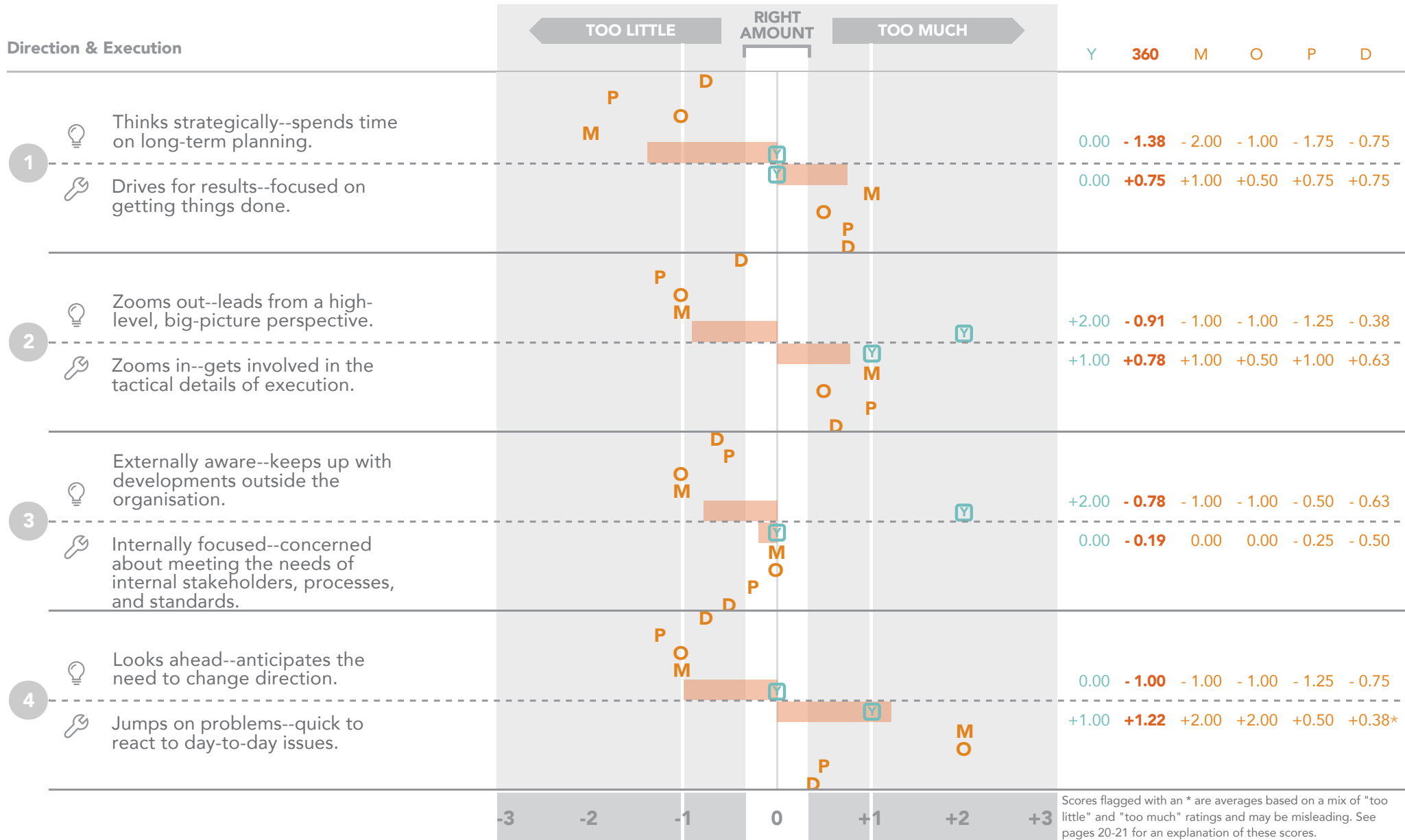
OPERATIONAL

focusing the organisation on the details of execution



Y You 360 Avg of M, O, P & D M Manager (1) O Other Senior Leaders (2) P Peers (4) D Direct Reports (8)

