

Scenarios

Executive Scenarios Narrative Report

Name
Mr. C F

Date
01 June 2017



Introduction

Executive Scenarios assesses Managerial Judgement at executive and senior management level. It assesses an individual's ability to evaluate 'real' high-level challenging managerial situations and decide on appropriate and effective ways of handling them. It assesses an individual's ability to weigh up new challenging situations and to identify or make sound judgements in dealing with these situations. Each situation is presented as a realistic executive-level scenario and the individual then rates a set of possible responses in dealing with the scenario. The individual's rating is compared against the optimal rating (correct answer) for each of the responses, and this enables this report to provide specific and detailed feedback.

This report is in two sections. The first section presents an overview of your performance, as a profile. The second section presents feedback of the main scale and three subscales from the profile, together with narrative interpretations and analysis of your performance on each of the three subscales including detailed feedback based on your particular responses to the test.

This report should be treated confidentially. The shelf life of the information contained in this report is considered to be 12 months, depending upon your work role and personal circumstances.

Comparison Group

Group 1: Composite Manager/ Senior Manager Group

Executive Scenarios Profile

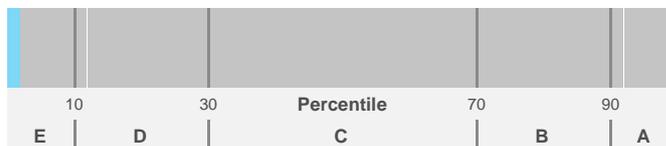
The overall Managerial Judgement scale provides an assessment of your current level of judgement. Individuals who score strongly on the scale are demonstrating practical managerial judgement, and are therefore more likely to cope well with the demands of a real life executive or senior manager role.

This scale is broken down into three areas or sub-scales, Managing Objectives, People Management and Corporate Management. Each of these sub-scales examines Managerial Judgement in a more specific area than the overall scale.

These three sub-scales and the overall scale are scored against a set of correct answers. Research shows that the nearer an individual's responses are to these correct answers, the higher their level of managerial effectiveness.

Managerial Judgement

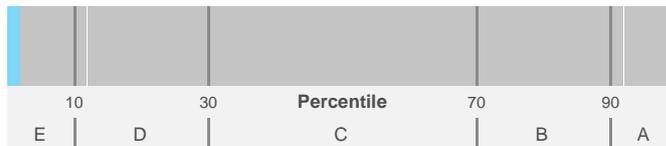
Less effective at weighing up executive-level managerial situations.



1 Effective at weighing up executive-level managerial situations.

Managing Objectives

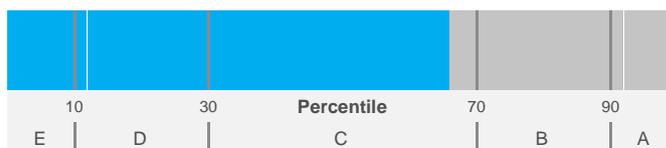
Less effective at tackling and resolving current business challenges and engaging appropriate external support.



1 Provides leadership on current business and operational challenges, and engages appropriate external expertise.

People Management

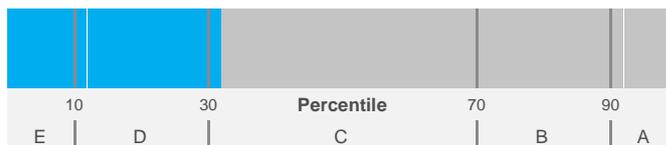
Less effective at identifying and tackling people issues.



66 Resolves disputes and addresses motivation, morale, communication and performance issues affecting individuals or the workforce.

Corporate Management

Less effective at taking a corporate perspective. May be less inclined to tackle important issues facing the organisation.



31 Takes a corporate approach that supports and sustains the organisation.

Feedback Report

Managerial Judgement

Executive Scenarios measures Managerial Judgement at senior level – an individual's ability to weigh up "real life" senior management situations and decide on appropriate and effective ways of handling them. Performance on all the questions in Executive Scenarios is used to provide a broad, general assessment of this skill. The scale gives an assessment of your ability to cope with a range of senior manager situations typically found in medium-sized or large organisations.

Taking into account your responses to all the questions in the test, and comparing you with the group, the indication is that there is considerable scope for you to develop your managerial judgement. This may be because you have had little experience of dealing with real-life senior management situations, or perhaps because you tend not to reflect greatly on the longer term impact of your actions as a manager. You might benefit from considering the consequences of your actions on the systems and people around you. You might also benefit from taking time to consider what you have learnt from your past managerial experience.