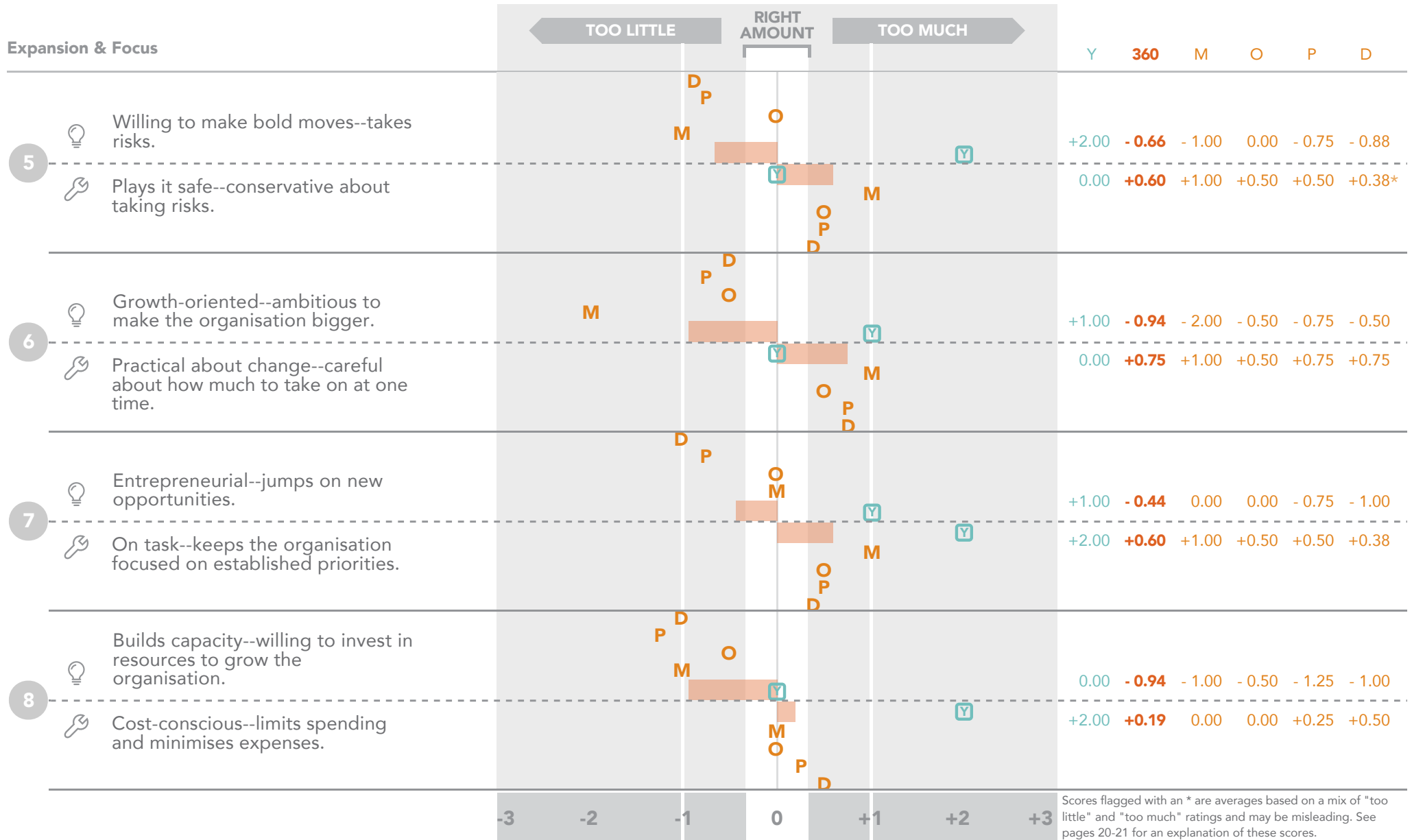
WHAT YOU LEAD DETAILED ITEM RESULTS



Scores flagged with an * are averages based on a mix of "too little" and "too much" ratings and may be misleading. See pages 20-21 for an explanation of these scores.

Y You
 360 Avg of M, O, P & D
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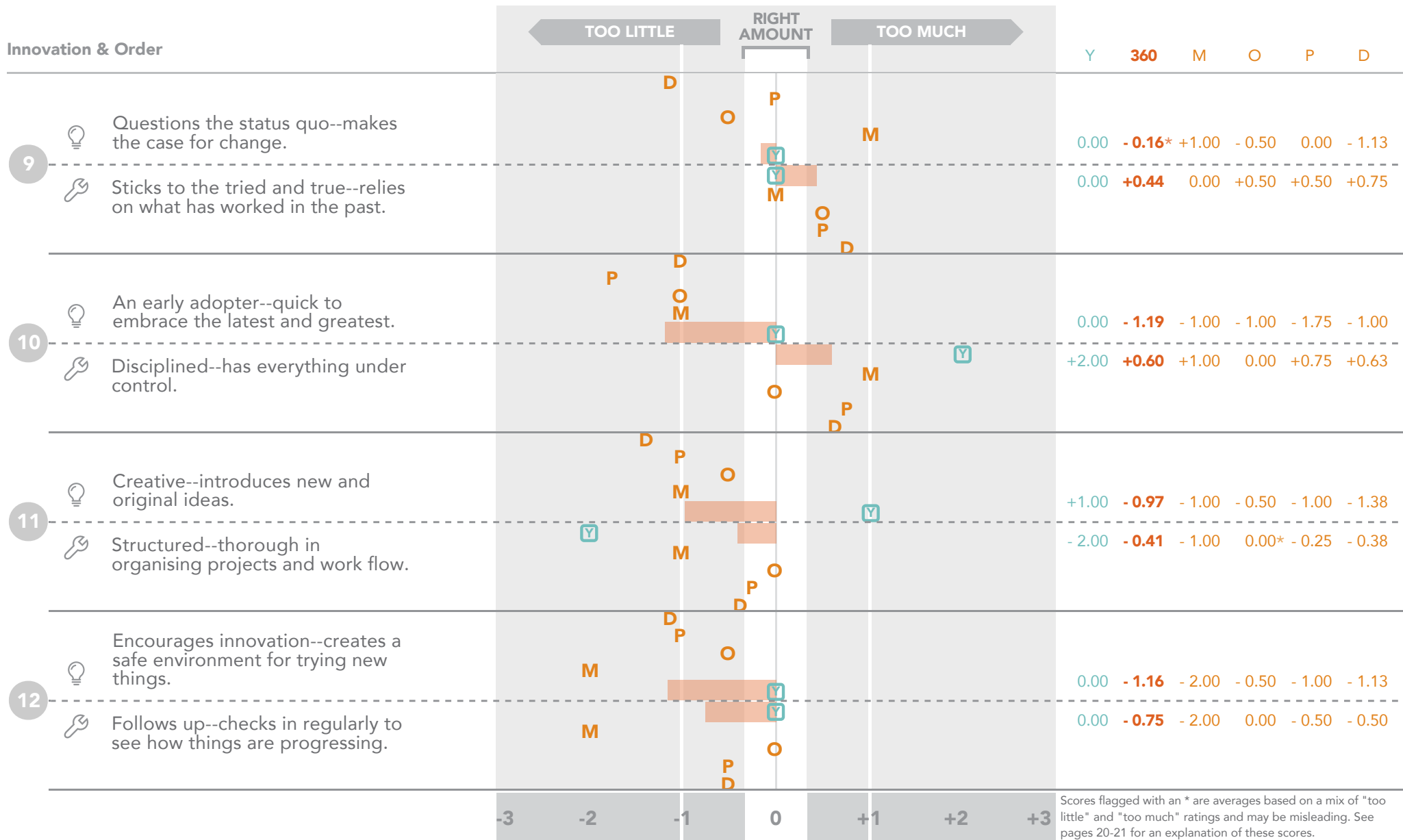
WHAT YOU LEAD DETAILED ITEM RESULTS



Scores flagged with an * are averages based on a mix of "too little" and "too much" ratings and may be misleading. See pages 20-21 for an explanation of these scores.

Y You
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WHAT YOU LEAD DETAILED ITEM RESULTS



Y You
 360 Avg of M, O, P & D
 M Manager (1)
 O Other Senior Leaders (2)
 P Peers (4)
 D Direct Reports (8)

WHAT YOU LEAD DISTRIBUTION OF RATINGS

💡 STRATEGIC

🔑 OPERATIONAL

	TOO LITTLE				RIGHT AMOUNT			TOO MUCH					TOO LITTLE				RIGHT AMOUNT			TOO MUCH				
	M	O	P	D	TOTAL			M	O	P	D		M	O	P	D	TOTAL			M	O	P	D	
Direction																								
1 Thinks strategically	1	1	4	4	10	5	0	0	0	0	0	1	1	2	4	0	7	8	1	1	2	4		
2 Big-picture perspective	1	2	2	4	9	5	1	0	0	0	1	1	1	3	4	0	6	9	1	1	3	4		
3 Externally aware	1	2	2	4	9	6	0	0	0	0	0	0	0	0	0	5	10	0	0	0	0	0		
4 Looks ahead	1	2	2	4	9	6	0	0	0	0	0	0	0	0	3	3	3	9	1	2	2	4		
Expansion																								
5 Takes risks	1	0	2	3	6	9	0	0	0	0	0	5	Conservative about risk	0	0	0	2	2	6	7	1	1	2	3
6 Growth-oriented	1	1	2	4	8	7	0	0	0	0	0	6	Practical about change	0	0	0	0	0	5	10	1	1	3	5
7 Entrepreneurial	0	0	2	5	7	7	1	0	0	0	1	7	Focused on priorities	0	0	0	1	1	7	7	1	1	2	3
8 Builds capacity	1	1	4	5	11	3	1	0	0	0	1	8	8 Contains costs	0	0	0	1	1	10	4	0	0	1	3
Innovation																								
9 Questions the status quo	0	1	0	4	5	9	1	1	0	0	0	9	9 Relies on what works	0	0	0	0	0	9	6	0	1	2	3
10 Early adopter	1	2	4	4	11	3	1	0	0	0	1	10	10 Disciplined	0	0	0	1	1	7	7	1	0	2	4
11 Creative	1	1	3	5	10	5	0	0	0	0	0	11	11 Structured	1	1	1	3	6	8	1	0	1	0	0
12 Encourages innovation	1	1	4	5	11	3	1	0	0	0	1	12	12 Follows up	1	0	2	3	6	9	0	0	0	0	0
Total	10	14	31	51	106	68	6	1	0	0	5	Total					25	87	68	7	9	19	33	
Percentage	83%	58%	65%	53%	59%	38%	3%	8%	0%	0%	5%	Percentage					14%	48%	38%	58%	38%	40%	34%	

TOTALS Sum across M, O, P & D (15) **M** Manager (1) **O** Other Senior Leaders (2) **P** Peers (4) **D** Direct Reports (8)

WHAT YOU LEAD RIGHT AMOUNT RATINGS

The following counts indicate how often you were rated “the right amount,” indicating that the rater thought you tend to use the behaviour to the right degree and in the right situations.

STRATEGIC

	RIGHT AMOUNT					
	Y	TOTAL	M	O	P	D
Direction						
1 Thinks strategically	1	5	0	1	0	4
2 Big-picture perspective	0	5	0	0	2	3
3 Externally aware	0	6	0	0	2	4
4 Looks ahead	1	6	0	0	2	4
Expansion						
5 Takes risks	0	9	0	2	2	5
6 Growth-oriented	0	7	0	1	2	4
7 Entrepreneurial	0	7	1	2	2	2
8 Builds capacity	1	3	0	1	0	2
Innovation						
9 Questions the status quo	1	9	0	1	4	4
10 Early adopter	1	3	0	0	0	3
11 Creative	0	5	0	1	1	3
12 Encourages innovation	1	3	0	1	0	2
Total	6	68	1	10	17	40
Percentage	50%	38%	8%	42%	35%	42%

OPERATIONAL

	RIGHT AMOUNT					
	Y	TOTAL	M	O	P	D
Execution						
1 Drives for results	1	7	0	1	2	4
2 Involved in tactical details	0	6	0	1	1	4
3 Internally focused	1	10	1	2	3	4
4 Jumps on problems	0	3	0	0	2	1
Focus						
5 Conservative about risk	1	6	0	1	2	3
6 Practical about change	1	5	0	1	1	3
7 Focused on priorities	0	7	0	1	2	4
8 Contains costs	0	10	1	2	3	4
Order						
9 Relies on what works	1	9	1	1	2	5
10 Disciplined	0	7	0	2	2	3
11 Structured	0	8	0	0	3	5
12 Follows up	1	9	0	2	2	5
Total	6	87	3	14	25	45
Percentage	50%	48%	25%	58%	52%	47%

Y You TOTALS Sum across M, O, P & D (15) M Manager (1) O Other Senior Leaders (2) P Peers (4) D Direct Reports (8)