Managing Objectives

The Managing Objectives subscale measures an individual's ability to take practical and pragmatic action to deal with current objectives-based issues, challenges or crises, so that operations and key company activities/initiatives remain on track. This often involves building relationships, resolving issues and addressing others' concerns. The subscale also measures an individual's ability to reach out for and use appropriate external expertise when tackling these challenges.

It includes:

- the ability to make timely decisions to direct operations, progress business plans, manage priorities, ensuring wider strategic objectives are met
- the ability to address emerging issues, either within the business or within business collaborations, by building relationships, resolving issues and addressing others' concerns
- the ability to look beyond the organisation to outside expertise when tackling issues
- the ability to understand how dealing with current issues impacts on the organisation's performance and wider strategy

Compared to the group, it appears that your ability to both provide leadership and to engage external expertise when meeting current business and operational challenges is less effective than your peers. There is scope to develop your judgement in this area.

As a leader you can become better at identifying the positive action required to deal with emerging problems and issues, including issues that lie beyond the organisation with partners or stakeholders. There may well be times when your judgement causes the organisation to under-commit effort and resources.

You can improve your ability to be an active, practical and realistic planner, to progress business initiatives and to prioritise for others. In doing so try to be more positive about building relationships, resolving issues and addressing others' concerns.

When deciding on or judging what action should be taken on current business challenges, you are sometimes unsure about how best to utilise outside expertise. You can become a better judge of when to enlist outside help and thinking. Try looking beyond the organisation to outside expertise and support when tackling issues.

Feedback on Managing Objectives

Managing Objectives comprises two key themes:-

Leading and Managing the Work, which is about providing leadership and support to others in dealing with the current business issues. It is also having the skills to effectively plan and deal with operational challenges and wider partnership or business activities.

Using External Help, which is about seeing the need to and being highly proactive in seeking appropriate support or advice. Hence, understanding one's strengths and limitations and seeking external support, gaining professional or expert advice, and buying in specialist resources to gain a competitive advantage.

Leading And Managing The Work

(Providing leadership on current business and operational challenges)

Development Tips

Consider ways of supporting staff re-deployment.

See the benefits of staff surveys in providing useful information on motivation and performance.

Provide more personal support to your staff struggling with workload issues.

Look for ways of supporting others to overcome their work overload issues.

See if you can help resolve disputes or act as the mediator to seek senior level agreement on the way forward.

Seek to use surveys and other business information more effectively to support your case when dealing with internal resistance to proposals.

Consider continuing to progress the detail of a new proposal facing opposition – it may help to unblock resistance.

Actively manage customers' expectations when unexpected problems or delays occur, rather than simply working on the problems behind the scenes.

Ensure that you keep a record of problems that arise before raising them with colleagues.

Ensure that you effectively follow through and deal with all stakeholder feedback and complaints.

When involved with a partner organisation ensure that you are well informed of their business and financial standing and reputation.

Ensure that you provide sufficient focus on partnership activities, and that such activities are kept firmly on track.

Using External Help

(Engaging appropriate external expertise)

Development Tips

Seek unbiased external expertise to truly understand customer's perceptions and requirements.

Having identified weaknesses in your senior team, consider how you can support them with up-to-date expertise and resources.

Seek professional advice when handling challenging communications relating to bad news about the organisation.

Consider using external support to resolve boardroom tensions.

Consider engaging external advice to resolve ongoing pay disputes.

Seek and persevere with appropriate external support in order to raise and improve staff morale.

Ensure that the company's external communications team are well briefed on key business decisions.

General development advice for individuals wanting to develop their judgement in the area of Managing Objectives

- As a manager, ensure you are able to set clear expectations to all. Are your staff clear about what they are doing and why? Do your customers have clear service expectations?
- As a manager, consider the challenges your staff face in managing their time effectively and dealing with pressures of workload and what the likely options are. Discuss and coach them on such issues so that they are equipped to solve these problems more independently.
- When deciding how best to tackle business issues, challenges and crises, remember the option of engaging external help, advice or expertise. You don't need to do everything on your own.
- Observe other leaders' business situations and challenges, and practise making the tough calls and courageous decisions as if for real. Did you get the decision right? Did you spot the most effective solution? Did you get to the core of the problem?
- Use business information to your advantage. Consider how best to collect such data, how best to use it to make informed business decisions and how best to communicate it. Understand its potential power and limitations in influencing others.
- Consider how you can act as a mediator and help resolve difficult situations between stakeholders through active listening and diffusing the situation; then helping to identify a way forward.