RANK ORDER OF ITEMS

		Y	360	M	O	P	D	
	8 Doesn't back down	+3.00	+1.38	+2.00	+1.00	+1.50	+1.00	TOO MUCH
	7 Decisive	+1.00	+1.22	+1.00	+1.50	+1.50	+0.88	
	4 Jumps on problems	+1.00	+1.22	+2.00	+2.00	+0.50	+0.38*	
	6 Speaks up	+2.00	+1.20	+2.00	+0.50	+1.67	+0.63	
	5 Takes a position	+2.00	+1.12	+2.00	+0.50	+1.25	+0.75	
	10 Expects a lot	+3.00	+0.78	+1.00	+0.50	+1.25	+0.38	
	2 Involved in tactical details	+1.00	+0.78	+1.00	+0.50	+1.00	+0.63	
	1 Drives for results	0.00	+0.75	+1.00	+0.50	+0.75	+0.75	
	6 Practical about change	0.00	+0.75	+1.00	+0.50	+0.75	+0.75	
	9 Pushes people hard	+2.00	+0.66	+1.00	+0.50	+0.75	+0.38	
	5 Conservative about risk	0.00	+0.60	+1.00	+0.50	+0.50	+0.38*	
	7 Focused on priorities	+2.00	+0.60	+1.00	+0.50	+0.50	+0.38	
	10 Disciplined	+2.00	+0.60	+1.00	0.00	+0.75	+0.63	
	1 In control	+1.00	+0.53	+1.00	0.00*	+0.75	+0.38	
	11 Gives critical feedback	0.00	+0.50	+1.00	0.00	+1.25	-0.25	
	4 Steps in	+2.00	+0.44	+1.00	+0.50	0.00	+0.25	
	9 Relies on what works	0.00	+0.44	0.00	+0.50	+0.50	+0.75	
	2 Assumes authority	0.00	+0.22*	0.00	+0.50	+0.75	-0.38	RIGHT AMOUNT
	8 Contains costs	+2.00	+0.19	0.00	0.00	+0.25	+0.50	
	12 Holds people accountable	0.00	+0.12	0.00	0.00	+0.75	-0.25	
	12 Gives people a chance	0.00	+0.10	0.00	0.00	+0.25	+0.13	
	3 Gives direction	+1.00	-0.10	0.00	0.00	0.00	-0.38	
	9 Questions the status quo	0.00	-0.16*	+1.00	-0.50	0.00	-1.13	TOO LITTLE
	3 Internally focused	0.00	-0.19	0.00	0.00	-0.25	-0.50	
	11 Structured	-2.00	-0.41	-1.00	0.00*	-0.25	-0.38	
	7 Entrepreneurial	+1.00	-0.44	0.00	0.00	-0.75	-1.00	
	11 Shows appreciation	-2.00	-0.60	-1.00	0.00	-0.50	-0.88	
	4 Stands back	0.00	-0.62	-1.00	-0.50	-0.50	-0.50	
	5 Takes risks	+2.00	-0.66	-1.00	0.00	-0.75	-0.88	
	3 Hands-off	0.00	-0.69	-1.00	-0.50	-0.50	-0.75	
	7 Participative	-1.00	-0.69	-1.00	0.00*	-1.00	-0.75	
	10 Coaches people	-1.00	-0.75	-1.00	-0.50	-0.75	-0.75	
	12 Follows up	0.00	-0.75	-2.00	0.00	-0.50	-0.50	
	9 Shows empathy	-1.00	-0.78	-1.00	-0.50	-1.25	-0.38	
	3 Externally aware	+2.00	-0.78	-1.00	-1.00	-0.50	-0.63	
	2 Delegates	0.00	-0.84	-1.00	-1.00	-0.75	-0.63	
	6 Listens	0.00	-0.84	-1.00	-0.50	-1.25	-0.63	
	2 Big-picture perspective	+2.00	-0.91	-1.00	-1.00	-1.25	-0.38	
	6 Growth-oriented	+1.00	-0.94	-2.00	-0.50	-0.75	-0.50	
	8 Builds capacity	0.00	-0.94	-1.00	-0.50	-1.25	-1.00	
	11 Creative	+1.00	-0.97	-1.00	-0.50	-1.00	-1.38	
	5 Asks for input	0.00	-1.00	-2.00	-0.50	-1.00	-0.50	
	4 Looks ahead	0.00	-1.00	-1.00	-1.00	-1.25	-0.75	
	1 Empowers	0.00	-1.12	-2.00	-1.00	-0.75	-0.75	
	12 Encourages innovation	0.00	-1.16	-2.00	-0.50	-1.00	-1.13	
	10 Early adopter	0.00	-1.19	-1.00	-1.00	-1.75	-1.00	
	8 Open to influence	0.00	-1.28	-2.00	-1.00	-1.25	-0.88	
	1 Thinks strategically	0.00	-1.38	-2.00	-1.00	-1.75	-0.75	

Scores flagged with an * are difficult to interpret; they are based on a mix of "too little" and "too much" ratings. See pages 20-21 for an explanation of these scores.





Forceful
 Enabling
 Strategic
 Operational

Y You
 360 Avg of M, O, P & D
 M Manager (1)
 O Other Senior Leaders (2)
 P Peers (4)
 D Direct Reports (8)

BEHAVIOUR THEMES

Items are sorted by scores for the overall 360 view. Items higher on each list were rated closer to 0, the "right amount" (Strengths) or in the more extreme range of "too much" (Strengths Overused) or "too little" (Shortcomings). This page does not include items for which some groups indicated "too little" and others "too much."

Item text is colour-coded to indicate whether your self-rating was Too Little, The Right Amount, Too Much or not applicable.

 FORCEFUL	 ENABLING	 STRATEGIC	 OPERATIONAL	
Strengths Overused				
<ul style="list-style-type: none"> 8 Doesn't back down 7 Decisive 6 Speaks up 5 Takes a position 10 Expects a lot 9 Pushes people hard 1 In control 11 Gives critical feedback 4 Steps in 			<ul style="list-style-type: none"> 4 Jumps on problems 2 Involved in tactical details 6 Practical about change 1 Drives for results 5 Conservative about risk 7 Focused on priorities 10 Disciplined 9 Relies on what works 	TOO MUCH
Strengths				
<ul style="list-style-type: none"> 3 Gives direction 12 Holds people accountable 	<ul style="list-style-type: none"> 12 Gives people a chance 		<ul style="list-style-type: none"> 8 Contains costs 3 Internally focused 	RIGHT AMOUNT
Shortcomings				
	<ul style="list-style-type: none"> 8 Open to influence 1 Empowers 5 Asks for input 6 Listens 2 Delegates 9 Shows empathy 10 Coaches people 3 Hands-off 7 Participative 4 Stands back 11 Shows appreciation 	<ul style="list-style-type: none"> 1 Thinks strategically 10 Early adopter 12 Encourages innovation 4 Looks ahead 11 Creative 6 Growth-oriented 8 Builds capacity 2 Big-picture perspective 3 Externally aware 5 Takes risks 7 Entrepreneurial 	<ul style="list-style-type: none"> 12 Follows up 11 Structured 	TOO LITTLE

DISCREPANCIES BETWEEN RATER GROUPS




There was conflicting feedback from different observer rater groups on the following items, where one or more group indicated "too little" and one or more indicated "too much." These are the items on which the 360 scores have been flagged with an "*".

	TOO LITTLE	RIGHT AMOUNT		TOO MUCH
 FORCEFUL 2 Assumes authority		D	Y M	O P
 STRATEGIC 9 Questions the status quo	O D	Y	P	M

Y You
 M Manager (1)
 O Other Senior Leaders (2)
 P Peers (4)
 D Direct Reports (8)

DISCREPANCIES WITHIN RATER GROUPS

There was conflicting feedback from raters in the same rater group on the following items, where a quarter or more indicated "too little" and a quarter or more indicated "too much." These items are indicated with **bold orange** font for the number of ratings "too little" (TL), "the right amount" (RA), and "too much" (TM). They are the items on which the rater group scores have been flagged with an "*" in earlier sections of the report. Results for the other rating groups are also presented for the purpose of comparison.

		Y			M			O			P			D		
		TL	RA	TM	TL	RA	TM	TL	RA	TM	TL	RA	TM	TL	RA	TM
	FORCEFUL															
1	In control			1			1	1		1		1	3		5	3
	ENABLING															
7	Participative	1			1			1		1	3	1		5	3	
	OPERATIONAL															
4	Jumps on problems			1			1			2		2	2	3	1	4
5	Conservative about risk		1				1		1		2	2	2	3	3	3
11	Structured	1			1			1		1	1	3		3	5	

TL Too Little RA Right Amount TM Too Much
 Y You M Manager (1) O Other Senior Leaders (2) P Peers (4) D Direct Reports (8)

EFFECTIVENESS AS A TEAM LEADER

Leadership involves getting things done through other people, and all great achievements are the result of people working together. Therefore, the performance of your team is an important indicator of your effectiveness as a leader. Team performance can be represented by two dimensions:

Productivity refers to the quantity, quality and timeliness of the team's output.

Vitality refers to how team members feel about the work and working with each other.

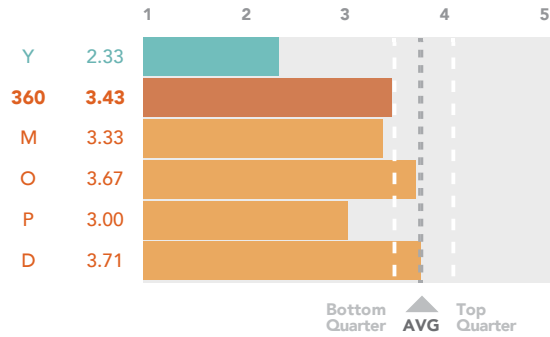
You and your observers rated the team for which you are directly responsible on a three-item measure of Productivity and a three-item measure of Vitality. The scale ranged from 1 to 5, where higher ratings indicate more of the attribute in question. Below are the overall results; results for the specific items appear on the next page.