People Management

The People Management sub-scale measures an individual's ability to manage the organisation's people issues so that it can better meet business objectives. It measures the ability to resolve disputes and tackle motivation, morale, communication and performance issues affecting individuals or the workforce as a whole.

It includes:

- the willingness and ability to openly resolve disputes between key individuals and parties, by understanding their different perspectives
- the ability to work with individuals, for example effectively dealing with performance and communication issues, or judging when colleagues can and cannot progress issues for you
- the ability to tackle motivation, morale and performance issues affecting the workforce
- dealing effectively with people issues at a strategic and senior level

Compared to the group, it appears that your ability to manage the organisation's people issues is as sound as your peers. However, there is still scope for you to further develop your judgement in this area.

You generally avoid hasty action to force an end to disputes between parties or individuals, seeking instead to resolve underlying tensions. Occasionally you might try being even more willing to take action to openly resolve disputes between key individuals and parties.

Your judgement is generally sharp when dealing with individuals, and you are objective and determined to work through issues. You generally address difficult performance and communication issues and take them seriously enough, although there is still scope to further develop your judgement here. You normally avoid placing colleagues in a difficult position by requesting they progress issues for you. Generally you take the opportunity to fully communicate with colleagues and seek to improve their performance.

You normally address motivation, morale and performance issues within the workforce effectively. You tend to react appropriately to staff concerns, and avoid escalating a situation or dismissing it as irretrievable. Occasionally you could spend more time working through a people situation as it is to resolve it rather than down-playing its significance or quickly dismissing it as beyond retrieval.

You can usually judge when action is required on people issues, and can generally distinguish between good and bad interventions. However, there is scope to fine tune your judgement in this area.

Feedback on People Management

People Management comprises two key themes:-

One-To-One, is about the skills to communicate effectively and address issues with individuals. This will include dealing with performance and motivational issues, dealing with conflict situations and the ability to build sustainable relationships with others by operating professionally and respectfully.

Workforce, is about the skills to communicate effectively and address issues with the wider workforce. This will include dealing with communications relating to changes, performance expectations, targets, or tackling grievances or conflicts. It is about demonstrating the appropriate support to the workforce that ultimately benefits the business.

One-To-One

(Addressing motivation, morale, conflict and performance issues involving individuals)

Development Tips

Consider the usefulness of courses and other development programmes to support staff's specific development areas – they might help.

Consider the value of personally discussing performance issues with valuable members of staff.

Consider the role that non-executive directors could play in building relations with your organisation's stakeholders.

You might view that your senior executives should not personally get involved in disputes with stakeholders where possible. However, there is benefit for executives to be personally aware of stakeholder concerns and to have direct dealings with them to a certain extent.

Workforce

(Addressing motivation, morale, conflict and performance issues affecting part or all of the workforce)

Development Tips

There may be some merit in bringing in a new senior executive to a business facing internal problems to help tackle disputes and overcome old ways of looking at things.

General development advice for individuals wanting to develop their judgement in the area of People Management

- Try fine-tuning your ability to read people situations at work. Think through how effective your potential decisions might be. Put yourself in the other person's perspective. Ask others what they think.
- Take the lead in resolving motivation, morale and conflict issues. People look to senior leaders for signs that things can improve and can be tackled.
- Treat staff decently and respectfully. Although at times you may think they deserve to be treated poorly in order to teach them a lesson, it will affect their morale and they will lose respect for you. Often the most sustainable way to improve others' behaviours is by improving your own behaviours towards others rather than directly attempting to change others.
- Try to understand performance issues from the individual's perspective. This might guide you to appropriate interventions e.g. appropriate training or coaching, confidence building, working on attitude, better communications on clarifying expectations.
- Focus more on understanding individuals, their preferences and their needs. Also, the same applies for different groups of people who might have different cultures and backgrounds. Link this to appreciating what their needs and motivations might be.
- Understand the demands that the organisation places on people and what aspects might create frustration, concern, or worry for them e.g. workload issues, rumours of organisational change.
- Ensure you are open and communicative with all staff especially in times when staff feel there is a lot of uncertainty within the business.
- Be adaptable with people – as they are all different, so adapt to them to build a good rapport and provide the support that works best for them e.g. some might respond well to a coaching style, others might prefer clear, direct instructions to follow.