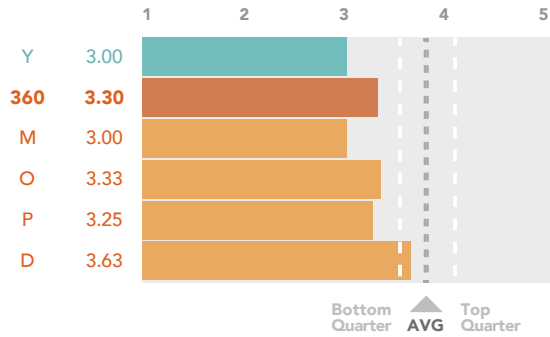
EFFECTIVENESS AS A TEAM LEADER

SCALE SCORES

VITALITY

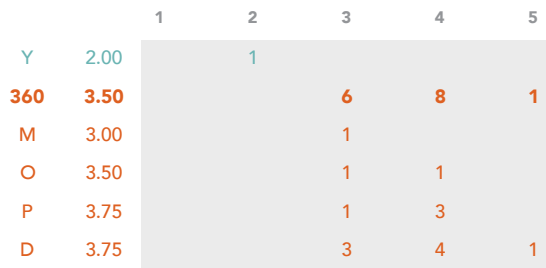


PRODUCTIVITY

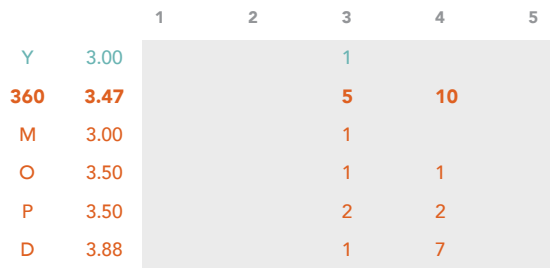


ITEMS SCORES

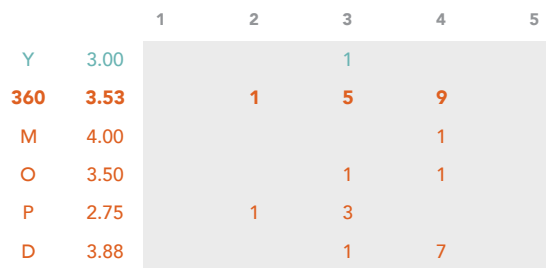
MORALE



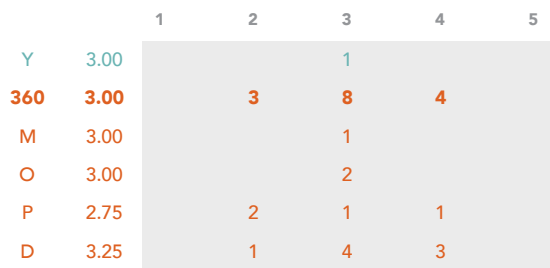
QUANTITY



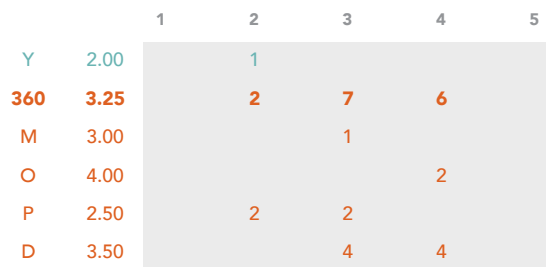
ENGAGEMENT



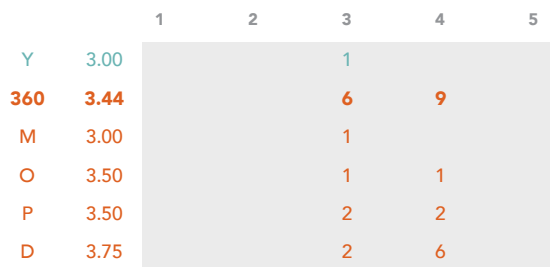
QUALITY



COHESION



TIMELINESS



Y You 360 Avg of M, O, P & D M Manager (1) O Other Senior Leaders (2) P Peers (4) D Direct Reports (8)

WRITTEN FEEDBACK

1. What are Helen Sample's major strengths as a leader—what do you most appreciate or respect about this leader?

Responses are presented exactly as submitted. Each text block represents a different respondent.

- Y** I am honest and ethical with high principles. I take my responsibility as a leader very seriously. I give everything to my job. And I have deep technical expertise in my functional area with a lot of experience.
- M** Helen is a take-charge manager who really understands the operational side of the business. Intent on getting results. She is very clear where she stands on issues and speaks her mind. And she is a reliable, go-to manager; you can count on her to get the job done.
- O** She has grown up in this company and knows her business very well. She isn't afraid to step up and take responsibility for fixing problems either.
- Helen is known as a determined and often forceful person who will go the extra mile to get results. She has what they call managerial courage. She also has a wealth of experience in manufacturing.
- P** She knows what she wants and does everything to achieve her goals. She is also a great sparring partner to help someone better understand complex situations. She is not afraid of making decisions. She shows courage in her management.
- When a decision is made, she takes detailed care in its implementation. Very good drive for results. Makes sure her voice is heard.
- Understands how the business works at every level. She is a natural leader and presses hard for results. Has a big presence.
- Willing to understand any problem (big or small) or activity and become involved in order to learn more from it. Helen is really good at understanding problems at a detailed level. She is quick to establish a clear view of alternatives.
- D** Helen is very clear about what she believes should be done. She always takes a position and is quick to let you know where she stands.
- Helen is a natural leader, who knows exactly where she wants her team to go and never gives up until she reaches her targets. She has tremendous drive and focus on results, and she really knows her stuff.
- One of the best improvisers and problem-solvers I have ever met! She also has a very strong work ethic and stands up for what she believes in.
- Great with numbers, really quick on her feet, a masterful problem solver. Very analytical.
- Helen is a hands-on leader who really knows the business. She also has deep technical knowledge due to her experience.
- Helen is very knowledgeable in her area of expertise; she has a very deep understanding of operations and the supply chain.

Y You **M** Manager (1) **O** Other Senior Leaders (2) **P** Peers (4) **D** Direct Reports (8)

A sense of urgency and drive for results. Helen will do whatever it takes to deliver.

Helen is pragmatic, fast, and focused on results. She pushes people to perform at a higher level.

Y You **M** Manager (1) **O** Other Senior Leaders (2) **P** Peers (4) **D** Direct Reports (8)

WRITTEN FEEDBACK

2. Sometimes a strength can become a weakness through overuse. Please describe any strengths that Helen Sample overdoes and what impact that has.

Responses are presented exactly as submitted. Each text block represents a different respondent.

- Y** I can put too much pressure on the team in order to deliver results. Very demanding, which can bring some loss of confidence from coworkers. Speed can become impatience and too much pressure. I have also learned that I can come on strong, and shut other people down. Can be defensive at times.
- M** Pat leads with her opinion and comes on very strong, often times too strong. She will raise an issue, then proceed to say what she thinks should be done. I admire her initiative, but sometimes she's too quick to speak up. Once she locks onto a position, it is hard to get her to see other perspectives. She intimidates some people with her assertiveness, instead of influencing them in more subtle ways. She can also be very critical or peoples' ideas.
- O** She is very knowledgeable, but can be sometimes seem a bit opinionated. She relies too much on her operational knowledge.
- Helen is a bit impatient - impatient to meet her objectives or the objectives of her unit. She is clearly results-oriented. This orientation could put high pressure on the members of her team. It could be a risk of over-management.
- P** Sometimes too detail-oriented. Thinks she can manage with an Excel file and a few action plans. More communication and dialogue is needed, not just more numbers.
- Helen wants to achieve her goals and has difficulties accepting others' points of view. She can be very dogmatic if she thinks she is right.
- Sometimes Helen can be a little bit too aggressive during discussion.
- Because she is a quick and intelligent person, some people on her team might not follow her mind as fast as expected. They feel frustrated due to the fact that they don't understand what Helen says and don't dare to ask for explanations. Helen should be more careful in this situation and ensure that everybody understands her point.
- D** Too impatient-changes are not so easily accomplished in the reality of that on the spread sheet. Could burn people out.
- Helen is really strong in operations, but she also has a tendency to swoop in and take over on tactical matters that are frankly beneath her.
- She is a great problem-solver and knows the technical side of the business inside and out; however, she tends to get too involved in solving technical problems, to the point of micromanaging some times. She typically does this in the operational area. I have never seen her micromanage in other areas.
- As results-oriented, she can be a bit narrow-minded and short-sighted. For instance, she sometimes says no to good ideas and new approaches because there will be a learning curve.

Y You M Manager (1) O Other Senior Leaders (2) P Peers (4) D Direct Reports (8)

Very principled but sometimes inflexible. Helen also has high standards, but often expects too much from people.

She is very smart, but can also jump to conclusions, without considering all the relevant facts. This could be perceived as a strength turned into a weakness.

Can be very arrogant, especially toward weak people. She thinks from an operational perspective, can be limited in her ability to see things from a sales and marketing perspective.

Helen can sometimes be aggressive toward her team in her willingness to get the best out of them.

Y You M Manager (1) O Other Senior Leaders (2) P Peers (4) D Direct Reports (8)

WRITTEN FEEDBACK

3. Are there any areas where Helen Sample needs to do more, do better, or otherwise be more skilled? Please describe these gaps and why they need to be addressed.

Responses are presented exactly as submitted. Each text block represents a different respondent.

- Y** I need to spend more time planning ahead. I have lots of ideas for where to take this unit, but need to spend less time reacting and more time on strategic planning. It is difficult because so much of our results depend on execution. And there is a lot of pressure to deliver in the near term. I could also delegate more. I could also be more open to other points of view.
- M** Pat needs to show more interest in other people's ideas, among her peers and especially on her team. I sometimes think she leaves money on the table by teeing up an issue and offering her solutions and ideas out of the gate. If she could slow down, introduce a problem, and solicit input, she would have greater buy-in and probably better quality solutions. This is especially so in areas outside her realm of expertise and experience.
- O** Helen could get more out of her people. She should draw them out more, invite their ideas and participation more. Her organization is centered around her and this limits how much her people can contribute.
- Helen should be more strategic in her approach.
- P** Helen sometimes doesn't know what she doesn't know. Sometimes she could be more humble and seek more information rather than appear like she has all the answers.
- I'm not sure that Helen is a strategic thinker. Most of her concerns are minute-by-minute. I sometimes think she sacrifices the long term for short-term results.
- Helen could sharpen her people skills. She could especially be a better, more active listener.
- Collaboration. She is too focused on her team and shows little interest in lateral teams.
- D** Helen isn't a very good listener. Sometimes when you raise an issue, you can tell her mind is somewhere else.
- She is not very inclusive. She doesn't involve people in the major decisions that affect them.
- I don't think Helen fully understands the business, especially the sales and marketing functions. She has little experience in these areas and tends to avoid them, to the point of being out of touch.
- Helen could be more patient. Her urgency is appreciated, but sometimes she charges on without all the information. She is also too busy doing to think about what we are doing.
- Helen sometimes seems risk averse and unwilling to change. She is not receptive to fresh ideas. Helen is kind of a loner in that she doesn't seek input. She could also show more appreciation.

Y You **M** Manager (1) **O** Other Senior Leaders (2) **P** Peers (4) **D** Direct Reports (8)

Helen could be more realistic about what can and can't be done. Her expectations are too high and this has her issuing too many priorities. A more realistic appraisal of what is feasible would give us greater focus.

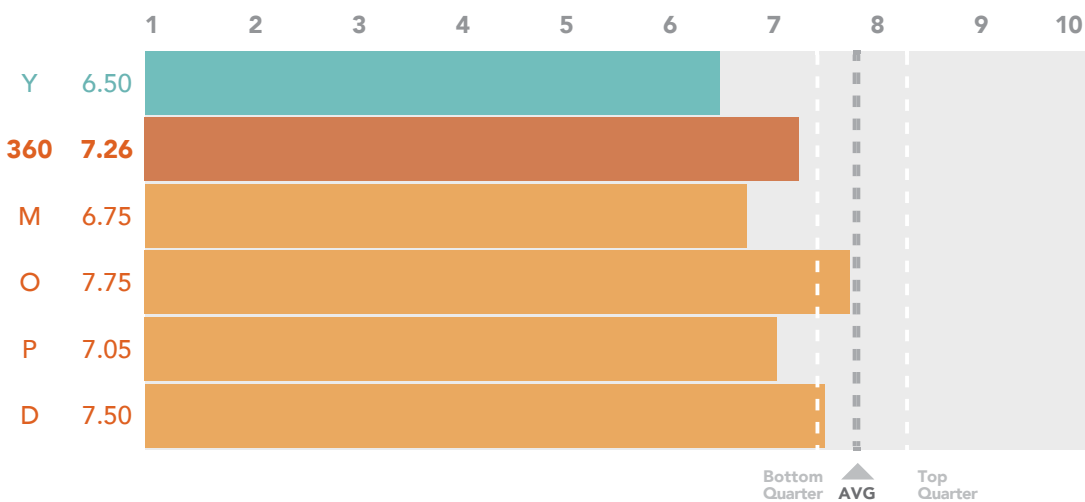
Sometimes I wonder if Helen trusts us. She doesn't delegate as much as she should. She is also not always willing to try other peoples ideas.

It sometimes feels as if she doesn't appreciate the way a business functions. It is obvious that she favours Ops and is not interested in the marketing side.