Corporate Management

The Corporate Management sub-scale measures an individual's ability to take a corporate approach when tackling issues: one that benefits the whole organisation, and supports and sustains it both internally and commercially. This involves putting oneself out and making the effort to personally address tough challenges facing the organisation.

It includes:

- persistently tackling tough corporate issues and challenges not necessarily of your own making, rather than avoiding them or giving up early
- taking action that ultimately benefits the whole organisation
- seizing opportunities and tackling commercial issues so that the business is supported and sustained
- building corporate strategy that is sustainable

Compared to the group, it appears that your ability to take a corporate approach that supports and sustains the organisation is as sound as your peers. However, there is still scope for you to further develop your judgement in this area.

When faced with tough issues, you generally correctly estimate your chances of success if you take action. However, there is scope for you to fine tune your approach. High scorers on the corporate management subscale tend to be optimistic, relaxed, adaptable and social confident individuals – are you occasionally being a little too pessimistic in your judgements and giving up or giving in too early in the face of obstacles or difficulties?

You are as inclined as most of your peers to maintain the internal cohesion of the organisation at risk by tackling issues. Remember to keep seeking solutions that ultimately benefit the whole organisation.

Generally you tend to tackle commercial issues, ensuring the commercial progress needed to support and sustain the business. However, there may be scope for you tackle rather than accept obstacles to progress a little more often.

Feedback on Corporate Management

Corporate Management comprises two key themes:-

Organisational Support, is about having the underlying values, loyalty and skills to fully support the organisation. One will proactively address corporate issues and improve organisational processes to achieve improvements and sustained benefits for the company.

Commercial Support, is about having the skills and the persistence to drive through new business ventures and opportunities. One will help develop and see the potential of such commercial undertakings and will address any resistance and avoid compromises that might dilute the commercial advantage.

Organisational Support

(Taking a corporate approach that supports and sustains the organisation)

Development Tips

Address strained relationships between different parts of the business or between business partners.

Deal with the organisation's systems problems immediately if they are likely to affect staff reward in any way.

Commercial Support

(Taking a corporate approach that supports and sustains the business commercially)

Development Tips

Address senior-level resistance to a new business proposal by building on support that already exists within their teams.

General development advice for individuals wanting to develop their judgement in the area of Corporate Management

- Corporate decision making involves making decisions that benefit the organisation, and supporting the majority or the wider team – even if it means it might be at your own or immediate team's expense. Be sure that your decisions support the organisation, rather than avoiding difficult situations or giving up.
- Ensure you prioritise actions that support the organisation's commercial future, even where this means tackling difficult issues.
- Have the conviction to deal with tough decisions that will benefit the wider business by properly addressing issues rather than to take the easy decisions that are short-term fixes, or that just shifts the problems elsewhere.
- Think carefully through commercial tactics. However, progressing business is very much about exploring new approaches, and taking calculated risks. So be proactive, seize opportunities and don't give up too easily with business ideas.
- Work closely with stakeholders and partners and explore options together to resolve issues and find new opportunities.

- Focus on the wider corporate good rather than on defending or protecting your own area, or getting side-tracked into internal disputes and office politics which detract from supporting the organisation's objectives.
- Consider and use the appropriate channels in tackling issues and disputes, so that the integrity and reputation of the business is preserved.

Managerial Judgement And Subscales

Managerial Judgement is the key measure for making decisions. Performance on this scale is based on all the questions in the test (i.e. the other 3 subscales combined). The following table displays Mr. C F's raw and normed scores on these four scales.

Scale	Raw Score	Sten	Percentile	T-score	Grade
Managerial Judgement	131	1	1	25	E
Managing Objectives	88	1	1	25	E
People Management	25	6	66	54	C
Corporate Management	18	5	31	45	C

Assessment Methodology

This Report is based upon the following sources of information:

Questionnaire / Ability Test	Comparison Group
Executive Scenarios UKE	Group 1: Composite Manager/ Senior Manager Group

Person Detail Section

Name	Mr. C F
Candidate Data	MJ = 1, MO = 1, PM = 6, CM = 5
Report	Executive Scenarios Narrative Report v2.0 ^{KE}

About This Report

This report was generated using SHL's Online Assessment System. The use of this questionnaire is limited to those people who have received specialist training in its use and interpretation.

The report herein is generated from the results of a questionnaire answered by the respondent(s) and substantially reflects the answers made by them. Due consideration must be given to the subjective nature of questionnaire-based ratings in the interpretation of this data.

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