Y You M Manager (1) O Other Senior Leaders (2) P Peers (4) D Direct Reports (8)

WRITTEN FEEDBACK

4. Please rate Helen Sample’s overall effectiveness as a leader on a ten-point scale where 5 is adequate and 10 is outstanding.



What one thing do you most recommend Helen Sample do differently to be a more effective leader? Why—what impact could this change have?

Responses are presented exactly as submitted. Each text block represents a different respondent.

- Y** **6.50** I could be more calm and even keeled, less judgmental and argumentative. That would project more confidence and make me seem less critical, aggressive, and negative.
- M** **6.75** Pat is a driver and pushes for results, which are usually good. She could do better at forming peer relationships. She needs to learn how to be better at give and take, and not always have to win the debate. This would reduce friction and elevate the strength of her critical relationships, especially among her peers. Pat also needs to be less reactive, and more strategic about how she spends her time.
- O** **7.50** Be more collaborative and strategic. The role is too big to shoulder it all and enhancing her collaborations would gain her more organizational support.
- O** **8.00** To get a higher rating, she needs to think more strategically and less tactically. I'd like to see her analyze whether an initiative should be done, rather than how it could be done. This would elevate her enterprise leadership and ultimately create more enterprise value.
- P** **7.70** Could reach the same results by more consensual ways. Be more supportive when people are in trouble. Let them have time to work on the issues: additional reporting doesn't help to solve the problems. This would increase engagement and commitment to decisions.

Y You M Manager (1) O Other Senior Leaders (2) P Peers (4) D Direct Reports (8)

7.00 Pat is overall a good manager. To improve, she will have to get a wider picture and learn to manage high-level people, including those at her level and higher. This would reduce some of the 'noise' in the system as well as help her to better understand some critical interdependencies in our operating model.

6.50 She needs to create some distance from her team's work in order to better empower her staff. This would free her up to work on the most value-added initiatives. It could also help a lot with her peers to be more open and less defensive and accusatory. Her aggressive style can shut some people down.

7.00 Be more constructive and cooperative with the rest of our team. Be more trusting of her own team, clarify the ground rules (who decides what, based on what information, for what aim or objective), and control your feelings more in public. Also, manage using criticism and praise at right time (praise in public and, critique in private). All of these would raise the mood elevator in all interactions with Pat.

D 7.00 She needs to focus on fewer operational priorities by doing less herself and delegate things. Doing this would help her get out of details and fire drills so she can react less and lead more.

8.00 I think Pat is a solid leader as is. We need more of her kind of drive and relentless pursuit of results. However, giving the team more room would free her up to work on bigger ticket items.

8.00 She could include people more in decisions--especially those who are close to the work and will be affected--and be more open to other ways of thinking. This would improve her 'brand' as a leader you want to work for.

7.50 To get a higher range, Pat has to improve her way of treating people and has to learn to sometimes be more patient for her direct reports who are not always as smart/quick/experienced as she is. It would improve engagement.

8.50 She is a great operational leader. She could soften up a bit and show more appreciation for everyone's efforts to elevate morale and engagement.

6.50 I think she could increase her effectiveness by showing more interest in every functional area, especially sales and marketing. That way she could see the bigger picture and better understand where others are coming from.

7.00 Efficiency, action orientation, and courage are her greatest strengths. But sometimes they can come across as bulldozing other points of view. A gentler touch would lead to better dialogues and probably better quality decisions and buy-in.

7.50 Pat doesn't treat people with the respect they deserve. She pushes hard, but could get more done with less churn if she used a softer touch.

WRITTEN FEEDBACK

5. What words of encouragement do you have to offer Helen Sample?

Responses are presented exactly as submitted. Each text block represents a different respondent.

- Y** Trust myself and lighten up a bit. Learn to trust others and step back.
- M** Helen has her heart in the right place. She is making strides in the right direction. My advice is to seek first to understand, then to be understood.
- O** Hang in there. You have achieved a lot already, and can achieve even more.
Helen continues to be someone we can count on. Just know that we believe in you, Helen.
- P** Take the leap of faith, Helen: take a chance, trust people, and see what happens. You'll be surprised by how much people can do if you show you believe in them.
Trust your peers, Helen. We're on your side.
Helen has a lot of gifts, and I admire her deep knowledge of operations.
I like working with Helen and think she adds a lot to our team.
- D** Helen, you don't have to always know everything. We already know you know a lot!
I hope Helen isn't discouraged by this feedback. It may not all be positive, but if you can take it in, you'll be the stronger leader for it.
You have helped me raise my game by challenging me. Thank you
I think Helen is one of the best leaders in the company. Keep it up!
Trust yourself, Helen. You know what you are doing.
Just remember what you already know: treat people like you want to be treated. You already have our respect.
I have a lot of respect for Helen. She knows more than I will ever know about this business.
Helen has a very bright future. If she can add on the strategic and people-skills pieces, she will be an extraordinary leader.

Y You **M** Manager (1) **O** Other Senior Leaders (2) **P** Peers (4) **D** Direct Reports (8)



ABOUT THE LEADERSHIP VERSATILITY INDEX (LVI)

The LVI is a step forward in 360 assessment. It uses a patented "Too Little/Too Much" rating scale to provide specific feedback about what a leader is doing right and what that leader could do more - or perhaps even less - to be even more effective. Feedback is presented in terms of a behaviour model that reflects the tensions and tradeoffs that make leadership a balancing act, promoting the development of well-rounded leaders capable of leading people, teams, and organisations through a world of relentless change and disruption.



ABOUT KAISER LEADERSHIP SOLUTIONS (KLS)

We are intent on raising the bar in the field of leadership assessment and development. Our innovative tools are built on research into how managers become great leaders and are designed around the practical realities of leading in today's disruptive operating environment. Visit us online to see our full range of integrated tools and services for providing the data, structure, and guidance required for development processes that demonstrably enhance the leadership capacity of individuals and organisations.



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